

RESOLUTION NO. 19-207

A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF FORT LAUDERDALE, FLORIDA, APPROVING PRESS PLAY FORT LAUDERDALE: OUR CITY, OUR STRATEGIC PLAN 2024, A FIVE-YEAR STRATEGIC PLAN THAT INCLUDES A QUALITY MANAGEMENT SYSTEM AND AN OPERATIONAL FRAMEWORK TO FURTHER THE COMMUNITY VISION, THE CITY MISSION TO BUILD COMMUNITY AND PROVIDE EXCEPTIONAL SERVICE DELIVERY, AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, the City Commission of the City of Fort Lauderdale is committed to continuous improvement for the delivery of public service through strategic planning, performance management, and an informed decision-making and resource allocation process encompassing the fiscal year budgeting process through the annual operating budget and the multi-year Community Investment Plan; and

WHEREAS, quality management is the comprehensive collection of ongoing activities and processes that organizations use to systematically coordinate and align resources and actions with vision, mission, values, and strategy; and

WHEREAS, quality management activities transform a strategic plan into a system that provides strategic performance feedback to decision-making and enables the strategic plan to evolve and grow as requirements and other circumstances change; and

WHEREAS, the purpose of quality management is to:

- a. Improve public service delivery through deliberate planning and emphasis on accountability and results,
- b. Improve managerial and legislative decision-making by gathering meaningful and objective performance information, and
- c. Improve the public trust in City government by holding the City and its departments accountable to achieving results; and

WHEREAS, a fundamental aspect of quality management is the development and execution of a strategic plan; and

WHEREAS, a strategic plan is a document that articulates an organization's goals and the objectives for how to achieve those goals, and a method for how the organization will know if it is successful; and

WHEREAS, the strategic plan furthers the collective aspirations of the community as expressed in *Fast Forward Fort Lauderdale: Vision Plan 2035*, priorities of the City Commission as expressed in the City Commission Annual Action Plan, and professional staff expertise; and

WHEREAS, the City of Fort Lauderdale has aligned its departments and organizational structure to support a quality management approach around six core service areas; Focus Areas; and

WHEREAS, Focus Areas represent a cross-departmental approach to facilitate communication and collaboration; and

WHEREAS, the strategic plan has been developed to guide the ongoing and proposed activities of the City for a period of not less than five years; and

WHEREAS, routine reviews will be conducted to monitor progress with performance and improve results through scorecards to ensure communication, collaboration, and follow-up; and

WHEREAS, process management and improvement methodologies will be used to standardize processes, increase efficiencies, and improve services; and

WHEREAS, a statistically valid Neighbor Survey will be conducted annually to provide feedback and inform decision-making regarding resident satisfaction with government services and quality of life;

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COMMISSION OF THE CITY OF FORT LAUDERDALE, FLORIDA:

SECTION 1. That the strategic plan, *Press Play Fort Lauderdale: Our City, Our Strategic Plan 2024*, to wit, Exhibit 1 to City Commission Agenda Memo #19-1037, ("*Press Play Fort Lauderdale*"), is in alignment with the community's 2035 Vision Plan, *Fast Forward Fort Lauderdale*.

SECTION 2. That *Press Play Fort Lauderdale* shall serve as the strategic framework for departmental service planning, legislative decision-making, and the allocation of City resources.

SECTION 3. That the City Manager shall report annually to the City Commission on progress with *Press Play Fort Lauderdale*.

SECTION 4. That *Press Play Fort Lauderdale* shall be revised and updated periodically, at intervals of not more than five years, and shall be submitted by the City Manager to the City Commission for approval.

SECTION 5. That the City Commission approves the five-year strategic plan, *Press Play Fort Lauderdale*, under a quality management framework.

SECTION 6. That this Resolution shall be in full force and effect upon final passage.

ADOPTED this the 15th day of October, 2019.

  
\_\_\_\_\_  
Mayor  
DEAN J. TRANTALIS

ATTEST:



\_\_\_\_\_  
City Clerk  
JEFFREY A. MODARELLI