

City of Ramsey
“A New Day...A New Beginning”
Planning Expectations/Outcomes

At the end of the Three-Year Strategic Action planning effort, we hope to accomplish the following:

Tangible Outcomes

- A uniform and agreed-to direction
- Well-defined goals that are obtainable, measurable, and within budget
- Clear expectations between staff and the City Council
- Clearly defined plan; what are we going to do, how are we going to do it, and for who
- Provide a level of service that is acceptable to the customer
- A process for maintaining the Three-Year Strategic Action plan
- Take care of staff (internal customers) in order to take care of external customers

Policy-making Implications

- Recognize the City’s resource limitations (financial and staffing capacity)

Communications

- Have clear and timely messages for residents

Edited by Anita S. Duckor

