

RESOLUTION NO. 36-18  
CITY OF CENTERVILLE, OHIO

SPONSORED BY COUNCILMEMBER Bill Serv ON THE 18<sup>TH</sup>  
DAY OF JUNE, 2018.

A RESOLUTION ADOPTING A FIVE-YEAR STRATEGIC PLAN FOR  
THE CITY OF CENTERVILLE.

WHEREAS, the City Manager has recommended and City Council has considered  
a Five-Year Strategic Plan for the City of Centerville for the years 2018 through 2023; and

WHEREAS, the Strategic Plan for the City of Centerville should be accepted by  
City Council so that projects and programs may be planned and implemented accordingly;  
and

WHEREAS, the Five-Year Strategic Plan is on file in the City Clerk's office.

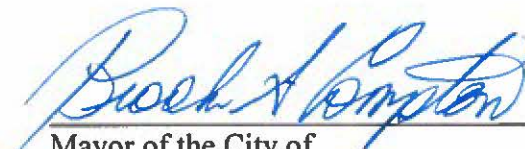
NOW THEREFORE, THE MUNICIPALITY OF CENTERVILLE HEREBY  
RESOLVES:

Section 1. The City Council hereby adopts the Five-Year Strategic Plan as  
attached hereto as Exhibit "A" for the City of Centerville for the years 2018 through 2023.


Section 2. The City Manager is hereby authorized and directed to implement  
the Five-Year Strategic Plan and to report on its progress annually to the City Council.

Section 3. This Resolution shall take effect at the earliest time allowed by law.

PASSED THIS 18<sup>th</sup> day of June, 2018.

  
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Mayor of the City of  
Centerville, Ohio

ATTEST:

  
\_\_\_\_\_  
Clerk of Council  
City of Centerville, Ohio

CERTIFICATE

The undersigned, Clerk of Council of the City of Centerville, Ohio, hereby certifies the foregoing to be a true and correct copy of Resolution No. 36-18, passed by the Council of the City of Centerville, Ohio on the 18<sup>th</sup> day of June, 2018.



Clerk of the Council

Approved as to form, consistency  
with existing ordinances, the  
charter & constitutional provisions  
Department of Law  
Scott A. Liberman  
Municipal Attorney

**Goal 1:** Centerville will promote a community of neighborhoods and business districts that attract, retain, and support businesses with forward thinking policy, planning, and service delivery.

**Strategy 1:** Grow strong relationships with other local and regional economic development partners and stakeholders.

<i>Implementation Steps</i>	<i>Owner</i>	<i>Link(s)</i>	<i>Work Completed To Date</i>	<i>Resource Needs</i>	<i>Estimated Task Time</i>	<i>Target Completion Date/Status</i>
1.1.1 Actively participate and lead in the BusinessFirst! program and other professional groups by attending resource partner meetings, trainings, and expanding program offerings within these groups.  Assess the results of our participation.	Economic Development Administrator	5.5.5	Ohio Economic Development Training April 10-13 2018 NEC  OEDA 360 Training March 2018- NEC	Travel and annual program fee	12 months	March 2019  On-going
1.1.2 Actively participate in the Ohio Economic Development Association.  Assess the results of our participation.	Economic Development Administrator		Completed course work for Ohio Certified Economic Developer certification. Final certification project work to begin Fall 2018.  Serve on the OEDA legislative affairs committee.	Travel and annual membership fees	12 months	March 2019  On-going
1.1.3 Actively participate in Dayton Development Coalition (DDC) including the Fly-in in April 2019.  Assess the results of our participation.	Economic Development Administrator		Currently, staff engages with the DDC and JobsOhio in site selection operations, regional educational forums, and other activities  Site selection RFPs through Jobs Ohio	Travel and staff time	24 months	March 2020  On-going

Exhibit "A"

**Strategy 2:** Develop and deploy a planned program of economic development incentives and resources that includes utilizing the Centerville Community Improvement Corporation as an additional entity to facilitate the City's economic development outreach operations and programs.

<i>Implementation Steps</i>		<i>Owner</i>	<i>Link(s)</i>	<i>Work Completed To Date</i>	<i>Resource Needs</i>	<i>Estimated Task Time</i>	<i>Target Completion Date/Status</i>
1.2.1	Commence a phased transfer of funds by City Council to the CIC for its use in implementing certain economic development programs and efforts.	Wayne Davis	1.4.3		Funding (TBD by City Council)	4.5 years	January 2022
1.2.2	Conduct an analysis of existing economic development programs and new programs that could be implemented in the future. Make policy change recommendations to City Council at conclusion of the analysis. Upon the creation of any new economic development assistance programs, create new rules and guidelines for the administration of said programs.	Economic Development Administrator	1.4.3 2.4.1 6.4.1	Grant programs matching APD/HOC CIC/façade link 2.4.1	Staff time	1 year	June 2019
1.2.3	Create and implement a marketing strategy to communicate the benefits and availability of existing and new economic development assistance programs.	Economic Development Administrator  Maureen Russell-Hodgson			Staff time	1 year	June 2019

1.2. 4	Create and implement measurements of the efficacy of economic development incentives provided to guide future policy considerations.	Economic Development Administrator	6.4.1		Staff time	3 years	June 2021
1.2. 5	Review and update CIC by-laws or other governing rules in order to allow the CIC to operate as effectively for the City's interests as possible.	Scott Liberman			Staff time	1 year	June 2019

**Strategy 3:** Enhance the City's existing business retention and expansion efforts and involve a cross section of staff in its implementation.

<b>Implementation Steps</b>		<b>Owner</b>	<b>Link(s)</b>	<b>Work Completed To Date</b>	<b>Resource Needs</b>	<b>Estimated Task Time</b>	<b>Target Completion Date/Status</b>
1.3.1	Identify and train non-economic development staff to assist in Business Retention and Expansion (BR&E) efforts. Training to include ExecutivePulse software training and ED basics, provided by OEDA.	Economic Development Administrator	5.4.1		Staff time. Registration/training fees	1 year	June 2019
1.3.2	Promote the business community's awareness of the City's BR&E efforts through the BusinessFirst! program.	Economic Development Administrator		BF! program featured in business news programming. (CBU)  Benefits of the program shared through email marketing and special events.	Staff time	1 month	June 2018  On-going
1.3.3	Produce an annual report identifying targeted businesses and/or business districts to focus BR&E efforts.	Economic Development Administrator			Staff time	6 months	December 2018
1.3.4	Annually conduct a business walk with BF! resource partners.	Economic Development Administrator	2.4.5		Staff time	1 year	June 2019
1.3.5	Annually provide City Council report of BR&E program metrics.	Economic Development Administrator			Staff time	1.5 year	January 2020

1.3.6	Host periodic business roundtable discussions and/or other events in order to gain new perspectives on how the City may best assist the business community.	Economic Development Administrator	6.4.6 2.4.5	Business Task Force Meeting- Winter 2018	Staff Time Minimal Expenses	1 year	June 2019 On-going
1.3.7	Actively seek outside funding to assist in economic development and redevelopment projects. Produce annual report measuring grant funds received and tangible impact on community.	Economic Development Administrator	3.3.2	DSD Advisors February 2018	Staff time.	On-going	On-going

**Strategy 4:** Promote the redevelopment of underutilized properties throughout the City that enhance the City's job density and tax base.

<b>Implementation Steps</b>		<b>Owner</b>	<b>Link(s)</b>	<b>Work Completed To Date</b>	<b>Resource Needs</b>	<b>Estimated Task Time</b>	<b>Target Completion Date/Status</b>
1.4.1	Perform an analysis of targeted areas of the City that catalogues and examines vacant and underutilized properties	Economic Development Administrator Andrew Rodney	2.2.5		Staff time Consultant	1.5 year	December 2019
1.4.2	After completion of analysis referenced above, generate redevelopment plan(s) for areas of concentrated underutilization.	Andrew Rodney	2.3.2		Staff time Consultant costs	3 years	March 2021
1.4.3	Implement new incentive programs that target underutilized areas of the community.	Economic Development Administrator	1.2.1 1.2.2 2.4.1 2.4.2		Staff time	3 years	March 2021
1.4.4	Strategically acquire and bank certain properties in underutilized areas to promote future redevelopment options. Look at programs used in other communities (Oakley)	Economic Development Administrator			Funding	5 years	June 2022
1.4.5	Analyze the City's land use regulations to ensure regulations promote adequate tax base density in commercial, office, and industrial districts and	Andrew Rodney	2.4.3		Staff time Consultant Costs	2-years	June 2020



	recommend changes that result from the analysis.						
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**Strategy 5:** Enhance the quality character of the City's residential neighborhoods that provide desirable housing options while also promoting the introduction of new housing choices that are adaptable to a changing demographic and market.

<b>Implementation Steps</b>		<b>Owner</b>	<b>Link(s)</b>	<b>Work Completed To Date</b>	<b>Resource Needs</b>	<b>Estimated Task Time</b>	<b>Target Completion Date/Status</b>
1.5.1	Conduct a review of the City's existing zoning regulations for both single and multi-family residential development to examine ways in which it could be modified to allow for new housing/development design options not currently permitted in the City. Make recommendations, if any, to Planning Commission and City Council.	Andrew Rodney	2.4.3		Staff time Consultant	2 years	June 2020
1.5.2	Conduct an analysis of existing and potential new programs and incentives to encourage continued reinvestment in existing residential properties.	Economic Development Administrator	2.4.2		Staff time Consultant	2 years	June 2020
1.5.3	As a part of the annual budget planning process, develop a ROI tool to assess the economic impact of infrastructure spending in residential areas of the community. Communicate annual findings to the community.	Jonathan Hudson	3.3.4		Staff time	2.5 years	December 2020

1.5.4	Annually meet with residential developers and realtors in the area to discuss market trends and real or perceived strengths and weaknesses of Centerville's housing options. Use the information gathered to re-examine the City's zoning and design guidelines.	Economic Development Administrator			Staff time. City Planner/UDO Update	1 year	June 2019
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**Goal 2: The City of Centerville will engage in proactive strategic land use policy-making reflective of the city's present development pattern and its evolution to a maturing suburban community. (Team: Andrew Rodney, Mark Yandrick, Economic Development Administrator, and James Brinegar)**

**Strategy 1: Evaluate the City's comprehensive plan – Create the Vision (CTV) – to determine if the goals, objectives, and outcomes serve the community's needs. Adopt amendments, modifications, or a replacement as needed.**

<i>Implementation Steps</i>	<i>Link(s)</i>	<i>Owner***</i>	<i>Work Completed To Date</i>	<i>Resource Needs</i>	<i>Estimated Task Time</i>	<i>Target Completion Date/Status</i>
2.1.1 Complete a review of the City's comprehensive plan – Create the Vision. Identify goals, outcomes, and strategies of the plan that have been completed, are underway/on-going, or have yet to be initiated.		Andrew Rodney	TBD	<ul style="list-style-type: none"> <li>• Staff Time</li> </ul>	2 months	September, 2018
2.1.2 With City Council, review CTV goals and outcomes, and evaluate strategies for application to the City's current resources and needs.		Andrew Rodney	TBD	<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Council Time</li> </ul>	3 months	December, 2018
2.1.3 Engage the Township and community partners regarding their commitment to CTV. Explore commitments to moving forward with a combined comprehensive plan.		Andrew Rodney	TBD	<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Council Time</li> <li>• Funding                             <ul style="list-style-type: none"> <li>○ Meal(s)</li> </ul> </li> </ul>	4 months	April, 2019
2.1.4 Research best practices in development of a comprehensive plan from local, state, and national sources. Report to City Council, providing examples and recommendations.		Andrew Rodney	TBD	<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Travel</li> <li>• Funding                             <ul style="list-style-type: none"> <li>○ Printing</li> <li>○ Books/Manuals</li> </ul> </li> </ul>	5 months	September, 2019

	<b>Implementation Steps</b>	<b>Link(s)</b>	<b>Owner***</b>	<b>Work Completed To Date</b>	<b>Resource Needs</b>	<b>Estimated Task Time</b>	<b>Target Completion Date/Status</b>
2.1.5	With Council, consider keeping, amending, modifying, or replacing CTV. Choose a preferred path forward for further exploration.		Andrew Rodney		<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Council Time</li> </ul>	3 months	December, 2019
2.1.6	<i>(If necessary)</i> Research and develop a proposed outline for an amendment, modification, or replacement of CTV. Obtain approval of the outline from City Council.		Andrew Rodney	TBD	<ul style="list-style-type: none"> <li>• Staff Time</li> </ul>	5 months	May, 2020
2.1.7	<i>(If necessary)</i> Draft and release a consultant RFP to assist in amending, modifying, or replacing CTV. Evaluate RFPs as they are received. Conduct interviews and/or site visits with perspective firms and/or other communities of reference		Andrew Rodney	TBD	<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Travel</li> </ul>	3 months	August, 2020
2.1.8	<i>(If necessary)</i> Draft a contract and hire a consultant firm.		Andrew Rodney	TBD	<ul style="list-style-type: none"> <li>• Local Travel</li> <li>• Staff Time</li> <li>• Funding <ul style="list-style-type: none"> <li>○ Consultants</li> </ul> </li> </ul>	2 months	October, 2020
2.1.9	<i>(If necessary)</i> Draft an amendment, modification, or replacement to CTV.		Andrew Rodney	TBD	<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Funding <ul style="list-style-type: none"> <li>○ Public Listening Sessions</li> </ul> </li> </ul>	12 months	October, 2021
2.1.10	<i>(If necessary)</i> Adopt an amendment, modification, or replacement to CTV.		Andrew Rodney	TBD	<ul style="list-style-type: none"> <li>• Staff Time</li> </ul>	6 months	April, 2022

**Strategy 2: Adopt a suite of plans, studies, and other documents to direct future land use and infrastructure decision-making.**

<i>Implementation Steps</i>	<i>Link(s)</i>	<i>Owner***</i>	<i>Work Completed To Date</i>	<i>Resource Needs</i>	<i>Estimated Task Time</i>	<i>Target Completion Date/Status</i>
2.2.1 Complete a comprehensive Housing Plan addressing the status of our current housing stock and future needs for single-family, multi-family, affordable housing, and long-term care housing.		Andrew Rodney	<ul style="list-style-type: none"> <li>• Prepared study outline for Council review:</li> <li>• RFP posted:</li> <li>• Evaluated RFPs, made recommendation to Council:</li> <li>• Prepared and provided base data for consultant:</li> </ul>	<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Travel</li> <li>• University</li> <li>• Funding                             <ul style="list-style-type: none"> <li>○ Consultants</li> </ul> </li> </ul>	16 months	November, 2022
2.2.2 Complete a comprehensive Infrastructure Plan addressing right-of-way widths, street paving schedules, transit, multi-use paths, street trees, signage, and stormwater management.	3.5.1	Andrew Rodney	TBD	<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Travel</li> <li>• Funding                             <ul style="list-style-type: none"> <li>○ Consultants</li> </ul> </li> </ul>	16 months	July, 2023
2.2.3 Update the Historic Centerville Urban Design Plan for the Architectural Preservation District.		Andrew Rodney	TBD	<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Travel</li> <li>• Funding                             <ul style="list-style-type: none"> <li>○ Personnel</li> </ul> </li> </ul>	12 months	December, 2023
2.2.4 Participate in a planning effort to comprehensively evaluate current and future traffic conditions in and around the I-675/Wilmington Pike interchange. Determine a suite of potential countermeasures and sources for possible funding.		Andrew Rodney	TBD	<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Travel</li> <li>• Funding                             <ul style="list-style-type: none"> <li>○ Consultants</li> <li>○ Matching Grant Funds</li> </ul> </li> </ul>	36 months	March, 2022
2.2.5 Identify parcels, sites, and corridors of strategic importance. Conduct individual planning efforts addressing their value and significance to the community.	1.4.1	Andrew Rodney	TBD	<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Travel</li> <li>• University</li> <li>• Funding                             <ul style="list-style-type: none"> <li>○ Consultants</li> <li>○ Personnel</li> </ul> </li> </ul>	8 months	July, 2023

**Strategy 3: Provide data analyses that support policy-making and facilitate strategic land acquisition, re-investment, or in-fill development.**

<i>Implementation Steps</i>		<i>Link(s)</i>	<i>Owner***</i>	<i>Work Completed To Date</i>	<i>Resource Needs</i>	<i>Estimated Task Time</i>	<i>Target Completion Date/Status</i>
2.3.1	Complete a bi-annual snapshot of metrics measuring community health and vitality.		Mark Yandrick	<ul style="list-style-type: none"> <li>• Provided supportive data and analysis to the Prepared Communities webpage:</li> </ul>	<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Funding                             <ul style="list-style-type: none"> <li>○ Personnel</li> <li>○ Data Mining</li> <li>○ Software</li> </ul> </li> </ul>	6 months	February, 2020
2.3.2	Conduct market/trade area analyses to determine "highest and best" uses for strategically important parcels, sites, and corridors.	1.5.4 3.3.4 1.4.2	Economic Development Administrator	TBD	<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Funding                             <ul style="list-style-type: none"> <li>○ Consultants</li> <li>○ Personnel</li> </ul> </li> </ul>	6 months	July, 2023
2.3.3	Develop a suite of analyses in support of the annual Concrete and Street Resurfacing Program.	4.2.2	Mark Yandrick	TBD	<ul style="list-style-type: none"> <li>• Staff Time</li> </ul>	6 months	August, 2020

**Strategy 4:** Support neighborhood and business improvement programs which promote retention, expansion, or attraction of new residents and businesses.

<b>Implementation Steps</b>		<b>Link(s)</b>	<b>Owner***</b>	<b>Work Completed To Date</b>	<b>Resource Needs</b>	<b>Estimated Task Time</b>	<b>Target Completion Date/Status</b>
2.4.1	Implement a Façade Improvement Program for commercial, industrial, and multi-family properties.	1.4.3 1.2.2	Economic Development Administrator	<ul style="list-style-type: none"> <li>Accepted a Façade Improvement Program report from MPA students at Wright State University, 04/28/2016, AER.</li> </ul>	<ul style="list-style-type: none"> <li>Staff Time</li> <li>Funding                             <ul style="list-style-type: none"> <li>o Personnel</li> <li>o Grant Funds</li> </ul> </li> </ul>	10 months	September, 2021
2.4.2	Implement a Façade Improvement Program for single-family residential properties.	1.4.3 1.5.2 4.5.1	Andrew Rodney	TBD	<ul style="list-style-type: none"> <li>Staff Time</li> <li>Funding                             <ul style="list-style-type: none"> <li>o Personnel</li> <li>o Grant Funds</li> </ul> </li> </ul>	10 months	September, 2021
2.4.3	Annually evaluate and adopt amendments to the Unified Development Ordinance to promote residential and business growth.	1.4.5 1.5.1	Andrew Rodney	TBD	<ul style="list-style-type: none"> <li>Staff Time</li> </ul>	12 months	July, 2023
2.4.4	Develop regular surveys and reviews to evaluate the customer's experience with planning and development services.	5.6.1	Andrew Rodney	TBD	<ul style="list-style-type: none"> <li>Staff Time</li> </ul>	3 months	July, 2023
2.4.5	Develop a regular schedule of visits, meetings, and other events to promote business retention, recruitment, and expansion.	5.6.1 1.3.4 1.3.6	Economic Development Administrator	TBD	<ul style="list-style-type: none"> <li>Staff Time</li> <li>Funding                             <ul style="list-style-type: none"> <li>o Personnel</li> </ul> </li> </ul>	3 months	June, 2019



**Strategy 5:** Invest in geographic information systems (GIS), technology, and other data evaluation platforms to forecast future development trends and support the day-to-day operations of the City.

<b>Implementation Steps</b>		<b>Link(s)</b>	<b>Owner***</b>	<b>Work Completed To Date</b>	<b>Resource Needs</b>	<b>Estimated Task Time</b>	<b>Target Completion Date/Status</b>
2.5.1	Annually evaluate the capabilities of the internal and external GIS Mapping Applications to include new data layers, data links, widgets, and technologies.	6.2.2	Mark Yandrick	TBD	<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Funding               <ul style="list-style-type: none"> <li>○ Personnel</li> <li>○ Software</li> <li>○ Workstations</li> <li>○ Licenses</li> </ul> </li> </ul>	12 months	July, 2023
2.5.2	Execute a public education program using multiple platforms to provide training in using the public-facing GIS Mapping Application.		Mark Yandrick		<ul style="list-style-type: none"> <li>• Staff Time</li> </ul>	6 months	April, 2019
2.5.3	Develop a business plan for the strategic use, implementation, and marketing of the City's GIS capabilities. Investigate opportunities to partner with nearby stakeholders.	6.3.1	Mark Yandrick	<ul style="list-style-type: none"> <li>• Executed a 5-year GIS Consortium Agreement with Centerville Washington Park District. April, 2018. AER.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Funding               <ul style="list-style-type: none"> <li>○ Personnel</li> </ul> </li> </ul>	10 months	June, 2021
2.5.4	Plan for 5-year strategic investments in GIS hardware, software, and other resources to support municipal services.	3.3.1 5.4.2 6.1.1	Mark Yandrick	<ul style="list-style-type: none"> <li>• Transitioned ZonePro permit information to iWorQ software to maintain data continuity. TBD.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Funding               <ul style="list-style-type: none"> <li>○ Personnel</li> <li>○ Servers</li> <li>○ Workstations</li> <li>○ Licenses</li> </ul> </li> </ul>	6 months	October, 2018
2.5.5	Assist in integrating GIS into the new ERP and permitting software solutions.	3.1.1 6.2.2	Mark Yandrick	TBD	<ul style="list-style-type: none"> <li>• Staff Time</li> </ul>	18 months	April, 2020

**Strategy 6:** Create avenues for residents, businesses, and developers to more efficiently obtain information and conduct planning and development business with the City.

<b>Implementation Steps</b>		<b>Link(s)</b>	<b>Owner***</b>	<b>Work Completed To Date</b>	<b>Resource Needs</b>	<b>Estimated Task Time</b>	<b>Target Completion Date/Status</b>
2.6.1	Create a webpage or application which allows for zoning applications to be completed and submitted online, including payment and attachment of relevant documents.	3.1.1 5.2.1	Mark Yandrick	TBD	<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Funding                             <ul style="list-style-type: none"> <li>○ Consultant</li> <li>○ Software</li> <li>○ Workstations</li> <li>○ Licenses</li> </ul> </li> </ul>	8 months	December, 2020
2.6.2	Post all adopted City plans and documents – with descriptions – to the City's webpage.	5.2.1	Mark Yandrick	TBD	<ul style="list-style-type: none"> <li>• Staff Time</li> </ul>	6 months	August, 2019
2.6.3	Establish a protocol for posting all Planning Commission and Board of Architectural Review case file information to the City's webpage.	5.2.1	Mark Yandrick	TBD	<ul style="list-style-type: none"> <li>• Staff Time</li> </ul>	3 months	January, 2019
2.6.4	Create an application to allow the Unified Development Ordinance to be searched using keywords or phrases.	5.1.1 5.2.1	Andrew Rodney	TBD	<ul style="list-style-type: none"> <li>• Funding                             <ul style="list-style-type: none"> <li>○ Consultant</li> <li>○ Servers</li> <li>○ Workstations</li> <li>○ Licenses</li> </ul> </li> </ul>	12 months	July, 2023
2.6.5	Create a program for regular public outreach efforts to communicate with citizens and businesses about zoning rules and regulations, and learn about their customer service needs.	5.2.1	Andrew Rodney	TBD	<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Funding                             <ul style="list-style-type: none"> <li>○ Software</li> <li>○ Licenses</li> </ul> </li> </ul>	6 months	February, 2021

**Goal 3: To create a strong and sustainable financial foundation which provides stability and flexibility to municipal operations by utilizing city resources and taxpayer dollars in the most efficient and responsible manner. (Team: Jonathan Hudson, Andrew Rodney, Economic Development Administrator, Scott Ontjes, Kristen Gopman)**

**Strategy 1: Utilize technology upgrades to streamline financial processes and to improve financial decision making capabilities.**

<b>Implementation Steps</b>		<b>Link(s)</b>	<b>Owner***</b>	<b>Work Completed To Date</b>	<b>Resource Needs</b>	<b>Estimated Task Time</b>	<b>Target Completion Date/Status</b>
3.1.1	Select and Implement a new Enterprise Resource System	2.5.6 2.6.1 5.2.3 5.2.6	Jonathan Hudson	January 2018- Presentation to City Council on ERP Selection  January 2018- Attended GFOA ERP Implementation Conference	<ul style="list-style-type: none"> <li>• CIP Money</li> <li>• Staff Time</li> </ul>	24 Months	August 2020
3.1.2	Conduct training on current and future technologies and processes	6.1.4	Cindy Ryan		<ul style="list-style-type: none"> <li>• Training Budget</li> <li>• Travel</li> <li>• Staff Time</li> <li>• Hardware and Software Infrastructure</li> </ul>	12 months	April 2022
3.1.3	Integrate technology upgrades into the new City Website (e.g. citizen self-portal) to allow for streamlining and greater public accessibility	5.1.2	Kristen Gopman		<ul style="list-style-type: none"> <li>• Staff Time</li> </ul>	6 months	February 2020
3.1.4	Research, report on and deliver enhanced customer value through ERP Implementation. Including metrics on service engagement and cost savings		Jonathan Hudson		<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Hardware and Software Infrastructure</li> </ul>	1 Year	October 2021

**Strategy 2:** Communicate and disseminate information to key stakeholders and partners on the economic and financial condition of the City and its ability to perform its core services.

<i>Implementation Steps</i>	<i>Link(s)</i>	<i>Owner***</i>	<i>Work Completed To Date</i>	<i>Resource Needs</i>	<i>Estimated Task Time</i>	<i>Target Completion Date/Status</i>
3.2.1 Utilize existing Financial Reports (CAFR/PAFR/Budget, etc..) by publishing these on the new website or within ERP Searchable Public Access to better communicate the City's financial position.	5.1.2	Jonathan Hudson		<ul style="list-style-type: none"> <li>• Budget</li> <li>• Staff Time</li> <li>• Website Space</li> </ul>	3 Months	October 2020
3.2.2 Facilitate and engage with the Council Finance Committee meetings to help educate on the financial status of the City through quarterly status meetings.		Jonathan Hudson		<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Council Time</li> </ul>	3 Months	March 2019
3.2.3 Contribute to the development of a Service Database which will provide cost projections and estimates of City Services	5.5.2	Kristen Gopman		<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Hardware and Software Infrastructure</li> </ul>	6 Months	March 2022

**Strategy 3: Implement Financial Policies that consider internal/external economic factors to ensure the City maintains a fiscally stable condition.**

	<b>Implementation Steps</b>	<b>Link(s)</b>	<b>Owner***</b>	<b>Work Completed To Date</b>	<b>Resource Needs</b>	<b>Estimated Task Time</b>	<b>Target Completion Date/Status</b>
3.3.1	Create a Fund Balance Policy and then maintain balances in all funds that stays within the target ranges while still performing city operations at appropriate and sufficient levels.	2.5.4 5.6.2	Jonathan Hudson		• Staff Time	3 Months	December 2019
3.3.2	Review current city revenue streams to ensure proper resources are available for City services. Identify and pursue alternative revenue streams	1.3.7 2.3.4	Jonathan Hudson		• Staff Time	2 Months	December 2021
3.3.3	Evaluate all current investments to ensure we are maximizing our returns and performance while staying within the state guidelines and the City's Investment Policy.		Jonathan Hudson		• Staff Time • Funding	1 Month	January 2022
3.3.4	Develop a ROI Tool with the assistance of Economic Development to assess economic impact of infrastructure spending.	1.5.3 2.3.2	Economic Development Administrator		• Staff Time • Funding • County/State Offices	2 Years	July 2020
3.3.5	Introduce Five-Year Budgeting to the City's budgeting practice. This will showcase upcoming needs and threats before the normal one year out budget.		Jonathan Hudson		• Staff Time	4 Months	November 2019

**Strategy 4:** Be proactive in managing outside threats and opportunities to enhance and protect the City's financial well-being.

<i>Implementation Steps</i>	<i>Link(s)</i>	<i>Owner***</i>	<i>Work Completed To Date</i>	<i>Resource Needs</i>	<i>Estimated Task Time</i>	<i>Target Completion Date/Status</i>
3.4.1 Coordinate with DSD Advisors and our State Representatives to "frame the debate" regarding City Interest at the state level. Proactively address and advocate for/against legislation when appropriate for our City. City staff will complete an analysis of earnings tax to determine how changes are affecting the City's long-term financial stability.		Jonathan Hudson	Feb 2018 engaged with DSD Advisors. Joined HB 49 municipality challenge Fall 2017???	<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Funding</li> <li>• Consultant</li> </ul>	18 Months	May 2023
3.4.2 Analyze and report on assessed valuation and flow of revenue coming from Montgomery County in regard to property values.		Jonathan Hudson	Dec 2017 attended Triennial Update given by Montgomery County Auditor and report on findings to City Council	<ul style="list-style-type: none"> <li>• Staff Time</li> </ul>	2 years	July 2021
3.4.3 Identify/locate alternative sources of revenue to offset losses from State Legislation.		Cindy Ryan		<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Budget</li> <li>• Council Time</li> </ul>	12 Months	Spring 2021
3.4.4 Use City website, Town Crier, social media, and MVCC resources to communicate on these issues	5.2.1 6.2.4	Maureen Russell-Hodgson		<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Budget</li> </ul>	12 Months	July 2020

<i>Implementation Steps</i>		<i>Link(s)</i>	<i>Owner***</i>	<i>Work Completed To Date</i>	<i>Resource Needs</i>	<i>Estimated Task Time</i>	<i>Target Completion Date/Status</i>
3.4.5	Partner with other entities to ensure that we are maximizing the efficient and effective utilization of all city resources	5.4.2 5.6.3	Jennifer Brumby		<ul style="list-style-type: none"> <li>• Staff time</li> <li>• Budget</li> </ul>	4 Months	September 2019

**Strategy 5:** Focus and deliver on the City's commitment to infrastructure improvements made in the Issue 3 Campaign.

<i>Implementation Steps</i>		<i>Link(s)</i>	<i>Owner***</i>	<i>Work Completed To Date</i>	<i>Resource Needs</i>	<i>Estimated Task Time</i>	<i>Target Completion Date/Status</i>
3.5.1	Provide upkeep of public buildings, roads, bridges, and all infrastructure and equipment to ensure usability and safety.	4.1.6 4.2.6	Doug Spittler	Increased City CIP contribution to road improvements beginning in 2017	<ul style="list-style-type: none"> <li>○ Staff Time</li> <li>○ Budget</li> <li>○ CIP Funds</li> </ul>	1 Year	May 2023

**Goal 4:** The City of Centerville will actively and regularly assess its infrastructure and housing options to identify opportunities for neighborhood improvements and economic viability.

*(Team: Doug Spittler, Sande Heck, Andrew Rodney, Derek Spurling)*

**Strategy 1:** Improve the built environment including the incorporation of technology to better manage public infrastructure and to maintain a quality community identity.

<b>Implementation Steps</b>		<b>Link(s)</b>	<b>Owner***</b>	<b>Work Completed To Date</b>	<b>Resource Needs</b>	<b>Estimated Task Time</b>	<b>Target Completion Date/Status</b>
4.1.1	Reduce vehicular travel times city-wide by coordinating traffic signals within the systems.  a) Wilmington Pike Signal System Upgrade  b) SR48/Alex-Bell/Franklin Signal System Upgrade		Jim Brinegar	a) Project initiated December 2017; JGB	Staff Time, Outside Consultant, ODOT	a) 18 months b) 6 months	a) December 2018 b) December 2023
4.1.2	Prioritize infrastructure replacement projects and plan for budget allocations.		Jim Brinegar David Watts	a) Inventory Drainage Ditches	Staff Time	a) 2 months	a) June 2018
4.1.3	Replace major intersection street name signs with LED street name signs.		Doug Spittler Mary Lou Pence	a) Main & Franklin Intersection b) Far Hills & Alex-Bell Intersection c) South Main & Spring Valley Intersection	Staff Time, Contractor	a) 2 months b) 2 months c) 2 months	a) December 2019 b) December 2020 c) December 2021



<b>Implementation Steps</b>		<b>Link(s)</b>	<b>Owner***</b>	<b>Work Completed To Date</b>	<b>Resource Needs</b>	<b>Estimated Task Time</b>	<b>Target Completion Date/Status</b>
4.1.4	Implement best practices to better educate employees and members of the public regarding the value of city-wide street ratings through an objective replacement program.	2.4.6 2.5.1	Jim Brinegar David Watts Alisha Burcham	Street ratings software upgrade; software installed March 2018	Staff Time, Field Computer	One Year	December 2019
4.1.5	Create an ADA Transition Plan to ensure all services are accessible to persons with disabilities. Compliance includes a self-evaluation of building facilities, rights-of-way facilities and communications.	2.2.2 3.1.3 6.2.1	Doug Spitter Jim Brinegar		Staff Time, Outside Consultant, Other municipalities	One Year	December 2023
4.1.6	Analyze management responsibilities and protocols of public building maintenance and reporting.	3.5.1	Marty Tackett	City Building Window Installation Test Project		9 months	December 2018
4.1.7	Assess viability of implementation of electronic plan submission and review.	3.1.1	Jim Brinegar	Attended demo of Microsoft Smartboard. 4/2018 JH.	Staff Time, Outside Consultants	9 months	December 2021

**Strategy 2: Manage infrastructure assets to ensure plans are financially sustainable through the useful life and the attribute contributes to the desirability and brand of the community.**

<b>Implementation Steps</b>		<b>Link(s)</b>	<b>Owner***</b>	<b>Work Completed To Date</b>	<b>Resource Needs</b>	<b>Estimated Task Time</b>	<b>Target Completion Date/Status</b>
4.2.1	Expand the City's network and philosophy in regards to relationships with external groups, decision makers and advocates (e.g. DSD Advisors, local legislators, Dayton Development Coalition and local decision makers such as MVRPC) to assist with grant applications and advocacy. Research and apply for grants to aid in funding infrastructure projects.	3.4.3	Doug Spittler	Apply for Ohio Environmental Protection Agency Recycling and Litter Prevention Grants; KDS 2-2-18	Staff Time	Continuous	Annually
4.2.2	Develop a plan to maximize the number of lane-miles resurfaced annually.	2.3.3	Jim Brinegar		Staff Time	3 Months	Annually
4.2.3	Conduct an evaluation of the medians and community gateways to increase the desirability of the community.		Marty Tackett		Staff Time	9 months	September 2019
4.2.4	Implement changes identified from the evaluation of 4.2.3.		Marty Tackett		Staff Time	24 months	December 2021

<b>Implementation Steps</b>		<b>Link(s)</b>	<b>Owner***</b>	<b>Work Completed To Date</b>	<b>Resource Needs</b>	<b>Estimated Task Time</b>	<b>Target Completion Date/Status</b>
4.2.5	Strengthen the value of city owned parks and promote the unique activities offered.		Mary Lou Pence		Staff Time	18 months	September 2023
4.2.6	Demonstrate the value of the construction maintenance funding of infrastructure.	3.3.4 3.5.1	Doug Spittler		Staff Time	9 months	December 2018
4.2.7	Identify new methodologies to educate the public on the importance of clean storm water management.		Doug Spittler		Staff Time	6 months	December 2020

**Strategy 3:** Provide a quality neighborhood infrastructure to encourage adjacent owners to reinvest and add value to individual properties.

<i>Implementation Steps</i>	<i>Link(s)</i>	<i>Owner***</i>	<i>Work Completed To Date</i>	<i>Resource Needs</i>	<i>Estimated Task Time</i>	<i>Target Completion Date/Status</i>
4.3.1 Increase investment in neighborhoods by implementing a 20 year lifecycle for residential streets.		Jim Brinegar		Staff Time	3 months	Annually
4.3.2 Invest in curb/gutter and sidewalk replacement programs to maintain proper drainage and walkable neighborhoods.		Alisha Burcham		Staff Time	One Year	Annually
4.3.3 Create citywide identity through a systematic street sign program.		Mary Lou Pence		Staff Time	5 years	July 2023
4.3.4 Create a proactive and accessible communication process to affected residents on the infrastructure investment in neighborhoods. Asses the effectiveness of the communication strategy.	5.2.1	Doug Spittler  Maureen Russell-Hodgson	Email Centerville Construction Update to subscribers; MRH dates  Create interactive construction GIS map; JGB and MJY 3/18	Staff Time	3 months	December 2018

**Strategy 4:** Enhance and coordinate cooperative partnerships with utility companies to ensure coordinated infrastructure planning and improvements throughout the city.

<i>Implementation Steps</i>		<i>Link(s)</i>	<i>Owner***</i>	<i>Work Completed To Date</i>	<i>Resource Needs</i>	<i>Estimated Task Time</i>	<i>Target Completion Date/Status</i>
4.4.1	Report and assess performance on the effectiveness of planning infrastructure replacement with utility companies over a three year history.	2.2.2	Mary Lou Pence		Staff Time Utility Companies	2 months	April 2019
4.4.2	Enhance and improve infrastructure coordination plans with utility companies.		Doug Spittler		Staff Time	3 months	April 2020
4.4.3	Assess performance and develop benchmarks to promote the importance of Ohio 811 formerly known as the Ohio Utilities Protection Service (OUPS) to ensure our City infrastructure is protected.	6.4.7	Mary Lou Pence		Staff Time	3 months	December 2019
4.4.4	Adopt small cell policy and design guidelines.		Doug Spittler Mary Lou Pence	5-21-18: Council adopted new Centerville Municipal Code Chapter 1048; kds	Staff Time	6 Months	June 2018

**Strategy 5:** Promote the desirability of Centerville as a residential community by ensuring policies and regulations accommodate changing housing demands.

	<i>Implementation Steps</i>	<i>Link(s)</i>	<i>Owner***</i>	<i>Work Completed To Date</i>	<i>Resource Needs</i>	<i>Estimated Task Time</i>	<i>Target Completion Date/Status</i>
4.5.1	Generate an annual report to identify property maintenance and code enforcement trends to assess the impact on neighborhoods (e.g. property values, livability).	2.4.2	Sande Heck		Staff Time	2 months	December 2018
4.5.2	Expand curbside recycling opportunities by providing citywide recycle carts to increase resident participation.		Ben Ankeney	Recycle cart distribution 4-11-18 and 4-18-18 (Black Oak neighborhood) PW staff	Staff Time Outside Funding	3 Years	December 2021
4.5.3	Expand rental housing inspection to ensure compliance with life-safety regulations (e.g. carbon monoxide detection).		Sande Heck		Staff Time	5 years	December 2023

**Goal 5:** Provide outstanding, efficient, quality and valuable core services to our residents, businesses and visitors as defined by the City of Centerville's mission, vision, and values.

*(Team: Kristen Gopman, Ben Ankeney, Maureen Russell Hodgson, Mary Lou Pence, Cindy Ryan, Jim Shanesy, Jennifer Brumby)*

**Strategy 1:** Ensure that Core Services are consistently delivered in a professional, courteous, direct, and ethical manner in accordance with the City of Centerville's charter, ordinances, codes, regulations and Mission, Vision, Values.

<b>Implementation Steps</b>		<b>Link (s)</b>	<b>Owner***</b>	<b>Work Completed To Date</b>	<b>Resource Needs</b>	<b>Estimated Task Time</b>	<b>Target Completion Date/Status</b>
5.1.1	Ensure city personnel have access to the City's charter, ordinances, codes and regulations on the City's website by providing a searchable database.	2.6.4	Carin Andrews	Securing quotes	Vendor	3 months	December 2018
5.1.2	Establish Frequently Asked Questions and Recently Asked Questions for main points of contact in each building and list on City's website and have these available to City staff including receptionists.	3.2.1	Holly Bricker	Departments are updating	Staff time	5 months	December 2018

\*\*\* The first name listed in the Owner Column is the primary owner of that Implementation step.

**Strategy 2: Deliver City services and lead through innovative methods, metrics and technology.**

	<b>Implementation Steps</b>	<b>Link (s)</b>	<b>Owner***</b>	<b>Work Completed To Date</b>	<b>Resource Needs</b>	<b>Estimated Task Time</b>	<b>Target Completion Date/Status</b>
5.2.1	Define effective communication tools, strategies and methods for the City to ensure communication and cooperation amongst all city departments and the public is in line with the City's Mission, Vision and Values. This includes social media, hard copies, Town Crier, emergency crisis communications, cross departmental communications. Identify communication bottlenecks, shortfalls or gaps. Suggestions include ride along videos, snow and leaf removal videos, GIS Maps, project updates.	3.2.2 2.6.1-2.6.5 3.4.4 4.3.4 6.2.4 6.2.2	Maureen Russell-Hodgson		Staff time  MVCC	6 months	December 2018
5.2.2	Explore and research innovative methods and tools for effective service delivery. Use process improvement techniques such as LEAN, Six Sigma and others to enhance service delivery protocols.	3.1.1 3.3.1 6.3.1	Jonathan Hudson			3 months	December 2019
5.2.3	Benchmark service delivery in all city departments (e.g. snow operations, refuse/recycle, and permits) performance metrics against comparable communities regionally, statewide and nationwide.	3.1.1	Mary Lou Pence			6 months	June 2019
5.2.4	Research and apply best practices from Public and Private Sector Innovation Leaders.		Andrew Rodney	Andrew Rodney Alliance for Innovation (AFI) conference in April 2018		6 months	June 2020
5.2.5	Research and inventory the City's Management Practices and Tools and identify resource needs.	3.1.1	Wayne Davis	Fall 2017 Survey of Management Tools WSD		12 months	June 2019



				April 2018 Likert analysis WSD			
5.2.6	Review/Modify City organization charts to ensure that services are delivered with optimum efficiency and effectiveness for both the short and long term.	5.6.3	Jennifer Brumby			6 months	December 2018

**Strategy 3: Define and deliver the City's customer service principles.**

<i>Implementation Steps</i>		<i>Link (s)</i>	<i>Owner***</i>	<i>Work Completed To Date</i>	<i>Resource Needs</i>	<i>Estimated Task Time</i>	<i>Target Completion Date/Status</i>
5.3.1	Implement customer service training for all City personnel.		Jennifer Brumby			12 months	May 2019
5.3.2	Define and implement the City's customer service delivery philosophy.		Wayne Davis			6 months	December 2018
5.3.3	Review physical layout and customer service access at all City buildings including a security audit.		Kristen Gopman	Benham's Grove Security Cameras Installed Spring 2018		12 months	May 2019

**Strategy 4:** Provide appropriate resources, professional development, training and equipment to ensure comprehensive delivery of core services according to the City's Mission, Vision and Values.

<i>Implementation Steps</i>		<i>Link (s)</i>	<i>Owner***</i>	<i>Work Completed To Date</i>	<i>Resource Needs</i>	<i>Estimated Task Time</i>	<i>Target Completion Date/Status</i>
5.4.1	<p>Provide professional development planning and opportunities for all city personnel and produce annual reports on outcomes, including modification of the training/professional development documents and employee feedback.</p> <p>These opportunities will include but not be limited to on the job training, participation and membership in professional associations, webinars, partnership with other entities, mentorship and leadership opportunities, cross-department interaction at all levels of the organization and throughout all departments.</p> <p>Surveys, training from past year, budgets and outcomes to be completed by December 2018 with initial presentation to senior staff.</p>	1.3.1 5.3.1 6.1.4	Jennifer Brumby	<p>Likert analysis at senior staff level April 18, 2018</p> <p>Employee Relations Council at Public Works</p> <p>Fall 2017 ICMA Conference WSD/NEC</p> <p>GFOA January 8-10, 2018 JTH</p> <p>Winter 2018 OCMA conference WSD/KPG</p> <p>Spring 2018 AFI conference AER</p> <p>(KPG 6/11/18)</p>		6 months	December 2018
5.4.2	Determine essential equipment needs of city personnel and that of the organization to effectively deliver core services by completing an inventory and assessment.	2.5.4 6.1.1 6.1.3	Scott Ontjes			12 months	December 2019
5.4.3	Audit hiring processes, job descriptions and personnel evaluation tools to ensure they are updated and implemented to fully develop City staff and supportive of the City's Mission, Vision, and Values.		Jennifer Brumby			12 months	December 2020

5.4.4	Use career development plans for staff to identify resource need and incorporate into annual evaluation process.		Jennifer Brumby			12 months	June 2019
5.4.5	Actively engage in leadership within professional associations and identify outcomes.	1.1.1	Wayne Davis	John Davis Immediate Past President Miami Valley Crime Prevention Association & Past Vice President Ohio Crime Prevention Association, Wayne Davis OCMA President, Hudson MVRMA Trustee, Spurling MVBOC President , Yandrick URISA Past President (KPG 6/11/18)		12 months	December 2019
5.4.6	Attend High Performance Organization (HPO) training through the Commonwealth Center for High Performance. Conduct City wide training.		Doug Spittler	Davis 2001, Spittler 2018, Yoder 2018, Oct. 8, 9, 10 2018 Centerville, Nov 2018 TBD		7 months	November 2018

**Strategy 5:** Evaluate effectiveness and necessity of the services delivered while measuring, assessing, and analyzing the costs of service delivery in a comprehensive and financially sound manner.

<i>Implementation Steps</i>		<i>Link (s)</i>	<i>Owner***</i>	<i>Work Completed To Date</i>	<i>Resource Needs</i>	<i>Estimated Task Time</i>	<i>Target Completion Date/Status</i>
5.5.1	Assess every department, program and service we provide.	2.4.5 2.4.4	Wayne Davis			12 months	December 2019
5.5.2	Analyze costs of every program and service we provide and develop a service database to assess costs per service.	3.2.3	Jonathan Hudson			12 months	December 2021
5.5.3	Analyze the size of the City organization to ensure the appropriate quantity/quality of staffing and appropriate structure is in place for service delivery.	5.2.6	Jennifer Brumby			12 months	December 2019
5.5.4	Identify what we are doing right/not right and should/should not be doing as an organization.		Wayne Davis			12 months	December 2019
5.5.5	Review all City guiding documents to ensure consistency (e.g. charter, codes, human resource manuals, and building permit procedure).		Economic Development Administrator			12 months	March 2019
5.5.6	Conduct an assessment and develop a system to analyze City events. This should include feedback from customers, as well as from those delivering the service.		Kristen Gopman	Friday Fest report April 2018		6 months	March 2019
5.5.7	Conduct an assessment of the current state of safety services provided to City residents. Analyze the future needs of service delivery by working with other political jurisdictions.		Police Chief			12 months	December 2020

**Goal 6:** The City of Centerville will modernize its technology infrastructure while leveraging emerging trends to improve operations and facilitate communication with our stakeholders. *(Team: Scott Ontjes, Mark Yandrick, Dan Sammon, Kelly Coleman)*

**Strategy 1:** Integrate or replace independent city systems to enable sharing and collaboration of information.

<b>Implementation Steps</b>		<b>Link(s)</b>	<b>Owner***</b>	<b>Work Completed To Date</b>	<b>Resource Needs</b>	<b>Estimated Task Time</b>	<b>Target Completion Date/Status</b>
6.1.1	Assess current IT environment, develop IT strategy utilizing industry Best Practices.	2.5.4 5.4.2	Scott Ontjes		• Staff time	3 months	December 2018
6.1.2	Create an IT group to review IT strategy and implement best practices. Identify funding and partnership opportunities where appropriate.	5.4.1	Scott Ontjes		• Staff Time	6 months	August 2019
6.1.3	Create a technology roadmap (master plan). Research, recommend and implement hardware and software for service delivery.	2.5.4 3.1.2 5.4.2	Scott Ontjes	Inventory of servers and workstations.	• Staff Time • Funding • Vendors	18 months	December 2020
6.1.4	Assess professional development and training needs for City personnel, including IT capacity of all staff members. Identify hidden skills.	3.1.2 5.4.1	Jennifer Brumby		• Staff Time • Travel • Funding	18 months	December 2021

**Strategy 2:** Use technology to share information with our stakeholders.

<i>Implementation Steps</i>		<i>Link(s)</i>	<i>Owner***</i>	<i>Work Completed To Date</i>	<i>Resource Needs</i>	<i>Estimated Task Time</i>	<i>Target Completion Date/Status</i>
6.2.1	Create a city website that meets or surpasses the needs of all stakeholders including: citizens, businesses, and visitors to our community.	4.1.5	Kristen Gopman	Vendor selected December 2017 KPG  Initial homepage design approved 3/1/18 KPG	<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Travel</li> <li>• Funding                             <ul style="list-style-type: none"> <li>○ Consultants</li> </ul> </li> </ul>	8 months	October 2018
6.2.2	GIS <ul style="list-style-type: none"> <li>• Publish GIS Portal at <a href="http://www.maps.centervilleohio.gov">www.maps.centervilleohio.gov</a> where mapping applications and publicly accessible GIS Data is stored</li> <li>• Publish City Parcel Mapping Application, where residents and public can access property information for parcels in the city</li> <li>• Publish Engineering Mapping Application where additional planning &amp; engineering layers are available to public for property and neighborhood analysis.</li> <li>• Create a Guide for How to Use Mapping Application with</li> </ul>	2.5.1 2.5.6 5.2.1	Mark Yandrick	<ul style="list-style-type: none"> <li>• City Parcel, Engineering Mapping Applications as well as the GIS Portal have been completed and are currently being utilized by internal staff. A few edits and adjustments are being made on content and design before being published to the general public. 03/2/18 MY</li> <li>• Consortium agreement approved from City Council/Staff and expected to be signed by CWPD this week to begin agreement 03/2/18 MY</li> </ul>	<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Funding                             <ul style="list-style-type: none"> <li>○ Consultants</li> </ul> </li> </ul>	12 months	August 2019

<b>Implementation Steps</b>		<b>Link(s)</b>	<b>Owner***</b>	<b>Work Completed To Date</b>	<b>Resource Needs</b>	<b>Estimated Task Time</b>	<b>Target Completion Date/Status</b>
	<p>Frequently Asked Questions and Troubleshooting Tips</p> <ul style="list-style-type: none"> <li>Utilize GIS System to integrate with City's new ERP so public would have a way of accessing Zoning, Violation and Building Application Statuses within GIS.</li> </ul>						
6.2.3	Evaluate tax program; analyze feasibility of implementing online tax filing and other service enhancements.	3.4.1	Emily Bair		• Staff Time	6 months	July 2020
6.2.4	Define the audience and purpose of our social media and websites across all departments; utilize metrics to track effectiveness.	3.4.4 5.2.1	Maureen Russell-Hodgson	Currently utilizing Facebook, Twitter, YouTube, websites	• Staff Time	12 months	July 2020



**Strategy 3: Create a mobile workflow capability for our stakeholders.**

<i>Implementation Steps</i>	<i>Link(s)</i>	<i>Owner***</i>	<i>Work Completed To Date</i>	<i>Resource Needs</i>	<i>Estimated Task Time</i>	<i>Target Completion Date/Status</i>
6.3.1 Define our technological service delivery protocol(s).	3.1.1 2.5.3 5.2.2 5.3.2	Jonathan Hudson		<ul style="list-style-type: none"> <li>• Staff Time</li> <li>• Funding</li> </ul>	12 months	June 2021
6.3.2 Incorporate Wi-Fi systems in city facilities and infrastructure.		Scott Ontjes	Two demo systems being tested. 11/1/2017 SO.	<ul style="list-style-type: none"> <li>• Staff time</li> <li>• Funding</li> <li>• Vendor support</li> </ul>	3 months	September 2018
6.3.3 Provide a report of our effectiveness in technical mobile workflow capability.	3.1.1	Scott Ontjes		<ul style="list-style-type: none"> <li>• Staff time</li> </ul>	1 month	October 2020

**Strategy 4:** Support implementation of technology systems for improved stakeholder engagement.

<b>Implementation Steps</b>		<b>Link(s)</b>	<b>Owner***</b>	<b>Work Completed To Date</b>	<b>Resource Needs</b>	<b>Estimated Task Time</b>	<b>Target Completion Date/Status</b>
6.4.1	Perform leadership role in implementation of fiber optic ring. Include marketing of this resource for economic development.	1.2.2 1.2.4 1.4.2 1.4.3	Scott Ontjes	Council approved MOU 2/26/2018 SO.	<ul style="list-style-type: none"> <li>• Staff time</li> <li>• Funding</li> <li>• consultants</li> </ul>	44 months	March 2022
6.4.2	Ensure that staff has reasonable technology necessary to deliver service and perform duties.	5.4.2	Scott Ontjes	Inventory, plan, purchase resources	<ul style="list-style-type: none"> <li>• Staff time</li> <li>• Funding</li> <li>• Vendors</li> </ul>	24 months	December 2021
6.4.3	Implement new email messaging server		Scott Ontjes		<ul style="list-style-type: none"> <li>• Staff time</li> <li>• CIP funding</li> <li>• Vendor</li> </ul>	3 months	December 2018
6.4.4	Research; implement a ticketing system for tracking technology issues (help desk system).		Scott Ontjes		<ul style="list-style-type: none"> <li>• Staff time</li> <li>• Funding</li> </ul>	2 months	April 2019
6.4.5	Research and implement best practices for IT service delivery. i.e.: Smart Cities technologies, internet of things (IoT), Internet safe zones.		Scott Ontjes		<ul style="list-style-type: none"> <li>• Staff time</li> <li>• Funding</li> <li>• Vendors</li> <li>• Stakeholder time</li> </ul>	12 months	September 2020 ?
6.4.6	Economic Development Forum – roundtable of major Centerville stakeholders. How are we meeting their needs via technology (employers,	1.3.6	Economic development		<ul style="list-style-type: none"> <li>• Staff time</li> <li>• Employers time</li> <li>• Venue</li> </ul>	2 months	July 2019

<i>Implementation Steps</i>	<i>Link(s)</i>	<i>Owner***</i>	<i>Work Completed To Date</i>	<i>Resource Needs</i>	<i>Estimated Task Time</i>	<i>Target Completion Date/Status</i>
chamber, DDC, Jobs Ohio, Montgomery County, Sinclair).						
6.4.7 Implement CFN (Community Fiber Network) Engage library, schools, township in shared network resources. Maximize utilization of network.	4.4.3	Scott Ontjes	Presentation to council work session, tentative approval 4/2/18 – SO  Met with CFN entities to review next steps 4/5/18 – SO.  Meet with Joint Entities 4/30/2018 –WD.	<ul style="list-style-type: none"> <li>• Staff time</li> <li>• Vendors</li> <li>• Funding</li> <li>• Entity participation</li> </ul>	10 months	July 2019
6.4.8 Facilitate business fiber connectivity. Identify potential pilot site(s) for implementation.		Economic Development	MVCC and IceMiller to generate a marketing plan. 5/1/2018	<ul style="list-style-type: none"> <li>• Staff time</li> <li>• Vendors</li> <li>• Funding</li> </ul>	3 years	December 2022