



### Administrative

1. 2024 Annual fee schedule update
2. S.W.O.T. Analysis
3. **Office Building**
  - a. Lease
  - b. Location
  - c. Analysis of requirements
    - i. IT
    - ii. Office configuration
      1. Conference rooms
      2. Types of offices
      3. Public space
    - iii. Office equipment
    - iv. Other amenities
  - d. Visit North Las Vegas
    - i. Identify workflow/departmental interdependencies
    - ii. Identify office space configurations and accessibility to the public

### Financial

1. Review of Animal Services invoicing and capital budget
2. Review of DA expenses
3. Completion of Justice Court review
4. Comprehensive Fee Study
5. Improve the format of the annual financial report (CAFR)
6. Quarterly budget to actual financial report by metro reformatted

### Human Resources

1. Create “success”ion plan
  - a. Identify qualities and strengths to provide the necessary services to constituents
  - b. Review and update job descriptions
    - i. Get signatures from each incumbent
  - c. Evaluate existing skills of staff
    - i. Create a development plan for each employee
    - ii. Create an ongoing development plan for each position
2. Providing additional services to Members such as payroll
  - a. Kearns
  - b. White City
  - c. Others
3. Training on new personnel manual



## 2023 Goals

- a. Distribute and get receipt signatures from staff.
4. Training on GoCo
5. Ongoing employee newsletters
6. Ongoing leadership training
7. Ongoing cultural change initiatives (APPA goals)
  - a. **A company culture is a set of attitudes, values, beliefs, goals, and other characteristics an organization follows to create a gratifying working environment.**
  - b. Cultivate a better understanding of how to be supportive of colleagues with different backgrounds, responsibilities, knowledge, and experience than my own by:
    - i. Expressing compassion and empathy towards others and recognizing them for the work they are doing by:
      1. being open minded;
      2. being out of the box towards others (outward mindset); and
      3. being open to feedback.
    - ii. Working together as a team to find ways to streamline day-to-day operations in all departments by:
      1. identifying key work tasks;
      2. being open to new processes and technology; and
      3. sharing procedures.
    - iii. **Enabling others to learn and grow by:**
      1. providing training to team members identified by the supervisor that will provide for sustained operations and customer service; and
      2. cross training between departments to understand the workflows and dependencies between departments and identifying and implementing improvements.

### Capital Projects

1. 4700 South reconstruction (Kearns)
2. Cyprus Master SD Phase (Magna)
3. Canyon Stabilization Project (Emigration)
4. Sego Lily Drive (WC)
5. Copperton Strom Drain (Copperton)
6. Brighton infrastructure (was this done in 2022?)

### Emergency Management

1. Training:
  - a. Staff will work on IS 700 and IS 800
  - b. Marla, Brian, Trent, Kirk and Alex will attend the FEMA Basic Academy Course LO102, or Science of Disaster, on February 14 -16 in Taylorsville
2. Memorandums of understanding (UFA)



## 2023 Goals

- a. Shelters
- b. American Red Cross
- c. Registration with emergency services agencies
3. Development of emergency response structure with UFA
  - a. Tabletop exercises with surrounding communities
4. FEMA ATC 20 training for select personnel and SLCounty staff
5. Identify resources with surrounding cities and enter into mutual aid agreements:
  - a. Public Works
    - i. Allocation of resources by Salt Lake County (SLCo) Public Works Operations (PWOps) between recipients
  - b. Engineering
  - c. Building inspectors
  - d. Pricing
  - e. Satellite phones
6. Update office emergency management/evacuation protocols
  - a. Be incorporated into the government center processes
    - i. Participate in the government center trainings
    - ii. Active shooter trainings
  - b. Update MSD's processes to optimize evacuation procedures
    - i. Review existing processes for efficiencies
    - ii. Change the span of control for area sweeps
    - iii. Train the staff on evacuation behaviors that will improve safety
    - iv. Create/provide emergency kits for each employee

### Information Technology

1. Improve IT support services to the MSD
2. Implement 311
3. Implement Document Management software
4. Enhance CityWorks workflows
  - a. Modifications to provide user friendly interface
5. Respond to RFPs for GIS and CW services (provide professional services for smaller units)
6. Create the map application for Capital Improvement Project (CIP) and keep it updated per data received from participating agencies by the end of each quarter. Integrate with sign postings with QR code.
7. Develop SOPs for Technology department.

### Communications

1. What is the MSD? Campaign / postcards / visuals
2. Outreach to the Members to gather information on how to improve existing services
3. Ongoing newsletters



## 2023 Goals

4. Pictures of scenes from throughout the District for display in the office
5. MSD signage for display in the office
6. New monitor for displaying messages and pictures in lobby
7. Citizen Engagement – market the “Notify Me” feature on new website
8. Standardized signature for emails

### Planning and Development Services

1. FEMA
  - a. Review of Metros and the Town of Brighton issuances of building permits within flood plain.
    - i. Bring applications into compliance to include flood plain requirements
  - b. Complete agreement with FEMA regarding Duck Club
  - c. Complete operating plan with FEMA
2. Shared Planning Goals:
  - a. Titles 18 and 19 reviewed, revised and adopted by Magna, Kearns, White City, Copperton and Emigration Canyon.
  - b. Model Versions of Titles 18 and 19 revised for Brighton to present at workshops for discussion. Reviewed, revised and adopted by Brighton by December 31st, 2023.
  - c. Model Versions of Titles 18 and 19 revised to eliminate non-existent zones and sent to SLCo DA’s Office for initial draft review. Create a timetable for adoption process with County stakeholders.
  - d. Create Staff Report Templates for application types, such as General Plan Amendments, Rezones, Subdivisions, Site Plans, Conditional Use Permits and Zone Amendments.
  - e. Approval Letter Templates with standard approval language, typical conditions of approval and information about the right to appeal.
  - f. Create a model ordinance for Title 14 in consultation with Salt Lake County Engineering. This Title 14 would then be adopted by all MSD communities, late 2023 – early 2024.
  - g. Professional Development, including AICP certifications for those eligible.
3. Current Planning
  - a. Create Standard Operating Procedures (SOPs) for processing Rezones, Subdivisions, Site Plans, Conditional Use Permits, FCOZ projects, and Zone Amendments.
  - b. Create Application Guides to help citizens apply for Rezones, Subdivisions, Site Plans, Conditional Use Permits, FCOZ projects, and Zone Amendments. These application guides would be available on the website.
  - c. Create a FAQ guide for citizens to access via the MSD website.
4. Long Range Planning
  - a. Code rewrite:
    - i. Copperton, Kearns, Emigration Canyon, and White City are all during January for further discussion,
    - ii. Brighton code updates
    - iii. Unincorporated SLCo code updates



## 2023 Goals

- b. Adopt Copperton Active Transportation Plan and Connectivity Ordinance
  - c. Adopt Magna Historic District Plan
  - d. Adopt Emigration Canyon Dark Sky Ordinance
  - e. Adopt Kearns Mobility Hub and implementation work
  - f. Fabricate and place Kearns Interpretive Panels
  - g. Create a Planning Definitions/Concepts Guide for citizens in the MSD service areas
  - h. Write and Implement ADU and Short-Term Rental Guide
  - i. Work with Engineering on Capital Projects Planning
  - j. Begin Water Elements for Copperton, Kearns, and Magna General Plans. Assist SLCo in adopting their Water Element (assuming this is a regionally significant project more appropriately handled by Regional Planning).
  - k. Implement Arc Urban to support Long Range and Current Planning to visualize projects and potential projects
  - l. Create and Adopt Brighton Nodes plan
  - m. create and implement resource management tools in order to understand project time requirements and create accurate scopes of work.
  - n. Prepare for LRP to take on contracting services for smaller communities not formally associated with the MSD. Create a database using Smartsheet to figure out scoping and manpower needs.
  - o. Explore setting up an RDA/CDA in Kearns
  - p. Learn Bid processes to enable MSD communities to bid for services and equipment.
5. Building Inspections
- a. Provide quality inspections in a timely manner
  - b. Ongoing training and certification
6. Code enforcement
- a. Train the code enforcement officers
  - b. Provide building inspector trainings to interested officers
7. Storm Water
- a. Hire a supervisor
  - b. Ongoing training
  - c. Provide quality inspections and reviews in a timely manner
8. Business License
- a. Ongoing training
  - b. Cross training
  - c. Archiving of outdated paper records