

The Best Managed Resort Town in the Country has a:

- Commitment to Community Through Superior Core Service Provision
- Superior Commitment to Mayor & City Council
- Superior Commitment to Employees
- Superior Commitment to Facilities and Infrastructure



Indicators of Success: Reputation

We Will Know it When We Measure It

- Customer Service Satisfaction Surveys: Currently 80%
- High Approval Ratings for Mayor & City Council: Currently 75%
- Productive & Developmental Performance Reviews: Council & Staff Role Clarity
Responsibility & Accountability
- Employee Satisfaction Surveys: July 2004
- Low Employee Turnover Rate for 2003: 16%



Indicators of Success:

- Cost Effective and Efficient Operations
- High Quality Facilities
- Performance & Benchmark Comparisons with other Resort Towns
- Awards, Accolades & Attention to Detail
- Financial Stability/Diversity: Bond Ratings (AA-), Policies & Reserves
- Clear and Responsive Processes for Citizens to Facilitate Change
- Regional Partnerships: Transit; Recreation; Planning; Water



Team Philosophy

Teams and Teamwork demand deeper changes in principals and behavior.

Team members recognize the interdependence of multiple parties and replace control with cooperation and collaboration.



What am I accountable for?

- Goals
- Objectives
- Budget
- Myself
- My interactions
- Customer service
- Team success
- Seeking input from the broader group
- Providing input to the broader group
- Staff development
- Interdepartmental teamwork

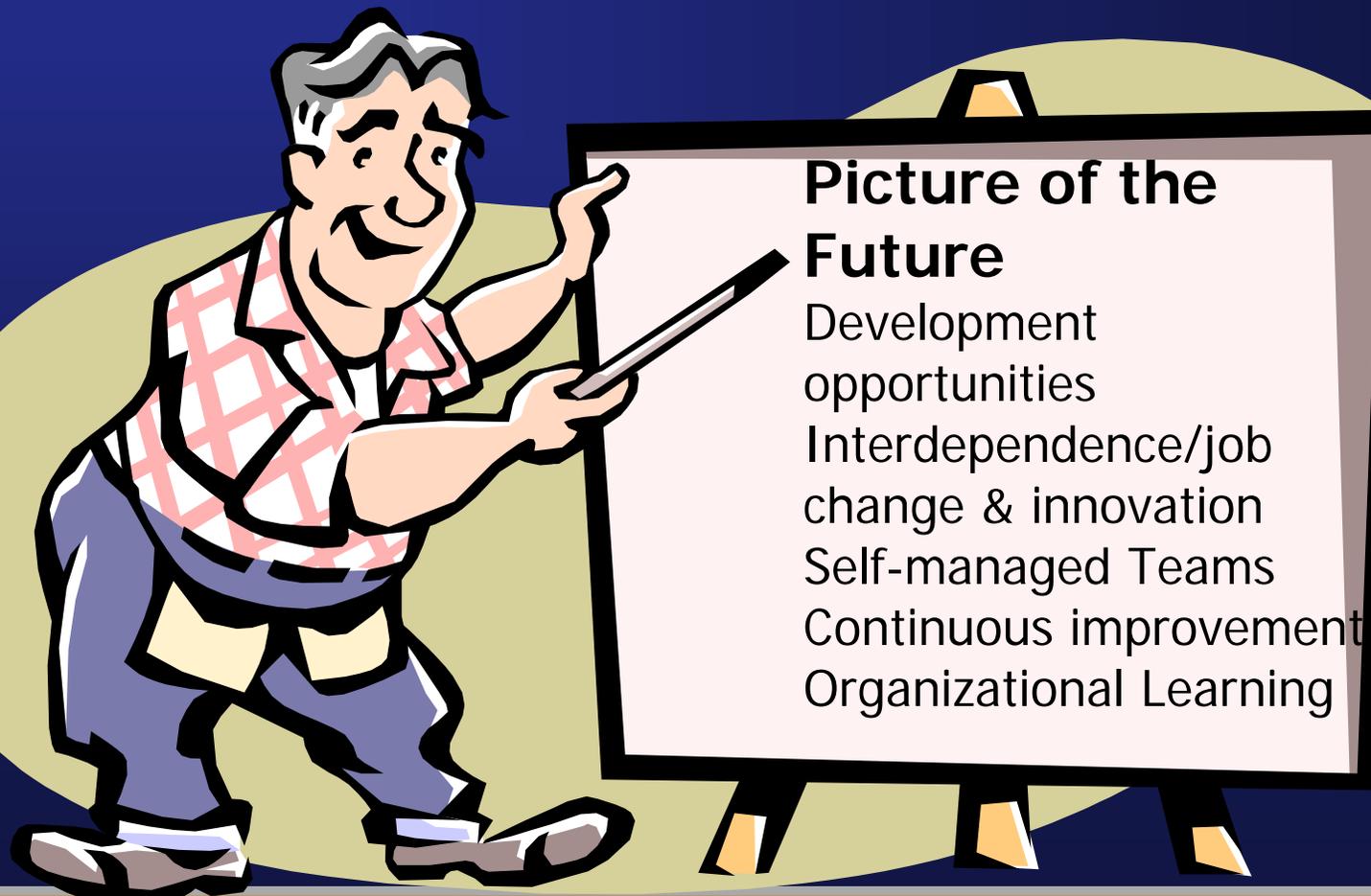


High-Performance Individuals and Teams

- **Assess professional performance and roles**
- **Lower costs through clearer agreements**
- **Increase quality of service**
- **Promote interdependence**
- **Fully utilize skills, competencies and talents**



Changing Role of Team Members



Park City Managers

360° Evaluation, Education & Development

