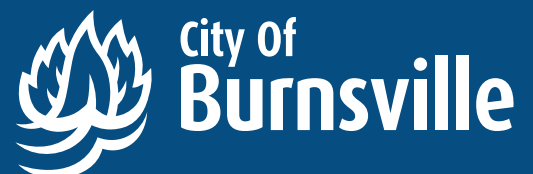


2024 | Q3

STRATEGIC PRIORITY MONITORING

Quarterly Report





STRATEGIC PRIORITIES

Our strategic priorities are our commitments to the community. Affirmed by the Council, these are the six lenses we use to do our work. They guide our behavior - helping us deliver the right results to the community and measure our success:



SAFETY

Burnsville is committed to the safety and wellbeing of our community and staff



COMMUNITY ENGAGEMENT

Burnsville is committed to meaningful relationships and experiences that meet the variety of needs in our community



ORGANIZATIONAL CULTURE

Burnsville is committed to creating great experiences for our employees so they do the same for our community



COMMUNITY VIBRANCY

Burnsville is committed to creating energy that brings our community to life for years to come



INFRASTRUCTURE

Burnsville is committed to responsible stewardship of assets to allow our community to thrive



SUSTAINABILITY

Burnsville is committed to innovation that supports environmental, human and financial vitality for our community and future generations

QUARTERLY SUMMARY

SAFETY

Provide risk-reduction programs to promote community safety and health.



Ensure reliable response to community emergencies.



Find innovative ways to be on the leading edge of wellbeing.



COMMUNITY ENGAGEMENT

Implement a participatory budgeting pilot program to involve the community in the budgeting of their tax dollars.



Be curious about needs through our community survey, and overcommunicate results.



Assess our communication and community engagement functions to best reach and connect the community.



ORGANIZATIONAL CULTURE

Build culture through our managers.



Position people and teams to use their strengths every day.



Implement standard operating procedures across our operations.



COMMUNITY VIBRANCY

Support economic development in Burnsville.



Support investments in housing.



Understand our reputation among our neighbors and around the community.



INFRASTRUCTURE

Reimagine community experiences as we bring the police city hall project to life.



Complete capital improvement studies to understand what we have and the condition it is in.



Assess vulnerabilities and plan to mitigate risk across our infrastructure.



SUSTAINABILITY

Promote and protect the city's natural resources.



Assess, improve, and manage how we do our work through process improvement.



Maintain and enhance our budget process.



SAFETY

ACTIONS

Provide risk-reduction programs to promote community safety and health.

Status



Ensure reliable response to community emergencies.

Status



Find innovative ways to be on the leading edge of wellbeing.

Status



OPPORTUNITIES

The behavioral health and community risk reduction teams hosted monthly outreach events focused on community safety.

The police department has returned to a routine patrol schedule and is hiring police officers for patrol positions.

Significant investments in employee wellbeing like paid wellbeing leave and embedded mental health are included in the 2025 budget.

CHALLENGES

Staffing challenges are limiting the amount of time spent on education and risk-reduction.

Calls for service across public safety teams are more complex, straining public safety resources.

Market budget pressures for medical insurance and other state mandates continue to pose challenges as we brainstorm creative solutions to care for employee wellbeing.

KEY

Complete

On Track

Moving

Behind

Off Track

COMMUNITY ENGAGEMENT

ACTIONS

Implement a participatory budgeting pilot program to involve the community in the budgeting of their tax dollars.

Status



Be curious about needs through our community survey, and overcommunicate results.

Status



Assess our communication and community engagement functions to best reach and connect the community.

Status



OPPORTUNITIES

The neighborhood project team has designed materials and is working to develop communication and marketing strategies ahead of introducing the neighborhood organizations and grants to the community in January 2025.

Following council direction in September, a project team has been established to inform and administer community surveys in 2025.

The communications assessment is nearing completion, our team will share results with the organization, city council and community in early 2025.

CHALLENGES

Developing a comprehensive communication and rollout strategy to introduce the program to the community.

The project team will continue to work with community partners to inform the business survey.

The project has taken significantly longer than anticipated. We will wait to hire a new communications director to maximize the effectiveness of assessment informed improvements.

KEY

Complete

On Track

Moving

Behind

Off Track

ORGANIZATIONAL CULTURE



ACTIONS

Build culture through our managers.

Status



Position people and teams to use their strengths every day.

Status



Implement standard operating procedures across our operations.

Status



OPPORTUNITIES

All people managers are currently participating in individual strengths coaching, with a emphasis on supporting our teams as we complete the 2024 employee engagement survey this fall.

Organizational development has facilitated 13 team strengths sessions and continues to provide strengths coaching to all employees.

The corrective action project team developed resources for process mapping and procedures.

CHALLENGES

Accountability and responsibility have been a challenge in our organization for decades, new expectations and changed behavior takes time.

We are building a bench of certified strengths coaches to support organizational development in coaching managers and employees.

With procedure resources in place this year, implementation will continue in 2025.

KEY

Complete

On Track

Moving

Behind

Off Track

COMMUNITY VIBRANCY

ACTIONS

Support economic development in Burnsville.

Status



Support investments in housing.

Status



Understand our reputation among our neighbors and around the community.

Status



OPPORTUNITIES

Economic development strategic framework engagement has involved the community to develop draft objectives.

Local affordable housing aid provides additional resources for housing improvements and investments.

Inform a reputation management project with our communications assessment.

CHALLENGES

Prioritizing outcomes based on data, capacity and resources.

Developing program options that align with state guidelines and partner resources.

The communications assessment has taken longer than planned, continuing the reputation project into 2025.

KEY

Complete

On Track

Moving

Behind

Off Track

INFRASTRUCTURE



ACTIONS

Reimagine community experiences as we bring the police city hall project to life.

Status



Complete capital improvement studies to understand what we have and the condition it is in.

Status



Assess vulnerabilities and plan to mitigate risk across our infrastructure.

Status



OPPORTUNITIES

Police city hall project is moving to construction, with continued engagement as we prepare final construction documents.

Following completion of the parks plan, we have made progress on parks visioning and prioritizing replacement of condition 1 and 2 amenities.

An independent vulnerability assessment will be completed for our horizontal water and sewer infrastructure.

CHALLENGES

Rethink city operations and redesign or organization and operations to best meet community needs.

Work continues on the pavement management plan and fleet study for presentation to the city council scheduled this year.

Prioritizing and identifying the right project partner to deliver the study in 2025.

KEY

Complete

On Track

Moving

Behind

Off Track

SUSTAINABILITY

ACTIONS

Promote and protect the city's natural resources.

Status



Assess, improve, and manage how we do our work through process improvement.

Status



Maintain and enhance our budget process.

Status



OPPORTUNITIES

Promoted sustainability efforts by engaging the community on energy options, recycling, and securing grant funding for private tree removal.

The corrective action project team has completed four process improvement projects.

Expanded role of departments in budget creation and presentation to include capital and operating needs.

CHALLENGES

Ongoing and anticipated challenge in treating or removing ash trees infected with emerald ash borer.

Resources to facilitate process improvement activities throughout the organization.

Balancing capital and operating needs with available resources.

KEY

Complete

On Track

Moving

Behind

Off Track



INNOVATION | COLLABORATION | EXCELLENCE