

**STRATEGIC PLAN WORKSHOP**

Honorable Mayor and Members  
of the City Council  
City Hall  
Torrance, California

**Members of the Council:**

**SUBJECT: City Manager – Concur with proposed methodology for implementation and tracking of the 2009 Strategic Plan.** (This item will be taken out of order at 5:30 p.m.)

**Expenditure: N/A**

**RECOMMENDATION**

Recommendation of the City Manager that City Council hear the staff presentation on the proposed methodology for implementation and tracking of the Strategic Plan (Plan) adopted August 12, 2008 and provide direction with respect to:

- Selection of **Key Performance Indicators (KPIs)** as the measurement device for tracking Plan accomplishments
- Form of Community Report
- Target date of August 2009 for Council Workshop for presentation of proposed Action Plan and KPIs for all sub-goals of Plan
- Target date of September 2009 to address Plan goals not under City direction
- Six-month report on KPI measurements concurrent with mid-year budget review

**BACKGROUND AND ANALYSIS**

The City adopted its original Strategic Plan (Plan) in 1996. It was determined by Council in 2007 that the Plan should be updated. The update of the Plan was under the leadership of a core of community members formed as the Strategic Plan Committee (Committee), with funding and staffing provided by Council. The Committee members represented all segments of the City.

The Committee received and analyzed statistically valid telephone survey data from the residential and business community, the results of extensive focus sessions held with all segments of the community, and the results of an environmental scan of the City. The environmental scan looked at both internal and external factors that could have an impact on the future of the City.

The Committee found the 1996 Plan to still be responsive to the Community's needs and vision with modest enhancement. However, the Committee also found that the Plan needed a more structured format for developing an Action Plan to implement the Plan, track progress, and communicate with the community. Upon adoption of the Plan update on August 12, 2008, Council directed staff to develop an Action Plan, measurement device to report progress, and a method of communicating the Plan.

This workshop is to present to Council the recommended method to accomplish the Committee's recommendations.

Respectfully submitted,

LeROY J. JACKSON  
CITY MANAGER

By Mary K. Giordano  
Mary K. Giordano  
Assistant City Manager

CONCUR:

  
LeRoy J. Jackson  
City Manager