



6

Kuna will govern collaboratively and effectively in the best interest of its citizens

Goal Area 6: Kuna will govern collaboratively and effectively in the best interest of its citizens

Governance: Planning Principles

Governance encompasses the principles by which City decisions are made, and how processes and projects are implemented, including:

- Encouraging meaningful citizen participation in governing processes and decisions about the community.
- Providing accessible information and operating transparently.
- Maintaining a responsive City government comprised of elected and appointed officials and City staff.
- Ensuring financial solvency.
- Equitably applying the City’s policies, procedures and codes.
- Effectively and efficiently implementing projects, providing services and maintaining operations.

The City of Kuna strives to provide citizens access to information and attempts to inform residents of opportunities to be involved in the decision-making process.

The goals and policies described in this chapter serve as the basis for how leadership, governance, and citizen interaction are encouraged and perpetuated in Kuna.

Governing Collaboratively AT-A-GLANCE:



Goal 6.A. Kuna will involve citizens in decisions about Kuna's future.

Objective 6.A.1. Kuna will continue to cultivate a customer service-oriented approach to interacting with the public.

Policies:

6.A.1.a. Provide regular opportunities for citizen feedback about City services.

6.A.1.b. Develop and implement customer service standards and practices, City-wide.

Objective 6.A.2. Kuna will maintain information-sharing resources and engage in regular communications to inform citizens.

Policies:

6.A.2.a. Develop and maintain City-wide communications standards and protocols for all departments.

6.A.2.b. Regularly evaluate the effectiveness of web and print communications.

6.A.2.c. Maintain a well-designed and easily accessible website to provide modernized access to core information about City operations, departments, policies, maps, and planning and zoning cases.

6.A.2.d. Ensure commonly-requested City forms, applications and information are readily available online and in print.

6.A.2.e. Utilize updated e-mail lists to inform the public about City projects and events.

Objective 6.A.3. Kuna will offer meaningful public participation opportunities for all substantial projects.

Policies:

6.A.3.a. Examine ways to improve required official public notice standards.

6.A.3.b. Collect and utilize public feedback on all substantial projects and developments, using effective public outreach and engagement techniques, including the use of technology and in-person forums.

6.A.3.c. Highlight how public input and feedback was incorporated into plans.

6.A.3.d. Utilize an appropriately wide range of publicity options when announcing and advertising public input opportunities.

Goal 6.B Kuna will maintain adequate organizational capacity to efficiently manage city government and implement this plan.

➔ Objective 6.B.1. Regularly collect, monitor and report on growth and demographic trends in Kuna.

Policies:

6.B.1.a. Regularly evaluate, and share updated statistical information when it becomes available.

6.B.1.b. Work with COMPASS to evaluate growth trends and improve accuracy of growth projections.

➔ Objective 6.B.2 Kuna will monitor, evaluate and report on City performance.

Policies:

6.B.2.a. Create a priority projects list and strive towards timely implementation of the highest priority items.

6.B.2.b. Share regular updates with citizens on projects and highlights of City business to keep the community informed.

6.B.2.c. Establish a set of metrics and goals for each City department and conduct annual data collection and evaluations on performance metrics.

6.B.2.d. Evaluate the use of City resources and identify areas for improved efficiency, allocation and management.

6.B.2.e. Assess the City's ability to provide services during times of stress through the review of continuity and resilience principles.^{xxviii}

6.B.2.f. Assess the overall satisfaction of City of Kuna employees to help retain an effective, qualified and content staff.

6.B.2.g. Assess the overall satisfaction of the public on the delivery of City services on a regular basis.



Objective 6.B.3. Monitor and evaluate the implementation of Envision Kuna.

Policies:

6.B.3.a. On an annual basis, provide Planning and Zoning, or a subgroup of the Envision Kuna Advisory Committee, to monitor plan implementation.

6.B.3.b. Establish a set of metrics and goals for comprehensive plan implementation and annually evaluate the course of implementation.

6.B.3.c. Adopt subarea and program specific plans into *Envision Kuna 2040* and implement these plans along with other comprehensive plan goals.

Objective 6.B.4. Build City capacity by highlighting opportunities for department collaboration.

Policies:

6.B.4.a. Continue to work inter-departmentally to create plans and projects that are in line with department needs and long-range goals.

6.B.4.b Consider the integration of department strategic plans into comprehensive plan updates.

6.b.4.c Report to department heads in regards to new and ongoing projects that address goals in the comp plan.



Goal 6.C Engage in regional collaboration to leverage City and partner agency resources on behalf of the community.

Objective 6.C.1. Continue to work with partner agencies and neighboring jurisdictions to provide essential services and build needed infrastructure in Kuna.

Policies:

6.C.1.a. Continue to work with local, regional, and state transportation agencies to plan, design and develop transportation infrastructure and services in accordance with Kuna's Comprehensive Plan.

6.C.1.b. Annually evaluate and communicate Kuna's transportation priorities to partner agencies.

6.C.1.c. Work with County and neighboring jurisdictions to monitor, evaluate and respond to Kuna's needs including, but not limited to the following areas: transportation, emergency response, school facilities, irrigation district infrastructure, and public lands and natural resource management.

6.C.1.d. Report on entitlements and building permit activity to regional groups and non-profits such as the Building Contractors Association of Southwestern Idaho to relay the community's desire for diverse development.

Objective 6.C.2. Initiate new regional and statewide collaboration to plan for needed services and management of regional growth.

Policies:

6.C.2.a. Collaborate with neighboring cities and Ada County to preserve rural land and agricultural resources.

6.C.2.b. When appropriate, include representatives from neighboring jurisdictions and partner agencies on planning committees and/or meetings to review impacts of large-scale developments.

6.C.2.c. Consider funding options such as taxing districts to help fund regional amenities such as transit systems and energy and communications infrastructure.

6.C.2.d. Encourage the expansion and integration of a County-wide library system.

6.C.2.e. Work with the Boise City Ada County Housing Authority and neighboring jurisdictions to meet community housing needs.

6.C.2.f. Participate in the creation of regional economic development initiatives.

6.C.2.g. Encourage the creation of a regional trails system that provides connectivity to City trail systems.

Goal 6.D Kuna will maintain sustainable and transparent financial operations and proactively manage City budgets and investments.

Objective 6.D.1. Ensure that spending aligns with the best interest of Kuna’s citizens and City goals.

Policies:

- 6.D.1.a.** Evaluate program and department performance and adjust budgets accordingly.
- 6.D.1.b.** Conduct due diligence and obtain third-party assessments about project costs and investments prior to committing City resources to projects.
- 6.D.1.c.** Annually review department budgets and performance.
- 6.D.1.d.** Utilize funding for land acquisition that supports specific city goal areas and priority projects.
- 6.D.1.e.** Ensure that City financials and the financial decision-making process are transparent.

Objective 6.D.2 Evaluate new forms of revenue to provide expansion of essential services, community improvements and the development of priority projects.

Policies:

- 6.D.2.a.** Work with the Idaho Department of Commerce to secure additional funding and revenue through external financing that includes: Small Business Administration grants and loans, small business loan programs, industrial loan bonds, REDIFit loans, and funding through the Idaho Housing and Finance Association.
- 6.D.2.b.** Develop funding strategies, mechanisms and revenue sources in advance of anticipated service demands.
- 6.D.2.c.** Develop a plan for funding the City’s Long-Range Capital Improvements Plan and related operations. Identify various funding sources for these improvements.
- 6.D.2.d.** Establish a rational, equitable basis for calculating the type of exaction or the amount of any impact fee.
- 6.D.2.e.** Regularly review fee structures to ensure they are meeting infrastructure project needs.
- 6.D.2.f.** Evaluate the rate of fee collection to ensure all projects and new developments are paying in a timely fashion.

Governance Implementation

The following table shows specific projects and actions identified during the comprehensive plan process that would help achieve the goals, objectives, and policies identified in this plan. The top projects and actions for this goal area are listed below. For the purposes of the Comprehensive plan, a priority project is any project or action that the city has identified as actionable within the next one to three years and is anticipated to receive resource allocation to help achieve its implementation. These priority projects will help guide short-term implementation of this plan, however if a project is not included on the priority projects list that does not preclude it from short-term implementation or resource allocation.

Top Governance Projects and Actions

1. Create an official orientation and training program for newly elected officials.
2. Support the implementation of Police and Kuna Rural Fire District impact fees.
3. Conduct a bi-annual third-party citizen survey to gauge performance and citizen satisfaction.
4. Create a master projects calendar that is available to the public online.
5. Create an outreach/publicity checklist to ensure consistent and effective communications.

Projects and Actions Table 6 on the following page highlights all of the projects and actions that have been identified to implement the objectives and policies in this goal area and includes the top priority projects listed above. Other governance projects and policies that are priorities for the City may not be listed in the table as they are less likely to be actionable implementation items.

Governance Policy Focus Areas:

Core guiding policy areas for objectives, policies and actions related to this goal area include.

1. Citizen involvement
2. Organizational capacity
3. Regional collaboration
4. Sustainable and transparent finances

Project and Actions Table 6: Governing Collaboratively

Goals	Potential Projects and Actions
<p>6.A Kuna will involve citizens in decisions about Kuna’s future.</p>	<ul style="list-style-type: none"> • Create a master projects calendar that is available to the public online. • Create an outreach/publicity checklist to ensure consistent and effective communications. • Conduct a comprehensive website review process and modernize website elements. • Audit website annually to optimize design and performance. • Conduct a bi-annual third-party citizen survey to gauge performance and citizen satisfaction. • Host an annual citizen conversations event. • Publish annual State of the City document in conjunction with State of the City address. • Develop customer service standards and practices, City-wide.
<p>6.B Kuna will maintain adequate organizational capacity to efficiently manage city government and implement this plan.</p>	<ul style="list-style-type: none"> • Create an official orientation and training program for newly elected officials. • Collect data and annually report on status of Comprehensive Plan Implementation.
<p>6.C Engage in regional collaboration to leverage City and partner agency resources on behalf of the community.</p>	<ul style="list-style-type: none"> • Conduct a City-wide strategic plan. • Implement stakeholder satisfaction surveys that identify areas for improvement related to decision-making and service delivery. • Conduct City employee satisfaction surveys and/or interviews to assess areas for improvement. • Represent Kuna at the Building Contractors Association of Southwestern Idaho.
<p>6.D Kuna will maintain sustainable and transparent financial operations and proactively manage City budgets and investments.</p>	<ul style="list-style-type: none"> • Develop a capital improvement plan that integrates with recommendations from <i>Envision Kuna</i>. • Support the implementation of Police and Kuna Rural Fire District impact fees.