

Goal #5 - Excellence in Government

The City of West Allis will deepen & expand its service excellence; exemplifying a reputation as excellent, innovative and efficient in its service delivery.

Strategic Action	Suggested Implementation Actions	Lead Dept/Gov	2017	2018	2019	2020	2021
Create a culture of innovation & continuous improvement among city departments & agencies by establishing citywide employee performance standards, core values & competencies for employees		Lead: City Administration, Department Heads Support: Mayor, Common Council					
Increase citywide department & agency employee knowledge of organizational operations, goals and plans, where employees demonstrate active and successful implementation of policies and programs adopted by the Mayor and Common Council.		Lead: City Administration, Department Heads					
Create streamlined citizen & business service environment citywide, eliminating need for citizens & stakeholders to go to multiple departments		Lead: City Administration, IT/CFE Support: All departments					