



# City of Alamo Heights Strategic Action Plan

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## Mission Statement:

Alamo Heights will be a vibrant village in which to live and work by protecting and enhancing its native beauty, promoting its special sense of community and providing excellent city services.

## Vision:

To continuously cultivate an efficient and effective customer-driven model city that is innovative, proactive and responsive to the needs of the community.

## Core Values :

- Safety  
⇒ *The health, safety and general welfare of our citizens, employees and visitors is our utmost concern and highest priority.*
- Service  
⇒ *We constantly endeavor to improve the delivery of consistent and reliable service going beyond customer satisfaction to create “Raving Fans” of our City.*
- Integrity  
⇒ *We exhibit the highest levels of honesty and integrity in everything we do.*

## Goals:

- Governance and Communication  
⇒ *Promote honest and open government through civic engagement and informative and responsive communication with our customers.*
- Infrastructure and Services  
⇒ *Properly maintain and strategically improve infrastructure and provide excellent city services.*
- Neighborhood Character and Commercial Revitalization  
⇒ *Enhance and protect the unique character of our neighborhoods while supporting the development of a vibrant and attractive commercial district.*
- Accountability and Management  
⇒ *Be responsible stewards of public resources and utilize best management practices for our administrative and financial systems.*



## City of Alamo Heights FY 2010 Strategic Action Plan

| Committee                    | Dept               | Action Step  |
|------------------------------|--------------------|--|
| Governance and Communication | Admin/Police       | Enhance the Police Department web page to include police activity reports, crime statistics, and crime prevention/awareness information                                    |
| Governance and Communication | Admin/Public Works | Design and Implement Community Water Conservation Communication Program  |
| Governance and Communication | Admin              | Implementation of InCode Call Center Module  |
| Infrastructure and Services  | Public Works       | Initiate the 20-year street maintenance plan   |
| Infrastructure and Services  | Public Works       | Replace all traffic signal lights with energy-efficient LED lights   |
| Infrastructure and Services  | Public Works       | Manage the construction of the new 600,000 gallon water tower and repainting of 300,000 gallon water tank  |
| Infrastructure and Services  | Public Works       | Complete a comprehensive stormwater study and make recommendations   |
| Infrastructure and Services  | Fire               | Revise EMS Medical Protocol - Operation Procedure Guidelines   |
| Infrastructure and Services  | Fire               | Ensure that operations level Fire officers attend leadership development classes   |
| Infrastructure and Services  | Fire               | Consider establishing an automatic Fire aid agreement with Fort Sam Houston Fire Department  |
| Infrastructure and Services  | Fire/Police        | Undertake an Emergency Management Plan functional exercise drill   |
| Infrastructure and Services  | Fire               | Submit grant application to Department of State Health Services for funds to assist with remounting cost of EMS Medic-2  |
| Infrastructure and Services  | Police/Comm Dev    | Conduct a study of restricted parking areas and designated parking zones regulated by City Code and consider updates to meet new and projected on-street parking concerns. |
| Infrastructure and Services  | Police             | Evaluate the implementation of Report Writer System for the Police Department  |
| Infrastructure and Services  | Police             | Initiate the process for the Texas Law Enforcement Best Practices Recognition Program  |



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|--|-----------------------|--|
| Neighborhood Character and Commercial Revitalization | Community Development | Explore revisions to the Residential Development Standards   |
| Neighborhood Character and Commercial Revitalization | Community Development | Develop Multi-Family and Commercial Corridor Development Standards   |
| Neighborhood Character and Commercial Revitalization | Community Development | Design Open Space/Green Space project(s)   |
| Neighborhood Character and Commercial Revitalization | Community Development | Explore providing Economic Development Technical Assistance to local businesses                                |
| Neighborhood Character and Commercial Revitalization | Community Development | Undertake comprehensive training for Boards and Commission Members   |
| Neighborhood Character and Commercial Revitalization | Community Development | Explore feasibility of a street car system with other partners   |
| Neighborhood Character and Commercial Revitalization | Community Development | Adopt a Dark Sky Light Ordinance   |
| Accountability and Management                        | Admin                 | Develop and implement an Employee Benefits Statement   |
| Accountability and Management                        | Admin                 | Consider revisions to the Employee Manual to include leave donation, modified duty and disability compensation |
| Accountability and Management                        | Admin                 | Research and Implement Online Services for Utilities, Court and Permits  |