



**2017 Strategic Plan Framework
Project/Program Alignment of Council Goals**

Source Documents and Master Plans

Water Utilities

1. Adopted Capital Improvements Plan
2. Adopted Water Utilities Strategic Plan
3. Code of Ordinances- Chapter 32 Water and Sewers
4. Design and Construction Manuals
5. Federal Regulations – Clean Water Act
6. IAM Local 778 Labor Agreement
7. Intergovernmental Agreements
 - Independence Water Supply and Sewer Conveyance
 - Kansas City Water Supply and Sewer Conveyance
 - Little Blue Valley Sewer District Agreement
 - Middle Big Creek Sewer District Agreement
 - Unity Village Water and Sewer Agreement
 - Jackson County Public Water Supply District 12 Water Agreement
 - Public Water District No. 3 of Cass County Water Agreement
8. Missouri Statutes Title 10 Department of Natural Resources
9. Operational Performance Measures and Goals Annual Report
10. SCADA Master Plan
11. Wastewater Master Plan
12. Water Master Plan

Safety

Vision: To create an environment where the perception of safety is supported by the reality of safety.

Goal 1: Educate our citizens on high performance standards and how we are planning to attain these goals.

Water Utilities

- Elevate Customer Engagement and Understanding through Customer Relations (Adopted Strategic Plan)
- Utilize Water Utilities Advisory Board to educate customers and receive input relative to the operations of Water Utilities services (Adopted Strategic Plan)
- Annually provide a Customer Confidence Report relative to the quality of the public drinking water to all customers
- Maintain and operate water system in a manner which provides sufficient fire protection throughout the Water Utilities service area
- Pull weekly samples throughout the water system to ensure water quality is maintained

Goal 2: A well-staffed, well-paid, well-equipped public safety group that is future-oriented, who carry forward community values.

Goal 3: Provide resources and facilities to maximize ability to protect citizens.

Water Utilities

- Maintain and regulate operation of the Water and Wastewater Utility to provide the resources and facilities needed to protect the continuity of the system
- Maintain and operate water system in a manner which provides sufficient fire protection throughout the Water Utilities service area, supporting the ISO Class I rating
- Maintain intergovernmental agreements with other entities to provide sufficient water supply and wastewater capacity to meet the community's needs (Intergovernmental Agreements)

Education

Vision: Continue the environment for education ecosystem to thrive.

Goal 1: Collaboration of all sectors of educational institutions.

Goal 2: Engage students in community to retain studies in Lee's Summit after graduation.

Water Utilities

- Engage the community through the Big Truck and Equipment Show and Drinking Water week outreach programs
- Provide classroom training of the Water Utilities systems to Lee's Summit elementary school students

Goal 3: Upgrade online and communication technology that builds data to increase community education and engagement.

Water Utilities

- Communication with public via social media platforms, such as Facebook, to elevate customer engagement and understanding (Strategic Plan)
- Provide customers with convenient online methods for customer access to account services such as e-bills, water consumption, rate information, and other information to educate and engage customers

Transportation

Vision: A multi-modal system that embraces livability and connectivity, including accessibility.

Goal 1: Investigate and implement different modes of transportation for all ages.

Goal 2: Incorporate technology into transportation.

Goal 3: Identify support (leverage and capitalize) for regional options.

Goal 4: Connect recreation to economic development projects.

Goal 5: Viable roadways in all parts of the city.

Health and Human Services

Vision: Maximize accessibility and affordability as a wellness community

Goal 1: Wellness community; Education and outreach; Legislative advocacy; Protection of environmental resources.

Water Utilities

- Maintain environmentally friendly and financially sustainable water and wastewater infrastructure systems (Adopted Strategic Plan and Intergovernmental Agreements)
- Comply with Federal regulations, support rehabilitation of aging infrastructure, maintain adequate wastewater treatment capacity, and improve operational efficiency (Strategic Plan)
- Regulate the design and construction of new water and wastewater facilities and infrastructure to protect water quality and the environment
 - Design and Construction Manual
 - Wastewater Master Plan
 - Water Master Plan
 - Wastewater Capital Improvement Plan
- Provide a Customer Confidence Report relative to the quality of the public drinking water to all customers

Goal 2: Encourage development, growth, additions, and expansion of non-profit programs.

Goal 3: Encourage development of medical resources.

Goal 4: Assess housing for non-profits.

Goal 5: Aid in free and reduced lunches.

Infrastructure

Vision: Ability to address needs, expanding capacity for the future

Goal 1: Identify gaps and shortcomings, and work to address.

Water Utilities

- Maintain Water and Wastewater Renewal and Replacement Programs for Infrastructure and Facilities
 - Water Utilities Adopted Strategic Plan
 - Wastewater Master Plan
 - Water Master Plan
 - SCADA Master Plan
 - 5-Year Rate Model
 - 5-Year Water and Wastewater Capital Improvement Plan
 - Water and Wastewater Pump Station and Facility Replacement Program
 - Meter replacement program (Automated Meter Reading)

Goal 2: Maximize roadway capacity.

Goal 3: Improve storm water management system.

Goal 4: Maintain curbs and sidewalks.

Goal 5: Develop clear policies regarding public vs private needs.

Water Utilities

- Provide guidance on the installation of public and private infrastructure
 - Code of Ordinances Chapter 32 Instructions for Connections and Extensions
 - Design and Construction Manual

Goal 6: Long-term planning including maintenance schedules.

Water Utilities

- Maintain and monitor water and wastewater system performance and goals (Operational Performance Measures and Goals Annual Report, Operations SOPs)
- Condition Assessments Inventory of Infrastructure
 - 5-Year Water and Wastewater Capital Improvements Plans
 - Geographic Information Systems – Water Utilities/ITS
 - City Works
 - Wastewater Pipeline and Water System Condition Assessments
 - Manhole Inspection and Condition Assessment Program
 - Valve exercise and fire hydrant maintenance schedules
 - Wastewater jetting schedules
 - Facilities maintenance schedules
 - Meter replacement schedules
- Anticipate future water and wastewater needs in potential annexation areas
- Maintain agreements with other entities to provide Water and Wastewater resources that meet the needs of the community both now and in the future (Intergovernmental Agreements)

Economic Development

Vision: Thriving, yet affordable growth which generates options for long-term careers.

Goal 1: High-quality, diverse economic development with bold and flexible decision-making to encourage more innovative technology and high-wage careers.

Water Utilities

- Support economic viability by providing adequate water supply and wastewater capacity and treatment
 - Water and Wastewater Master Plans
 - Adopted Water Utilities Strategic Plan

Goal 2: Clear, easily-understandable processes allowing for high-quality appropriate development with emphasis on problem solving.

Goal 3: Spec buildings ready for occupancy.

Culture/Arts

Vision: Create a supportive environment for artistic expression that represents community values.

Goal 1: Cultivate and foster the growth of an emerging and energetic arts environment.

Goal 2: Complete Cultural Arts Corridor.

Goal 3: Encourage private investment.

Goal 4: Public art visible in all areas of the community.

Goal 5: Unique and fun options that builds culture and community, attracts others and increases value.