

## **Community Development Division**

### **2010-11 Goals, Values, Strategies, Activities, and Performance Measures**

The City of Sherwood Community Development Division provides quality current and long range planning, building and engineering services to support the infrastructure, livability, well being and economic development of the community.

#### **Value: *The City of Sherwood Values and Promotes Fiscal Responsibility***

##### **Strategies:**

Ensure that staff is efficient and effective in providing highest high level of customer service and development review.

##### **Activities:**

- Track time spent on activities including customer service

##### **Performance Measures**

- Timecards are completely filled out and reviewed by manager

#### **Value: *The City of Sherwood Values and Promotes Quality Services***

##### **Strategies:**

Provide excellent customer services for citizen, developers and customers at City Hall

##### **Activities:**

- Assist customers with applicable forms and applications
- Provide prompt response to phone calls, e-mails and in-person inquiries
- Attend trainings as necessary and appropriate to ensure continued knowledge in the field
- Provide over the counter assistance whenever possible
- Process applications in a timely manner
- Refine public involvement process to be more clear and inclusive

##### **Performance Measure**

- 80% of all Type III and IV applications have first public hearing within 6-8 weeks
- 90% of all Type II applications have decision issued within 8 weeks
- 100% of all Type 1 permits processed within 2 weeks
- Track and resolve all issues in a database format.

Provide efficient processes for developers.

##### **Activities:**

- Prepare forms, applications and instructions as necessary
- Maintain and provide current City Codes and Standards in a user friendly format

- Assure compliance with adopted current Statewide and Regional codes and Standards

Performance Measure

- Keep stock of forms and applications available in the lobby at all times.
- Adopt current Statewide and Regional codes when required

**Goal: Public Safety: “The City of Sherwood will provide for the safety and security of the community and its citizens.”**

Strategies:

Require projects to follow up to date Codes and Standards to ensure public safety

Activities:

- Maintain and provide current City Codes and Standards
- Assure compliance with adopted current City, Statewide and Regional Codes and Standards through land use and plan review and inspection.
- Design projects to comply with all Codes, Standards and Applicable Permits

Performance Measure

- Stock forms and applications in the lobby at all times.
- Adopt current Statewide and Regional codes when required

Respond to inquiries and requests from public for traffic control changes.

Activities:

- Respond to initial inquiries and requests in a timely fashion and document citizens concerns and request.
- Review and research citizen inquiries and requests using current standards, practices, and policies.
- Inform citizens of outcome of reviews in a timely fashion.

Performance Measure

- Respond to all inquiries with the Public Works and Public Safety Divisions
- Track all requests with issues database

**Goal: Infrastructure: “The City of Sherwood will provide and maintain infrastructure for its citizens to live, work and play.”**

Strategies:

Develop Capital Improvement Programs to ensure infrastructure is available for citizens and development

Activities:

- Prepare Capital Improvement Plans
- Prepare and Update Master plans
- Provide recommendations for financial plans to ensure funds are available to create and maintain infrastructure

Performance Measure

- Include Capital improvement plan items in current budget
- Update all Master plans according to schedule outlined in plan or earlier as necessary.
- Update methodologies for system development charges and fees.

Design and Construct Capital Projects in a timely manner to allow orderly development

Activities:

- Adams Avenue South
- Adams Avenue North
- Oregon Street Railroad Crossing Improvement
- Gerda/Tualatin-Sherwood Signal
- Area 54/55 Upper Ladd Hill Regional Stormwater Facility
- Brookman Area Sanitary Sewer Downstream Upgrade
- Brookman Area Sanitary Sewer Conveyance System Extension Phase 1 and Phase 2
- Cedar Creek Trail Master Plan
- Pine Street Phase 2 Construction
- Sherwood Boulevard ARRA Pavement Overlay
- Downtown Streetscapes Phase 2

**Goal: Livability: “The City of Sherwood will provide opportunity for responsible community development and growth.”**

Strategies:

Develop concept plans for undeveloped areas in the Urban Growth Boundary for implementation

Activities:

- Area 54/55 Brookman
- Area 48 Industrial Area

Performance Measure

- Successfully annex areas into the City of Sherwood

Work with Regional Partners to develop consistent plans that will benefit Sherwood and the surrounding communities

Activities:

- Urban/Rural Reserve Process
- I-5/99W Connector
- Comprehensive Plan Periodic Review

Performance Measure

- Adopt measures that will implement regional decisions into City Codes and Plans.

Review existing development code to ensure development continues to reflect community values

Activities:

- Review sign code (wall signs, temporary signs)
- Review park and open space requirements
- Develop Commercial/Industrial design standards (finish)
- Comprehensive housekeeping code update

Performance Measure

- Hold meetings with Planning Commission Council and Public.
- Adopt ordinances that address issues as approved by Council.

***Goal: Resident Well Being: “The City of Sherwood will facilitate the provision of services to encourage a balanced quality of life for its citizens”***

Strategies:

Work with Regional Partners to provide amenities consistent with the Transportation and Park Master Plans

Activities:

- Participate with partners on the Toquin Trail Master Plan
- Apply for applicable funds for street, bike and pedestrian facilities
- Cedar Creek Trail
- Stella Olsen Park Restroom Facilities

Performance Measure

- These projects will span multiple years. Make consistent progress.

***Goal: Economic Development: “The City of Sherwood will promote responsible economic development which benefits the community.”***

Strategies:

Provide Infrastructure for City owned lands to stimulate economic development

Activities:

- Cannery Public Infrastructure
- Downtown Streetscapes Phase II
- Snyder Park Subdivision
- Tannery Site Acquisition and Development