

Chapter Eight – Administrative Environment

Goals / Strategies / Actions

Budgetary Goals

B-1: Review and adopt sound financial policies

Strategy B-1-1

Ensure the city's fee structure is fair and recovers costs

Action B-1-1-a

Review and adopt new development related fees

Action B-1-1-b

Prepare a water rate structure analysis

Strategy B-1-2

Maximize grants and other resources to fund projects

Action B-1-2-a

Continue to use ECivis to research available grants and dedicate staff time to research, apply and administer them

Strategy B-1-3

Continue funding capital expenditures for needed infrastructure improvements

Action B-1-3-a

Investigate adopting water and sewer impact fees and roadway impact fees



Action B-1-3-b

Develop a 5 year Capital Improvement Plan and use it to develop future budgets

Strategy B-1-4

Ensure the city operates with a balanced budget

Action B-1-4-a

Continue to use water and sewer transfers into the general fund to offset related administrative costs

Action B-1-4-b

Develop a reserve policy for water, sewer and general fund as well as for debt service equal to a minimum of 3 months of expenditures

Action B-1-4-c

Annex property to accommodate future growth and ensure that properties that use city services are in a position to pay taxes for those services.

Organizational Goals

O-1: Continue to strengthen the governmental organization

Strategy O-1-1

Work to strengthen the credibility of city staff, Council and Boards with Citizens

Action O-1-1-a

Determine and emulate "best practices" in customer service throughout the organization

Action O-1-1-b

Support training and professional development of staff, Council and Boards to promote continued growth and development of the organization

Action O-1-1-c

Continue to have professional interaction with other city's staff and elected officials

Facilities Goals

F-1: Provide quality municipal buildings to meet the needs of a growing community

Strategy F-1-1

Be proactive in ensuring the Police, City Administrative Services, Library, and Community Center have adequate room for future growth

Action F-1-1-a

Perform a space needs assessment to determine building needs and evaluate options for location of a new Municipal Complex including proper office space for the police department

Strategy F-1-2

Continue to partner with local non-profits to facilitate the delivery of adequate social services provided to Chandler citizens

Action F-1-2-a

Evaluate grant funding available for God's Open Hands Food Bank and the Thrift Shop as well as other local non-profits to ensure space needs are met in the future

Communication Goals

C-1: Ensure Chandler provides a rich communication platform allowing citizens and businesses to obtain information, communicate with civic leaders, provide input, and use services through a variety of communication methods.

Strategy C-1-1

Grow the city's web site and social media to take full advantage of the opportunities these create

Action C-1-1-a

Ensure the city has “one face” on the internet and all departments or boards access from the main city page and that all city staff have a common email address (@chandler.tx.com)

Action C-1-1-b

Evaluate changing the city’s web page host and work to expand the City’s web site and Face Book page

Action C-1-1-c

Solicit community input and two-way interaction via the web page

Action C-1-1-d

Offer access to the City services (eg. Water, municipal court) via the internet

Strategy C-1-2

Use print media effectively

Action C-1-2-a

Evaluate the use of water bill inserts to promote communication

Action C-1-2-b

Produce a Quarterly Newsletter with columns by different people and make it available online and at strategic locations around the city

Action C-1-2-c

Continue to work closely with the Chandler and Tyler newspapers and ensure that press releases are sent out regularly and that they are notified when meeting attendance may be beneficial

Strategy C-1-3

Promote two way communications in all facets of media

Action C-1-3- a

Use an annual community survey to gage citizen satisfaction and city progress

Action C-1-3-b

Develop an “ask the Mayor” and/or a “Suggestion Box” format on the city’s web page

Action C-1-3-c

Explore the use of quarterly Town Hall meetings for citizens to ask questions and receive updates on projects

Strategy C-1-4

Use any other means to provide information and open government

Action C-1-4-a

Continue to use the City’s electronic sign to convey information to the public and work to improve its readability

Strategy C-1-5

Ensure the city staff is reporting to the general public and to elected officials on departmental activities, area development and project status

Action C-1-5-a

Create an annual project checklist and quarterly report status on website and newsletter

Action C-1-5-b

Have all city departments keep records of services and activities performed with trend data

