

**CITY OF FRONTENAC
BOARD STRATEGIC PLAN
March 2020**

Vision: The City of Frontenac will be recognized for its heritage of gracious living, shopping, and dining.

Mission Statement: Increase the desirability of Frontenac as a place for residents, visitors, businesses, and employees.

Values:

1. **Efficiency** – Leverage the human and financial resources of the City in the most efficient and effective manner to find the best solutions for the City and its constituents.
2. **Integrity** – Adhere to the highest ethics, morals, and legal code; always do the right thing.
3. **Superior service delivery** – Operate the City in a way that is highly efficient and focused on ensuring public satisfaction.
4. **Constituent focused** – Place the highest priority on serving the residents of Frontenac effectively with honesty and respect for their time and resources.
5. **Transparency** - Conduct ourselves with open communication and honesty, ensuring that we are always credible and accountable to colleagues and the people of Frontenac.

Mission to be achieved by addressing the following five strategic priorities:

1. **Build and maintain confidence in Frontenac government as demonstrated by reputation and level of resident and business satisfaction.**
2. **Maintain superior City services as demonstrated by resident satisfaction and accreditations achieved by Fire, Police, Prosecutor, Court, and Finance.**
3. **Safeguard a well-balanced blend of community and commerce.**
4. **Maintain municipal infrastructure, such as roadways, bikeways, and walkways, with consideration of ADA accessibility.**
5. **Promote environmental quality, health, and safety.**

The City Staff, Committees, and Commissions will address the strategic priorities with the Action Plans in the process of being developed and implemented as follows:

1. Build and maintain confidence in Frontenac government as demonstrated by reputation and level of resident and business satisfaction

Who	What	By When	Cost
Administrator, City Clerk, Mayor, Board of Alderspersons	A. Continue to enhance the external Communication Plan B. Improve internal communications with the electronic posting of Board and committee agendas, packets, minutes, and historical documents. C. Investigate opportunities for shared services with neighboring cities to enhance the quality and efficiency of service delivery D. In collaboration with Public Works, continue to establish and strengthen relationships with various utility providers to improve the quality of services provided	June 2020 2020-2021 2020-2021 On-going On-going	defining with the budgeting process
Mayor & Administrator	A. Establish and maintain a plan to maximize the use of existing commercially zoned property consistent with the Comprehensive Plan B. Collaborate with the Chamber of Commerce, St. Louis Economic Development Partnership, ULI, or other community organizations dedicated to attracting and retaining economic opportunities. C. Establish a plan to continue to collaborate with and support Le Chateau, Plaza Frontenac and other existing businesses in the commercially zoned areas	Dec. 2020 On-going scheduling meetings w/ businesses <input type="checkbox"/>	defining with the budgeting process

2. Maintain Superior City Services as demonstrated by resident satisfaction and accreditations achieved by Fire, Police, Prosecutor, Court, and Finance.

Who	What	By When	Cost
Administrator Mayor & Board of Alderspersons	A. Maintain well trained, professional, courteous and responsive staff as evidenced by annual volume or rates of complaints, turnover and retention rates and workers compensation claims/injury reports at or better than peer municipalities.	On-going	defining with the budgeting process
Director of Finance and Ways & Means Commission	B. Maintain the City's AAA bond rating and GFOA certificate of achievement while balancing revenue and expenses to support the City's vision.	On-going	
Prosecutor & Chief of Police	C. Maintain superior Police Services as evidenced by MO Police Association accreditation.	2022	\$6,000
Judge & Court Clerk	D. Maintain a court system for Frontenac, Crystal Lake Park, and Westwood, where parties perceive a fair system with issues managed in a timely and impartial manner.	On-going	In the budget process
Administrator & Fire Chief	E. Maintain Excellent Fire & EMS Services as evidenced by an ISO rating of 2 or better <input type="checkbox"/>	2021	\$25,000/yr Add'l

			budgeted.
Administrator	F. Maintain Trash Service with recycling and yard waste collection – change to new provider Jan. 2019 completed G. Maintain annual leaf collections service	On-going	

3. Safeguard a well-balanced blend of community and commerce

Who	What	By When	Cost
Building Dept.,	A. Make zoning and sign decisions fairly and impartially consistent with Frontenac zoning ordinances and the Comprehensive Plan	On-going	In the budget process
Planning Zoning Commission & Board of adjustment	B. Review the Comprehensive Land Use Plan & ordinances and update or make corrections as needed, in collaboration with the community C. Maintain ISO rating of 3 or higher Frontenac & Crystal Lake Park (Building Codes every three years)	Dec. 2020 Oct. 2020	
Building Dept. & Architectural Review Board	D. Continue to support and encourage upscale character and high-quality architecture and buildings consistent with the existing features that make Frontenac a highly desirable location for residents and businesses.	2020	In budget as above

4. Build and maintain municipal infrastructure such as roadways, bikeways, and walkways with consideration of ADA accessibility

Who	What	By When	Cost
Public Works Dept & Public Works Commission	A. Improve and maintain roadways, bikeways, walkways and ADA accessibility B. Prepare a street evaluation, maintenance, and rehabilitation plan and schedule for each City roadway for ADA compliance and pavement longevity. C. Establish an annual plan to maintain City vehicles of the PD, FD, and Public Works, snow plowing, and emergency response plans (including Westwood, Huntleigh & Crystal Lake Park).	On-going 2020-2025 Update by Dec. 202	In the budgeting process

5. Promote environmental quality, health, and safety

Who	What	By When	Cost
Public Works Dept & Public Works Commission	A. Reduce negative stormwater impact on residential and commercial properties and assist in the achievement of clean streams	2020 On-going	Updating 10 year plan