

Mission Statement

To create an exceptional city by providing excellent customer services, progressive leadership and accountable stewardship.

Vision Statement

Riviera Beach is the best waterfront city in which to live, work and play.

Value Statement

Professionalism

Ethics

Commitment

Excellence in Customer Service

Integrity

Diversity

Respect for Opinions

Transparency

Innovation

Strategic Initiatives

- 1) Enhancing our economic position
- 2) Maximizing productivity through integrated technology
- 3) Perfecting our processes and systems
- 4) Strengthening capabilities of employees (i.e. hiring, training and ensuring the delivery of excellent customer service)
- 5) Improving city's image
- 6) Enhance and improve partnerships
- 7) Capital improvement of infrastructure

1. Enhancing our economic position

- a) Cultural activities and entertainment for families (i.e. bowling, skating, etc.)
- b) Increase marine business
- c) Attract more bio-tech companies to the city
- d) Promote tourism
- e) Explore green initiatives
- f) Give financial assistance to C.R.A.
- g) Promote and market availability of industrial space
- h) Implement balanced economic development (in the east and west sides of the city)

2. Maximizing productivity through integrated technology

- a) Interactive and integrated systems
- b) Back-up details for agendas
- c) User friendly current, up-to-date technology
- d) Plan for system updates (software and hardware)
- e) Paperless agendas
- f) City-wide G.I.S.
- g) Access to complaint management system
- h) Create a web-based portal to the city

3. Perfecting our processes and systems

- a) Develop a list of all existing processes
- b) Workshop that helps the establishment and maintenance of reserves
- c) Establish a tracking mechanism to follow completion of projects
- d) Continue to formalize and communicate internal processes and procedures
- e) Review how items are prepared and placed on the agenda

4. Strengthening capabilities of employees

- a) Training (software usage)
- b) Recognition
- c) Develop an environment of trust
- d) Create an incentive program for employees
- e) Establish incentive and rewards for cost cutting
- f) Create a best practice forum and encourage sharing
- g) Find ways to empower employees

5. Improving community image

- a) Streetscape initiatives
- b) Cleanliness
- c) Creative marketing / branding
- d) Maintain landscaping

- e) No vehicles on City Hall property
- 6. Enhanced and improve partnerships**
 - a) Local, state and federal partnerships
 - b) Business (mentorship, volunteers)
 - c) Community (non-profits, H.O.A.s, etc.)
 - d) Service delivery partnerships
 - e) Formalize volunteer program
- 7. Capital Improvement of Infrastructure**
 - a) Pipes, roads....City Hall
 - b) Regularly scheduled maintenance

