

Manager's Goals for 2017 - 2018

Economics

- Increase the level of public safety in Kalamazoo Township
 - Neighborhood watches, community groups and external services
- Enhance Kalamazoo Township economic growth
 - Enhance or develop a Kalamazoo Township brand (Logo)
 - Expand Kalamazoo Township communication through electronic media
 - Increase recreational opportunities by 20%
 - Develop two (2) activities and/or events in Kalamazoo Township in 2017
 - Enhance communication with staff, residents, businesses and visitors
- Create an attraction program highlighting US 131 Business Route and surrounding area

Customer Service (inside and outside the office)

- Strengthen Kalamazoo Township Human Resources policies
 - Join human resources organizations (SHRM)
 - Streamline several HR policies
- Enhance the current cross training program
 - passport services, taxes and building fees
- Develop an Accounts Payable authorization checklist
- Establish a baseline of customer service and develop a training program to increase it by 10% in 2017
- Strengthen Township staff morale
 - Establish rotating meal with manager
 - Open communication featuring regular monthly meetings
 - Develop a team look and team brand
 - Develop an environment that allows staff/teammates to own projects and have input
- Enhance communication with staff, residents, businesses and visitors
- Enhance a blight elimination program
 - Maintain a strong property maintenance code
 - Increase code enforcement
- Continue sidewalk repairs program, increase by 5% or three projects

Intergovernmental Partnerships

- Develop partnerships with 501c3 nonprofits, (3 in 2017)
- Develop partnerships with private businesses, (3 in 2017)
- Develop partnerships with other governmental entities
 - Partner to move forward economic development along US 131 Business Route and surrounding area
 - Partner with others to create activities or events in Kalamazoo Township
 - Meet with three (3) or more non-motorized groups

Outcomes for 2017

- Increased ability to manage Kalamazoo Township's documents internally and externally
- Enhanced team working environment within Kalamazoo Township
- Increased use of non-motorized paths
- Increased recreational and cultural programs in Kalamazoo Township
- Increased economic opportunities
- Better living experience for Township residents, stakeholders and visitors

Approved by Charter Township Board of Trustees on January 9, 2017.

Excerpt for the Employment Agreement for the Township Manager for Kalamazoo Charter Township

“Annually, on or before January 15 of each year that this agreement is in effect, the Township Board and Employee (Manager) shall mutually establish annual goals to be achieved before November 15 of that year. These goals shall consist of i) objective performance targets of core performance metrics, and ii) subjective performance goals (e.g., leadership skills). The performance review and evaluation should show both strengths and weaknesses, if any, and be discussed with the Employee in a manner to provide the Employee with an opportunity to improve his abilities and service to Kalamazoo Charter Township.”

The mission of Kalamazoo Township is to provide government services that promote a safe, healthy, accessible, and economically viable community to live, work, learn, and play.