# CITY OF ALBANY

## STRATEGIC PLAN

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To our Albany community,

The City's Strategic Plan is a working document that captures community goals and objectives under four main themes: Great Neighborhoods, Safe City, Healthy Economy, and Effective Government. The Strategic Plan will be reviewed and updated by the City Council every other year and informs all other master plan documents, the budget, and department work plans.

A strategic plan reflects current community values and needs. Updating the plan provides an opportunity to check in with the community and ensure that our goals align with needs. The plan works like an action-oriented road map we can use to make progress toward the city's four themes.

This current update process started in 2021. Council, staff, and consultants met between November 2021 and June 2022 to brainstorm and identify themes and goals important for the Albany community. The community was engaged several times in different ways to solicit input. The result was a list of goals that fit into the four themes that have been pillars of Albany's Strategic Plan for years. This affirms the work of previous Councils in identifying those themes and making steady progress toward them. It also allows the current Council to include updated goal areas based on new challenges and opportunities. Finally, it underscores the value of the strategic planning process as a work in progress.

Challenges identified in the current update include the COVID-19 pandemic and its unprecedented impact on the operations of local government; rapidly increasing inflation and supply chain issues; and a potential recession that exacerbates a city budget already challenged in its ability to support needed city services.
New goal areas that emerged in this update were ensuring cybersecurity; promoting environmental sustainability; strengthening community engagement; and improving our outreach to promote diversity and inclusion.

Strategic planning is vital work for the Albany City Council to undertake at regular intervals, in order to keep emerging community needs at the forefront of our goals and objectives.

Thank you to the citizens of Albany, the City Council, and City staff for their contribution to this working plan. It will provide guidance for our budgeting over the next four years, and I am grateful for the efforts of all who contributed.

Sincerely,

Peter Troedsson
City Manager
Thank you to our elected officials, City employees, and the Albany community for your input and hard work during our strategic planning process.
### EXECUTIVE LEADERSHIP TEAM

<table>
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<tr>
<td>Chris Bailey</td>
<td>Public Works Director</td>
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<td>Mary Dibble</td>
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<td>Marcia Harnden</td>
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<td>Communications and Engagement Officer</td>
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<td>Eric Ikenouye</td>
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<td>Allison Liesse</td>
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<td>Kim Lyddane</td>
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<td>Sean Park</td>
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<td>Chuck Perino</td>
<td>Emergency Manager/Safety Officer</td>
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<td>Holly Roten</td>
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<td>Peter Troedsson</td>
<td>City Manager</td>
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<td>Matthew Ruettgers</td>
<td>Community Development Director</td>
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<td>Seth Sherry</td>
<td>Economic Development Manager</td>
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<td>Shane Wooton</td>
<td>Fire Chief</td>
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<td>Jeanna Yeager</td>
<td>Finance Director</td>
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### CITY STAFF STRATEGIC PLAN TEAM

#### CONSULTANT/FACILITATOR
- Sara Singer-Wilson
- Ashley Sonoff

#### CITY MANAGER’S OFFICE
- Mary Dibble, Central Administrative Officer
- Matt Harrington, Communications & Engagement Officer

#### COMMUNITY DEVELOPMENT
- Johnathan Balkema, Building Official Manager
- Anne Catlin, Comprehensive Planning Manager

#### FINANCE
- Inga Anderson-Baggett, Payroll Administrator
- Diane Murzynski, Purchasing Coordinator
- Brett Tieszen, Accounting Supervisor
- Jason Katzenstein, Lieutenant
- Chris Labelle, Deputy Fire Chief
- Kyle Romey, Deputy Fire Chief
- Melissa Humphries, HR Programs Coordinator
- Sean Park, Information Technology Director
- Sheena Dickerman, Administrative Services Coordinator
- Michelle Speers, Library Assistant
- Debbie Little, Administrative Services Coordinator
- Nicole Markel, Resource Development Coordinator
- Marcia Harnden, Police Chief
- Buck Pearce, Lieutenant
- Chris Cerklewski, Civil Engineer III
- Manny Kurtz, Lead Engineering Technician
- Stephanie Rivas-Torres, Billing/Collection Specialist I
- Shelley Shultz, Public Works Contracting Assistant
- Adam Cline, Street Maintenance Lead Worker
- Chris Molthan, Street Maintenance II
- Jeff Olson, Treatment Facilities Operator
- Albert Valencia, Treatment Facilities Operator
The City of Albany's Strategic Plan is built on three foundational elements: our mission, our vision, and our values.

City Council and the Executive Leadership Team developed these fundamental elements as part of the first strategic plan, adopted in 2007. They continue to reflect the core identity of the organization. They summarize the City's purpose — why we do what we do — and what we expect from our staff and elected officials. Using these organizational building blocks as a foundation, staff and Council can work to achieve the Council goals and objectives in this plan.

______________________________

**OUR MISSION**

*Our mission statement is based on the principles of high quality and continuous improvement.*

"Providing quality public services for a better Albany community."

______________________________

**OUR VISION**

*Our vision statement presents a compelling future toward which our strategic plan is directed.*

"A vital and diverse community that promotes a high quality of life, great neighborhoods, balanced economic growth, and quality public services."
OUR VALUES

TRANSPARENT, OPEN, AND HONEST GOVERNMENT. This value reflects our first and most important responsibility. Our competence is measured and, in fact, reinforced through active engagement of those we serve. We maintain an organizational reputation for openness, honesty, and integrity.

DEDICATION TO SERVICE. Our primary duty is to the people we serve. We are accessible, responsive, consistent, and understanding. We provide assistance beyond our customers’ expectations, and we find effective solutions to problems that they bring to our attention.

FISCAL RESPONSIBILITY. Proper use of public resources is a trust which we continually guard. In our management of this trust, we must avoid even the appearance of impropriety. In our management of public funds, we constantly strive for the greatest possible efficiency and effectiveness to sustain affordable services.

PERSONAL HONESTY AND INTEGRITY. Each of us demonstrates the highest standards of personal integrity and honesty in our public activities to inspire confidence and trust in our government.

EXCELLENCE. We continually pursue excellence by being creative and professional, taking risks, showing initiative, and being committed to our community and team. In this pursuit, we support continuing education and training for all team members.

TEAMWORK. We are a team that emphasizes high levels of trust and cooperation and a commitment to excellent communications within the organization. We encourage employees to exercise independent judgment in meeting customer needs through professional behavior that is consistent with our values.

A HUMANE AND DIVERSE ORGANIZATION. We are a humane organization that honors diversity and protects individual rights. Open communication, respect for others, compassion, and a sense of humor contribute to our positive work environment. We make it possible for every employee to achieve his or her full potential. We value the cultural and social diversity that is reflected in our community, and we welcome the changes and new perspectives that this diversity brings to us. We protect those individuals whose basic rights are placed in jeopardy.
Our strategic plan looks out over a five-year period. It provides the team with direction in addressing immediate needs while planning for long-term projects and initiatives. Council and staff strive to move beyond the plan to foster a culture of strategic management through regular check-ins, progress reports, and updates to the plan.

The team regularly consults the goals, measures objectives, and develops actions as part of the individual department work/operational plans to advance the City's vision and support the four themes that serve as the foundation of our community services. The strategic plan also informs the biennial budget to align resources with implementing the goals and objectives. The strategic plan is updated in alternating years by Council and staff. These regular updates allow the plan to adapt to forces of change such as community demographics, state and federal mandates, fiscal constraints, economic conditions, emerging technologies, and other influences on the City's ability to deliver quality public services for a better Albany community.

The themes identify the core expected outcomes supported by the implementation of the goals and objectives. These themes are aligned with the City's mission, vision, and values. They have been reaffirmed many times since they were first identified by Council in the 2007 strategic plan.

The goals in this strategic plan are achievable outcomes that provide broad, long-term direction under each theme. While some goals may carry over from the previous plan, new goals often reflect significant community changes or unanticipated events.

Objectives are more specific and measurable. They help track progress toward each goal. Objectives are identified over a shorter term and typically cover the plan period. Departments use both the goals and objectives in developing their work/operations plans. Regular progress will be reported in department and organizational communications.
The strategic planning process is a continual exercise, adjusting to changing community conditions through periodic review and updates.
GOAL 1:
Create and sustain a city of diverse neighborhoods where residents feel good about where they live.

NEW Facilitate neighborhood beautification efforts to improve safety and engagement in our neighborhoods.

NEW Encourage diversified housing options for households of all income levels and sizes.

NEW Encourage pedestrian-oriented housing development options.

Enforce City ordinances when properties are neglected or abandoned to prevent erosion of property values and quality of life.

Consider amendments to the Albany Development Code standards that may hinder development rather than provide clear standards that promote healthy, sustainable, and affordable development and/or redevelopment.

GOAL 2:
Provide an efficient transportation system with safe streets and alternative modes of transportation.

NEW Improve mobility through the development of a connected and safe pedestrian network, creating walkable neighborhoods.

NEW Work with local and regional partners to evaluate the feasibility of constructing an additional Willamette River crossing.

Ensure that public facilities, services, sidewalks, and public transportation are ADA accessible.

Utilize available street funding to maintain arterial and collector streets to a minimum Pavement Condition Index (PCI) score of 60, indicating fair or better condition. Address local street needs as funding allows.

Seek additional sources of funding for street maintenance.

Work as a cooperative partner of the Albany Area Metropolitan Planning Organization (AAMPO) for the funding of street and transit improvements.
When updated transit routes are implemented, monitor ridership trends and evaluate stop locations to increase ridership, and improve service frequency and overall system performance.

**GOAL 3:**
Provide effective stewardship of Albany’s significant natural, cultural, and historic resources.

Continue to partner and coordinate with community groups, such as the Calapooia Watershed Council, on watershed improvement programs and projects to meet Oregon’s Statewide Planning Goal 5.

**GOAL 4:**
Provide diverse recreational, educational, and cultural opportunities that enrich the lives of our citizens.

- **NEW** Increase the number of cultural events as resources permit.
- **NEW** Provide opportunities that promote healthy living, recreation, activities, and attractions for people of all ages.

Increase circulated items at the Albany Public Library.

Seek new funding to support library services.

**NEW** **GOAL 5:**
Identify and implement resource conservation and efficiencies where feasible.

- **NEW** Attract and promote green business development where possible.
- **NEW** Develop a fiscally responsible action plan that protects our natural environment and our limited resources.
Safe City

GOAL 1: Ensure a safe community by protecting people and property.

NEW Explore options for crime prevention through environmental design in an effort to increase safety while reducing crime.

Participate in the FEMA National Flood Insurance Program and maintain the City’s Community Rating System (CRS) rating.

Use Community Development Block Grant (CDBG) funds to provide funding to community programs that assist the vulnerable children and families in our city.

Collaborate with neighboring communities to improve emergency response reliability and provide a consistent level of emergency response and life safety services.

Plan for equipment replacement and facilities maintenance to adequately address emergency equipment and vehicle needs and long-term maintenance of department facilities.

Reduce property code violations, substandard housing conditions, and inadequate infrastructure.

Pursue projects that eliminate blight and increase community safety.

Continue to minimize the impact of fires on our community.

Plan for adequate staff for increasing calls for service, response times, and community growth.

Facilitate continued development of property surrounding Fire Station 12 as an emergency responder training center.

GOAL 2: Provide safe, sufficient, and reliable drinking water, sewage disposal, and drainage systems.

Optimize the operation and management of the Vine Street and Albany-Millersburg water treatment plants to meet regulatory requirements and system demand; efficiently manage energy consumption; and improve water system resilience.

Effectively manage biosolids waste at the Albany-Millersburg Water Reclamation Facility.
GOAL 1:
Enhance the value and diversity of Albany’s economy by attracting, retaining, diversifying, and expanding local businesses.

NEW Promote trades and vocational training.

NEW Support business development in South and East Albany in order to provide more connectivity to services for existing and incoming residential development.

Provide a supportive environment for the development and expansion of businesses, especially those that are locally owned or provide living-wage jobs.

Identify the availability of commercial and industrial land in the Economic Opportunities Analysis. Facilitate development consistent with community goals.

GOAL 2:
Strengthen the area’s role as a leading regional economic center through local and regional coordination and collaboration on economic development planning and projects.

NEW Create an economic development strategy.

NEW Explore options for the future of the airport related to best use for the Albany community.

Collaborate with organizations focused on business retention, expansion, startup development, and entrepreneurship to establish new firms and strengthen existing local businesses.
GOAL 3:  
Focus on living-wage jobs, training, and education opportunities for Albany residents. Work to achieve a healthy balance of housing and jobs.

Focus on the creation and retention of living-wage jobs that support a healthy local economy and community.

Support the area’s educational resources as vital to the social and economic well-being of the community.

Encourage opportunities for increasing skill levels of local workers and entrepreneurial development.

GOAL 4:  
Create a readily identifiable downtown core that is unique and vibrant with a mixture of entertainment, housing, specialty shops, offices, and other commercial uses.

NEW Attract a destination hotel in downtown Albany.

NEW Support the development of the waterfront.

Leverage urban renewal dollars to maximize the total investment and development effort in Central Albany.

Create an increase in assessed value through public-private partnerships that encourage private investment through strategic public investment.

Recognize and support Albany’s unique historic character as a major cultural and tourist-oriented economic resource.

Promote increased residential density in the downtown core.
GOAL 1: Effectively and efficiently deliver the services that Albany’s citizens need, want, and are willing to support.

- Leverage technology to decrease costs and increase efficiencies.
- Develop a cybersecurity plan to protect city data and information and maintain cybersecurity resilience for business continuity.
- Develop and maintain plans for the management and replacement of public works assets and core infrastructure.
- Monitor and apply for grants that further advance strategic plan goals and objectives.
- Cooperate and partner with neighboring jurisdictions to provide assistance, maximize efficiencies, and meet common goals and objectives.
- Ensure compliance with all federal and state regulations relating to municipal services.

Establish personnel succession planning for executive and other key leadership positions throughout the organization.

Provide responsive, efficient, customer-oriented service and meet mandated deadlines for project reviews.

Develop a full stormwater management program and identify a stable funding strategy for stormwater utility functions.

Participate in national performance benchmarking for comparison with other jurisdictions.

Implement process improvement projects that reduce processing time and costs or increase revenues.

Maintain annual audit results establishing conformance to requirements and generally accepted accounting principles.

Maintain or improve the City’s bond ratings.

Maintain appropriate levels of Information Technology (IT) systems availability and services rating.
NEW GOAL 2:

Develop a city communications and engagement strategy that will support an engaged and informed citizenry and build public trust.

- NEW Pursue effective ways to deal with misinformation.
- NEW Engage youth in local government.
- NEW Improve accessibility to local government.
- NEW Enhance efforts in diversity, equity, and inclusion.

Include communications and public engagement activities in all initiatives, programs, and major projects.
In 2021, SSW Consulting was hired to facilitate the strategic plan update process for 2021-2022. In November, the consultant conducted interviews with each city councilor and department director. During the interviews, priorities started to emerge, and these served as the basis for a workshop hosted in January 2022. The Council and staff met for a one-day workshop to discuss and explore the themes and potential goals and objectives for the strategic plan. The goal of the workshop was to imagine what the Albany community would look like in ten years.

To inspire ideas, collaboration, and then refinement of goal areas, the group completed visioning, context mapping, and idea mapping exercises. The information captured during these activities provided a foundation for the rest of the process and the summaries that follow represent the robust conversations and explorations that took place during this important phase.

VISIONING EXERCISE:
The visioning exercise resulted in six themes: livability as the outcome; economic development as a tool; housing; diversifying housing, employment, and recreation; a holistic view of the city: public safety and walkability; and the waterfront project and redevelopment.

CONTEXT MAPPING:
Staff and Council worked together to make a list of considerations in light of opportunities, challenges, economic climate, community trends, technology factors, uncertainties, and political factors.

The information captured in the context mapping exercise provides a backdrop for developing actionable goals. Several factors were identified as part of the exercise; most are summarized on this page and page 21.

Opportunities:
- Expand community engagement with more opportunities to interact with the Council and city manager.
- Improve social service outreach with mental health court, expungement clinic, and homelessness. Enhance efforts in diversity, equity, and inclusion. Develop a long-term economic development plan to improve growth and infrastructure planning. Become more business-friendly, address urban renewal spending, attract green businesses, and make our downtown unique. Evaluate the budget for revenue streams, expenditures, and cost savings (health insurance plans, contracts for competitive pricing), and consider how to effectively communicate the budget to the community. Consider dedicated funding streams for development related to Oregon House Bill 2001 (HB2001)*, and contemplate different types of neighborhoods or housing developments. Consider opportunities for special districts to possibly expand service areas and/or reduce costs. Find new ways to involve all age groups with recreational programs, increase volunteer opportunities, and especially, get youth involved in volunteer activities.

Challenges:
- Managing state and federal mandates such as vaccines, completing the ADA transition plan**, and the implementation of HB2001. Dealing with population growth alongside a housing shortage, particularly affordable housing, and homelessness. Reducing water usage.
- Maintaining streets, infrastructure, and service levels in general. Addressing budget constraints (expenses outpacing revenues, low city reserves, funding for infrastructure maintenance), so that the City can be proactive and solution-focused rather than reactive. Improving communication and collaboration among councilors, public, and staff in pursuit of building trust and increasing diversity. Addressing staffing challenges of attracting and retaining skilled, long-term employees.

Economic Climate:
- Rising inflation, and massive increase to the CPI. Supply chain challenges.

Community Trends:
- Seeking improvements to public transportation and ways to increase ridership. Identifying ways the City can help support appropriate and effective interventions for drug abuse and mental health issues, and pursuing federal, state, and county money to provide meaningful funding.

Technology factors:
- Increasing broadband access.
- Leveraging technology to decrease costs and increase efficiencies. Seeking ways to build on the momentum of increased citizen engagement to fuel future growth.

*HB2001: Oregon House Bill 2001 was passed by the Legislature in 2019. It expands the ability of property owners to build certain traditional housing types, like duplexes, in residential zones.

**ADA transition plan: This document outlines the City’s plan for compliance with the Americans with Disabilities Act.
Uncertainties: Committing to rebuilding dwindling City reserve funds. Building the required flexibility (financially and otherwise) to address future unknown federal and state mandates, and environmental uncertainties such as weather, wildfires, deforestation. Weathering the uncertainty that comes with each election cycle at all levels (local, county, state, and federal.)

Political factors: Anticipating current and future state and federal mandates and the distrust of government at the federal level which has a trickle-down effect to local government. Dealing effectively with misinformation. Improving Council and staff communication in order to better understand public complaints and effectively address them where possible. Connecting with the public on a more personal level, such as coffee dates and phone calls.

IDEA MAPPING:
As a result of the context mapping, eight workshop themes were identified: smart growth, long-range planning, infrastructure, fiscal sustainability, partnerships, engagement, civic pride, and housing.

This work set the stage for the goals and objectives outlined in the strategic plan.

PLAN ALIGNMENT AND IMPLEMENTATION STRUCTURE:
To understand plan alignment, it's important to understand the partnership between the Council and City staff. The Council sets policy (the “what”) and staff executes the policy (the “how”). Council sets goals and priorities and approves the City budget. Staff provides technical expertise, aligns goals with resources, and carries out projects and programs.
In February 2022, the Council held a work session to revisit the goal areas. Council decided that the new goal areas fit nicely into the four themes identified in the 2019-2023 Strategic Plan document (Great Neighborhoods, Safe City, Healthy Economy, and Effective Government). Working with those four themes, Council then identified new goal areas. The new goal areas helped to form the questions used during the next two phases, community engagement and organizational outreach.

COMMUNITY ENGAGEMENT AND ORGANIZATIONAL OUTREACH:

During April, May, and June of 2022, City Manager’s Office staff conducted the community engagement phase to solicit public input in a variety of formats. In June 2022, the consultant visited the Council again and provided a summary of the community engagement results. The responses indicated that the majority of people love Albany, its events, downtown, history and people; and specifically, the waterfront, trails, and parks. People also generally enjoy the location of Albany and its proximity to the beach, mountains, and metro areas. Concern was expressed about many of the same issues identified by the City Council, such as environmental sustainability, homelessness, housing affordability and availability, safety issues, and providing ways for the community to connect in meaningful ways.

Community Engagement Activities:

- Polco Survey: April 4-22, 2022
- Community Conversations: May 31, 2022
- Farmers Market: June 4, 2022
- Strategic Plan Team input: June-July 2022

Organizational outreach took place during July and August 2022. Directors identified staff in their departments who could help to flesh out the new goals that had emerged, evaluate their feasibility, and identify objectives and actions to move them forward. As experts in the field, the Strategic Plan Team was critical to the success of the Strategic Plan update.

Following the adoption of the strategic plan by Council in September 2022, the Strategic Plan Team will identify Key Performance Indicators (KPIs) to effectively measure progress on achieving plan goals and objectives.
FUTURE STRATEGIC PLAN REVIEW
The City’s Biennial Budget is approved by the Budget Committee and adopted by the City Council every two years. A review of this strategic plan will take place every two years, during the second year of the biennium, when the budget is not under review. Every four years, the City will complete a comprehensive update of the Strategic Plan. The comprehensive update will be informed by the Council and community. It will include Council goal setting, community surveys, and organizational outreach.

The Strategic Plan will be used to:
- Inform department work/operational plans, master plans, and other supplemental documents, such as those listed to the right.
- Define actions in department work/operational plans.
- Identify key performance indicators (KPIs) to track progress on achieving the plan goals and objectives. KPIs will be reviewed annually and the data will be published in an online dashboard, provided in periodic staff updates to Council, and through other outreach to keep the community informed about progress.
- Highlight relevant plan theme(s) in all staff memos to Council.

To stay informed on the progress of the strategic plan, visit cityofalbany.net/strategicplan

SUPPLEMENTAL DOCUMENTS
Capital Improvement Plan
Visit cityofalbany.net/cip

Comprehensive Plan
Visit cityofalbany.net/cd/compplan

Emergency Operations Plan
Contact 541-917-7725 for more information.

Natural Hazard Mitigation Plan
Visit cityofalbany.net/em/make-a-plan

Parks System Master Plan
Visit cityofalbany.net/parks/master-plan

Police Work Plan (formerly APD Strategic Plan)
Visit cityofalbany.net/police

Sewer Master Plan
Available by contacting Public Works, 541-917-7676.

Stormwater Master Plan
Available by contacting Public Works, 541-917-7676.

Transit Development Plan
Contact 541-917-7667 for more information.

Transportation System Plan
Visit cityofalbany.net/pw/transportation

Urban Forestry Management Plan
Available by contacting Park Maintenance, 541-917-7759.

Water Master Plan
Available by contacting Public Works, 541-917-7676.

If you have barriers to accessing these materials online, there are public computers available for use at both Albany Public Library locations. If you would like to schedule an appointment to review a printed copy of a plan at City Hall, contact 541-917-7500 or communications@cityofalbany.net to make arrangements.
To stay informed, visit

cityofalbany.net/strategicplan