

MAYOR'S WORK GROUP ON CITY SERVICES

2016



GOALS

Our group was tasked with developing a short and long term strategic plan for improving City services.



MEMBERS

City Services Work Group - Members:

Matthew Normand, City Clerk

Brenda Masewic, Tax Collector

Robert Gagne, Assessor

Gail Senno, Senior Services

Jane Gile, Human Resources

John Donovan, Office of Youth Services

Tom Clark, City Solicitor

Denise van Zanten, Library

Paul Martineau, Welfare Commissioner



MISSION



Though each group is different, we all have the same overall mission-providing quality services to the community we serve.



Mid-Term Goals (FY18 & FY19)



INTERNAL GOALS

Complete City phone system implementation

Evaluate new Enterprise Software System

Establish Technology Fund based on determined needs

EXTERNAL GOALS

Enhance accessibility of City Services

Enhance City Way-finding Signage

Evaluate "Automated Reassurance System" for isolated seniors and disabled residents



Long Term Goals (FY20 and Beyond...)

- Implement new Enterprise Software System to fully integrate City services and departmental communication
- Maintain the Technology Fund to continue modernization of City services
- Maintain investment in our employees to ensure we are providing the best possible services to the public we serve



Questions?

