Focus Area 4: Good Governance

Herndon is a well governed community.

Guiding Principle: Herndon's government provides effective and efficient community-centered services and programs that are focused on improving quality of life and are responsive to community and environmental evolution. Major policy decisions are considered by Town Council and are reflective of community engagement and informed by kinetically engaged information gathering. The community trusts that their government responsibly manages resources, is responsive to their needs, provides exceptional services, and equitably represents them.

Goal 1

Maintain and enhance public facilities to effectively support municipal operations and services.

Objectives	Strategies	Success Measures
1.1 Establish, implement, and manage prioritized capital and operational investment plans for town facilities and equipment through deliberate and proactive evaluation of systems.	**1.** Establish capital asset plans; develop and implement replacement schedules for major equipment/systems in town-owned buildings.	**1.** Reduced life cycle maintenance costs. **2.** Capital Improvement Plan (CIP) projects identified and completed on schedule.

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Goal 2

Actively engage community input that informs the Town's policies, programs, and services.

Objectives

2.1 Collaboratively identify and engage the appropriate methodology based on the project, stakeholders, and other relevant factors.

2.2 Prioritize a culture of collaboration with the community.

Strategies

1. Develop, implement, and maintain a communications plan that aligns with the brand and informs communications strategies for town initiatives and programs.

2. Develop a template/kit for elected officials' community meetings/outreach events/activities.

3. Ensure robust public input in the development of the 2050 Comprehensive Plan through intense outreach to all sectors of the community, particularly historically disadvantage neighborhoods.

Success Measures

1. Increased citizen participation, measured by attendance/testimony at town meetings and the number of individuals volunteering for roles on boards and commissions.

2. Increased citizen satisfaction with access to government information, as measured in biennial survey.

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Goal 3

Foster a positive town organizational culture that prioritizes employee development, professional growth, and wellness; and sets the standard in high performance leadership.

Objectives

3.1 Attract, develop, and retain highly professional staff.

3.2 Proactively engage smart practices, processes, and procedures for the delivery of high-quality services and programs.

3.3 Prioritize a culture of collaborative leadership at all levels of the organization.

Strategies

1. Monitor and adapt hiring and retention policies and practices, based on real time regional market data and employee feedback.

2. Continue enhancement and training on interview processes and techniques with leadership, ethical, and character focus.

3. Implement collaborative and cross-departmental technology solutions that improve processes, transparency, and increase organizational capacity.

4. Develop and implement an organizational leadership program based on "We Are Herndon" Core Values: Leadership, Teamwork, Accountability, Commitment to Serve, and Respect.

Success Measures

1. Number of cross-departmental technology solutions identified and implemented.

2. Percentage of employees hired through employee referral program.

3. Percentage of employees who successfully complete one-year probationary period.

4. Percentage of employees that would recommend the town as a place to work to a friend or family member.

5. Percentage of employees participating in career ladder, mentoring, or professional development programs.

6. Percentage of employees meeting or exceeding values-based performance measures.