



2022-2026 STRATEGIC PLAN

VISION:

The Town of Coventry will prosper as a safe, healthy, economical and enjoyable community that offers the best value for its residents.

MISSION:

The Town of Coventry mission is to provide the highest quality municipal service to its residents, businesses and visitors in the most effective, economic and efficient manner as set forth by the Town Council.

CORE VALUES:

Stewardship – Honor the public trust by administering, upholding and enforcing the laws, ordinances and policies of the Town with integrity, equity, prudence and dignity.

Excellence – Measure performance by the highest standards of quality, productivity, discretion, respectful objectivity and professionalism.

Leadership – Open, transparent, cooperative and inclusive government attracts a higher caliber of participant and strengthens the organization by producing leading ideas, practices and decisions.

ORGANIZATIONAL VALUES:

INTEGRITY	PROFESSIONALISM	RESPECT	HARDWORK
TEAMWORK	ACCOUNTABILITY	HONESTY	DEDICATION
COMPASSION	COMMUNICATION	SERVICE	TRANSPARENCY

STRATEGIC PRIORITIES:

PRIORITY 1: Improve the financial strength and position of the Town. The financial health, strength and sustainability of the Town of Coventry is critical to the long-term welfare of the community for providing services and meeting the needs of the residents.

Goal: Maintain a strong fiscal position to improve the quality, scope and efficiency of delivering municipal services now and in the future.

1. Adopt financial policies to strengthen the Town's fiscal health and guide decisions on future spending and indebtedness.
2. Develop a five-year financial plan and budget strategy.
3. Develop or improve revenue generation from non-property tax sources.
4. Consider new investments in community programs on the basis of whether they can be cost neutral or generate positive revenue.
5. Consider ways to further reduce expenditures through cost-saving efficiencies without reducing services.
6. File Town financial statements on a timely basis.

Outcome: The Town will establish its financial position to be eligible for and more competitive for bond financing and grants to fund programs and anticipated capital investments in facilities and infrastructure.

PRIORITY 2: Improve the quality and efficiency of government services delivery in Town. The Town will provide the public with easy access to all government information, products and services in an efficient and convenient manner.

Goal: Develop the platforms that will provide the public with greater direct access to the information and services they desire.

1. Develop the virtual interface for all transactions to be available electronically.
2. Develop a communications program to provide accurate and timely access to information to the public.

Outcome: The Town will strengthen the vital relationship of trust between the citizens and the Town government to better meet and respond to the public needs.

PRIORITY 3: Improve the condition, maintenance, service capacity and sustainability of all Town infrastructure investments. The Town's facilities are essential to maintaining the quality of life and functionality of the community which includes all Town of Coventry and Coventry Public Schools buildings, roads, bridges, sidewalks, sewers, parks and playgrounds.

Goal: Develop and implement a plan that will address the need for infrastructure development, repair and maintenance for twenty years with five year intervals for considering reinvestment efforts.

1. Develop a capital improvements plan with fact sheets for each component facility including initial cost, expected useful life, anticipated maintenance requirements, and five year status reviews to measure progress.

2. Develop and implement a five-year Capital Budget program including a Capital Operating fund and a Capital Reserve fund with sufficient resources.

Outcome: The Town will achieve sustainability through well-maintained infrastructure.

GLOSSARY OF TERMS

Accountability: *noun* having the ability to be accountable; required or expected to justify actions and decisions. The Town values employees who will hold themselves accountable for the proper performance of their duties.

Communication: *noun* the imparting or exchanging of information or news. The Town values employees who will readily communicate necessary information and concerns in a timely manner.

Compassion: *noun* having concern and interest in the suffering or misfortunes of others. The Town values employees who have a sincere desire to help the public that the Town serves.

Dedication: *noun* having a commitment to a task or purpose. The Town values employees who are committed and relentless in completing their tasks and bringing projects and problems to resolution.

Excellence: *noun* the quality of being outstanding or very good. The Town values employees who aspire to excellence and do their very best to achieve the best outcome.

Hardwork: *noun* a great deal of effort or endurance. The Town values employees that are hardworking.

Honesty: *noun* the quality of being honest, without deceit and untruthfulness; sincere. The Town values employees who are honest.

Integrity: *noun* the quality of being honest and having strong moral principles; having internal consistency and strength. The Town values employees who demonstrate integrity.

Leadership: *noun* the action of leading a group or an organization; the ability to act independently to do what is right without being told or directed. The Town values employees who can demonstrate leadership through individual initiative to do the right thing.

Mission: *noun* an important assignment carried out for political purposes; a strongly felt aim, ambition or calling. The Town values employees who will support the effort to realize the Town's mission.

Professionalism: *noun* the competence or skill necessary to be professional; one who is paid to be skillful and competent. The Town values employees who demonstrate professionalism.

Respect: *noun* due regard for the feelings, wishes, rights, or traditions of others. The Town values employees who maintain respect for others regardless of their differences.

Service: *noun* the action of helping or doing work for someone. The Town values employees who approach their professional work with an attitude of service to the public.

Stewardship: *noun* the job of supervising or taking care of something, such as an organization, property or task. The Town values employees who exercise stewardship for their responsibilities, tasks and assignments.

Teamwork: *noun* the combined action of a group of people, especially when effective and efficient. The Town values employees who can think and act in cooperation with their co-workers to achieve the benefits of teamwork.

Transparency: *noun* the condition of being transparent, open, without anything to hide. The Town values employees who promote a culture of transparency which allows the public to witness and understand the operations of their town government.

Vision: *noun* the ability to think about or plan the future with imagination and wisdom. The Town values employees who have vision and support the Town in working towards achieving the ideals set forth in the Town's Vision.