



STRATEGIC PLAN

COLUMBIA MISSOURI



Organizational Excellence

Create and support an **engaged workforce organization** that delivers an **efficient, innovative, transparent** and **collaborative** City government.

REVISED: Create and support an engaged organization that delivers an efficient, innovative, transparent and collaborative City government.

Organizational Excellence



- Increase **employee satisfaction** with pay and benefits.
- Increase **employee engagement** levels.
- Foster a **positive, equitable organizational culture**.
- Improve **residents and visitors' experience** across City services.
- Build a **leading government** organization that manages all resources wisely **and ethically** through **accountability, innovation, and efficiency**.

Safe ~~Neighborhoods~~ Community

Equitably provide emergency services, crime and fire prevention, community risk reduction, emergency preparedness, public health and well-being, community policing and social services to ensure the city is considered **safe for all** residents and visitors while **increasing trust** through **accountable leadership**.

REVISED: Provide equitable community-centered public health and safety services to ensure the city is safe for all.

Inclusive **and Equitable** Community

Cultivate a ~~safe and sustainable~~ community focusing on **equitable access, inclusive engagement, and equal opportunity and treatment**, ~~leading with race.~~ **for all.**

REVISED: Cultivate a community focusing on equitable access, inclusive engagement and equal opportunity and treatment for all.

Resilient Economy

Promote a **sustainable** and **diverse** economy through **policy development** and **support for entrepreneurship, innovation** and **efficiency**.

REVISED: Foster a resilient and diverse economy that meets the needs of our community.

Reliable **and Sustainable** Infrastructure

Provide **reliable**, **sustainable**, and **innovative** ~~organizational and infrastructure foundations~~ **infrastructure** for the **efficient** delivery of municipal services to meet the **current and future needs** of our ~~residents and visitors~~ **community**.

REVISED: Provide reliable, sustainable, and innovation infrastructure for the efficient delivery of municipal services to meet the current and future needs of our community.