

Salt Lake City Planning Division

Strategic Plan

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Why a Strategic Plan?

In 2007, the City Council allocated money for a review of the planning process in Salt Lake City. The purpose of the review was to determine the effectiveness of the planning programs within Salt Lake City.

After several months of interviews and observations, Citygate Associates identified a series of recommendations to improve the overall effectiveness of the Planning program and processes. The consultants observed that there was not a clear and cohesive vision, overarching goals, annual objectives or a clear set of business values to guide the planning processes within the City.

In order to address this deficiency, the Planning Division staff began the process of creating a strategic plan to assist in setting priorities, establish goals that are understood by those involved in the planning process, and to create measurable annual objectives and action items. The result of this process is the creation of a Strategic Plan that explains the Planning Division's commitment to the community.

The Vision Statement provides the long term direction of the Planning Division. The Guiding Principles keep the Division focused on the vision and provide others with a clear understanding of the role of the Planning Division.

The Salt Lake City Planning Division Strategic Plan is intended to provide direction and support the staff of the Division by creating guiding principles and goals to establish and improve the function of the Division.

This document is to be used by the staff of the division to improve the planning culture within Salt Lake City.

Vision

The Planning Division will create an efficient, effective, and innovative organization that sets the standard for planning in the region, engages the community, empowers staff, and provides professional planning services.

Guiding Principle 1: Create an Efficient and Effective Division

1.

In order to serve the public, the Planning Division must provide a high level of customer service, improve efficiency, be accountable and provide professional planning services to all whom we serve.

- Goal: Create a work environment that motivates staff and promotes profession development.
- Goal: Organize the Division to be dynamic and responsive to the needs of the City, community and customers, and to promote teamwork.
- Goal: Provide quality services and processes that are understandable, predictable and consistent.
- Goal: Allocate sufficient resources to ensure division success.
- Goal: Make Customer service a top priority of the Division.



Guiding Principle 2: Engage the public

2.

The Division will work constantly to provide opportunities for all stakeholders to participate in shaping the future of the City and its communities.

- Goal: Seek numerous methods to involve stakeholders in the planning process.
- Goal: Provide accurate and accessible information.
- Goal: Provide educational opportunities for all of those involved in the planning process.

Guiding Principle 3: Develop Innovative Solutions

3.

The Planning Division will be known for its innovative planning and design solutions. The Division will encourage a planning environment that advances a cultural, social, environmental and economically sustainable City.

- Goal: Be proactive and responsive to the needs of those involved in the planning process.
- Goal: Proactively identify and address important community planning issues.
- Goal: Develop a team approach to create an inspired working environment that encourages and rewards progressive and creative solutions.
- Goal: Collaborate with others to address challenges.



Guiding Principle 4: Provide the Highest Level of Professional Planning Service

4.

The Planning Division will focus its efforts and resources to provide the City with the highest level of professional planning services. The Division will focus on Plans that reflect the values of the citizens and their neighborhoods.

- Goal: Ensure that all Community Master Plans identify, balance and advance the needs of the City and our neighborhoods.
- Goal: Base planning decisions on adopted policies and regulations
- Goal: Encourage livable, sustainable development