

GOAL III: To invest in the overall infrastructure necessary to grow our city.

- Measures:
- a. Overall efficiency of municipal services will improve 20%, as measured by budget dollars per 10,000 residents.
 - b. Improve by 20% the percentage of residents who rate the quality of municipal services as good or excellent.
 - c. Improve by 25% the percentage of residents who rate overall responsiveness of customer services as good or excellent.

Strategic Initiative A: To regularly invest and support the City's human resources.

- Measures:
- a. Employee retention rates will improve by 15%.
 - b. 100% of employees will participate in professional development opportunities.
 - c. 75% of employee evaluation ratings will be at competent or above.

Strategic Initiative B: To provide for development and expansion of technology to support municipal services.

- Measures:
- a. Overall response rate to citizen requests will improve by 20% (tracking method to be created).
 - b. The number of manual processes that are able to be automated will increase by 20%, based upon available funding.
 - c. The number of services available online will increase by 20%.

Strategic Initiative C: Provide for the orderly development and expansion of the City's physical infrastructure.

- Measures:
- a. 100% of departments will experience improved worker safety, as measured by the number of worker compensation claims.
 - b. The percent of roads under City control rated as good or excellent in the pavement condition survey will improve 20%.
 - c. Funds invested annually in water and sewer system improvements will increase by 15%.
 - d. City buildings will document improved maintenance.
 - e. Clean water improvements and reduced negative environmental impact will be achieved measured through annual DHEC water quality report.