



# JOURNEY TO EXCELLENCE



Darin Atteberry – City of Fort Collins City Manager

[ CAT 1 ]  
**LEADERSHIP**

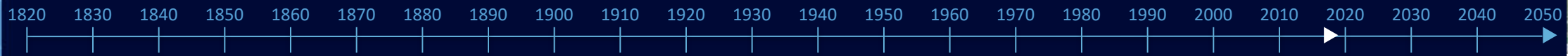


**Malcolm Baldrige**  
National Quality Award

2017 Award Recipient



# Fort Collins, Colorado – Our Story

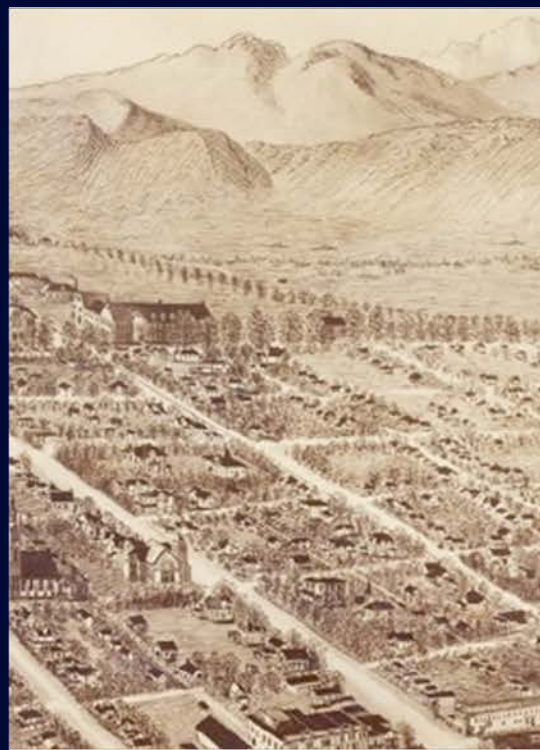


OUR INHERITANCE  
▼

OUR JOURNEY  
▼

OUR RESULTS  
▼

OUR FUTURE  
▼



[CAT 1]  
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# Fort Collins, Colorado





## THE BEST ADVICE MY MENTOR GAVE ME



**TRISTAN WALKER**  
Walker & Company

**Mentor:**  
Ben Horowitz,  
cofounder,  
Andreessen Horowitz

**Words to live by:**  
"He always asks  
me to consider,  
What's the one  
thing you believe  
that no one else  
believes? That is  
the opportunity."

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**FAST**  
COMPANY



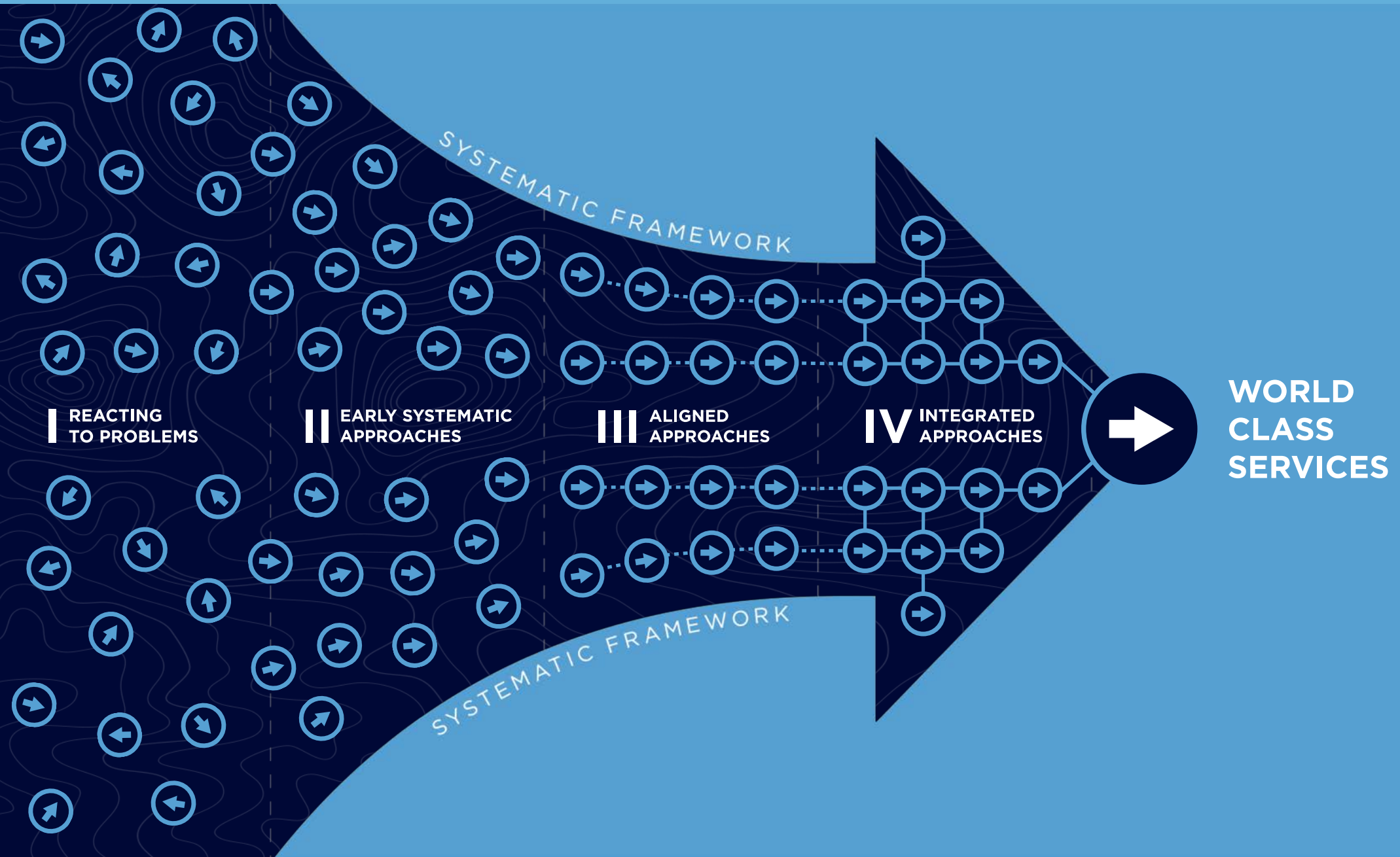
# "TRUST US"

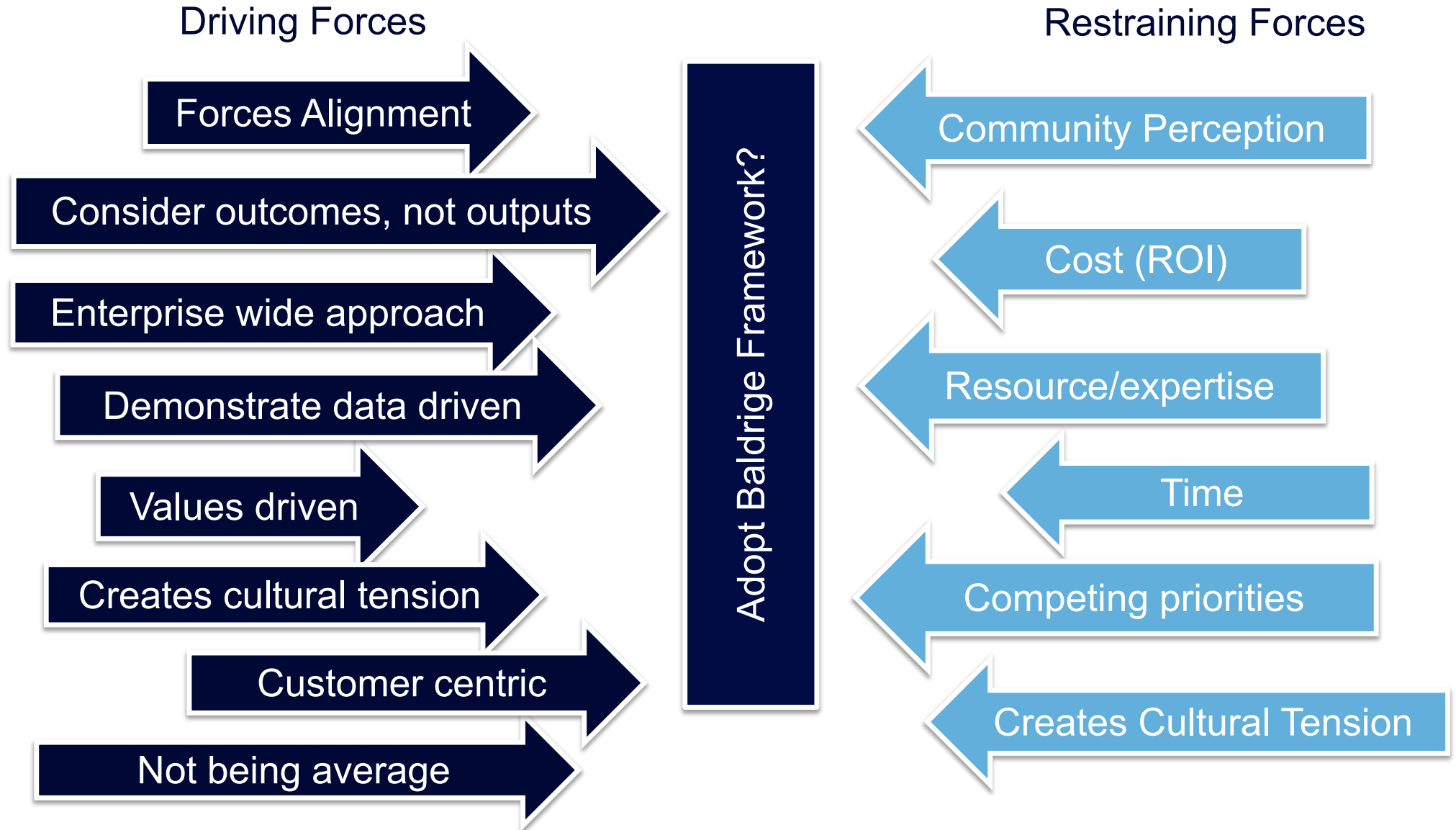
## TO

# DATA DRIVEN



# Baldrige – Creating Alignment



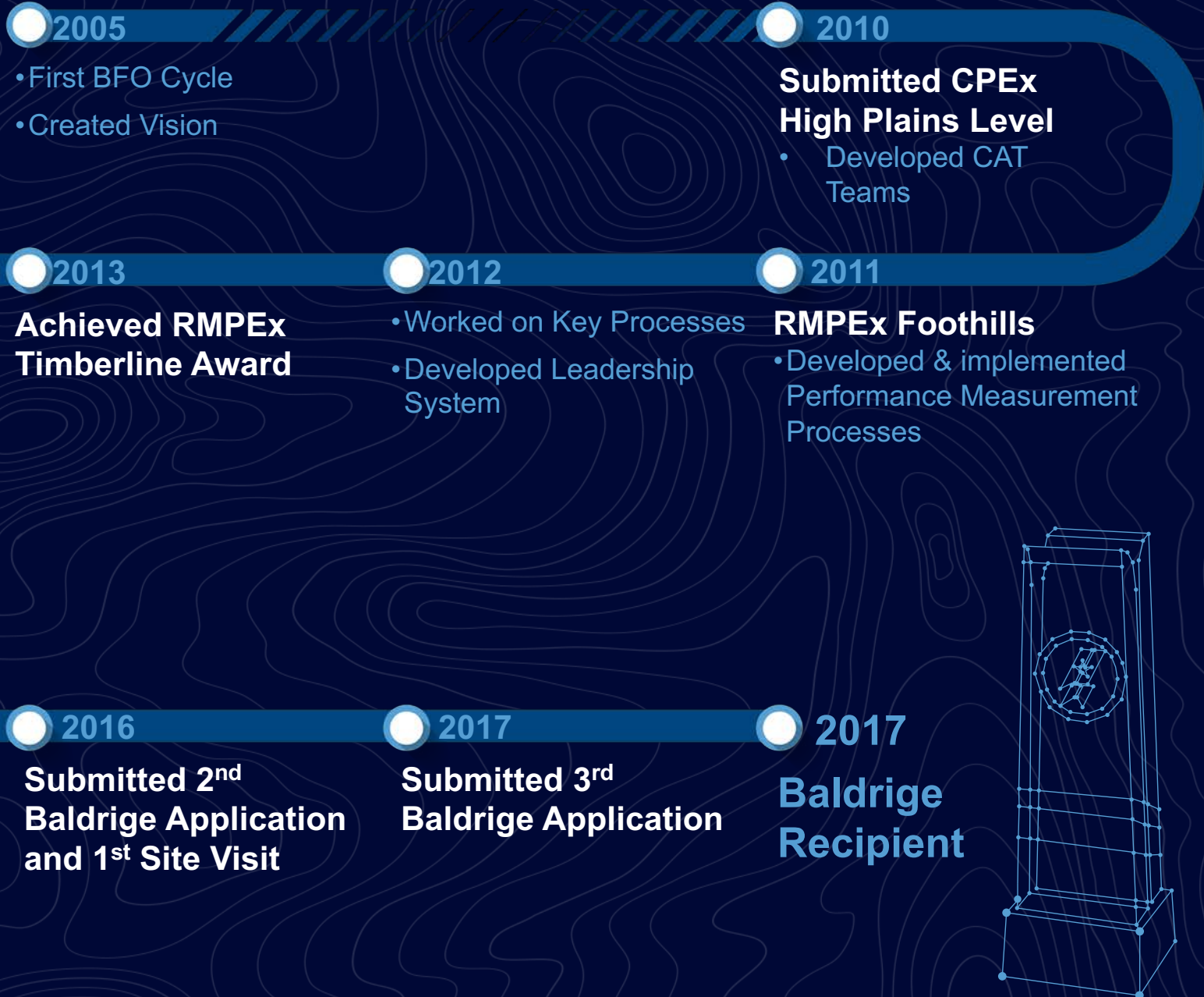




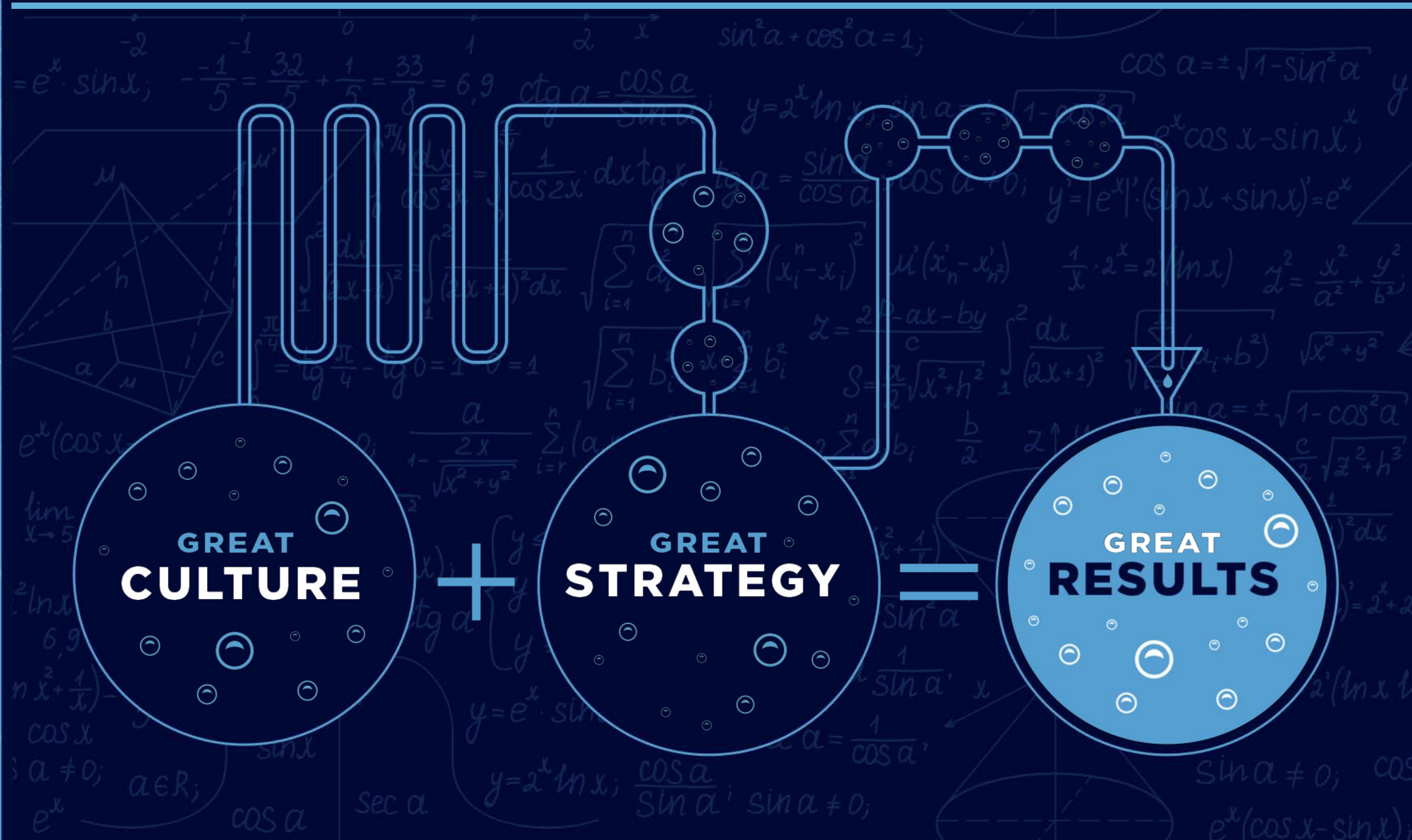
# Our Journey



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# What's Fort Collins' Secret Sauce?

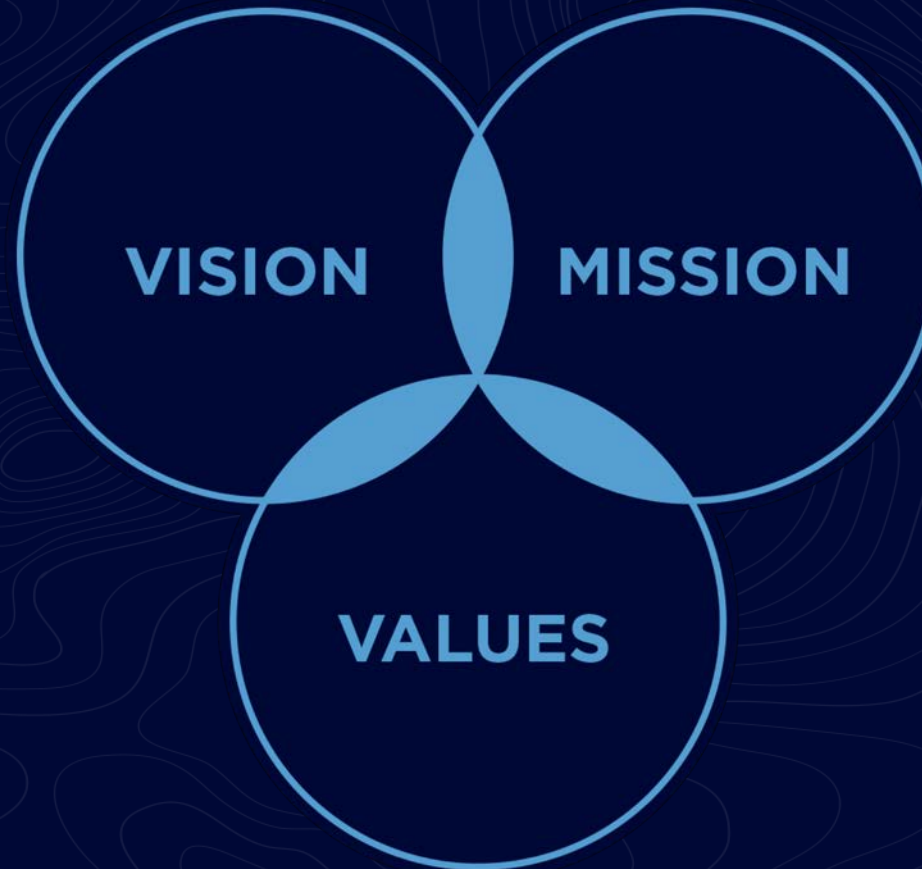




# Culture – Building a Foundation

To Provide World-Class  
Municipal Services  
through Operational  
Excellence and a  
Culture of Innovation

Exceptional Service  
for an Exceptional  
Community



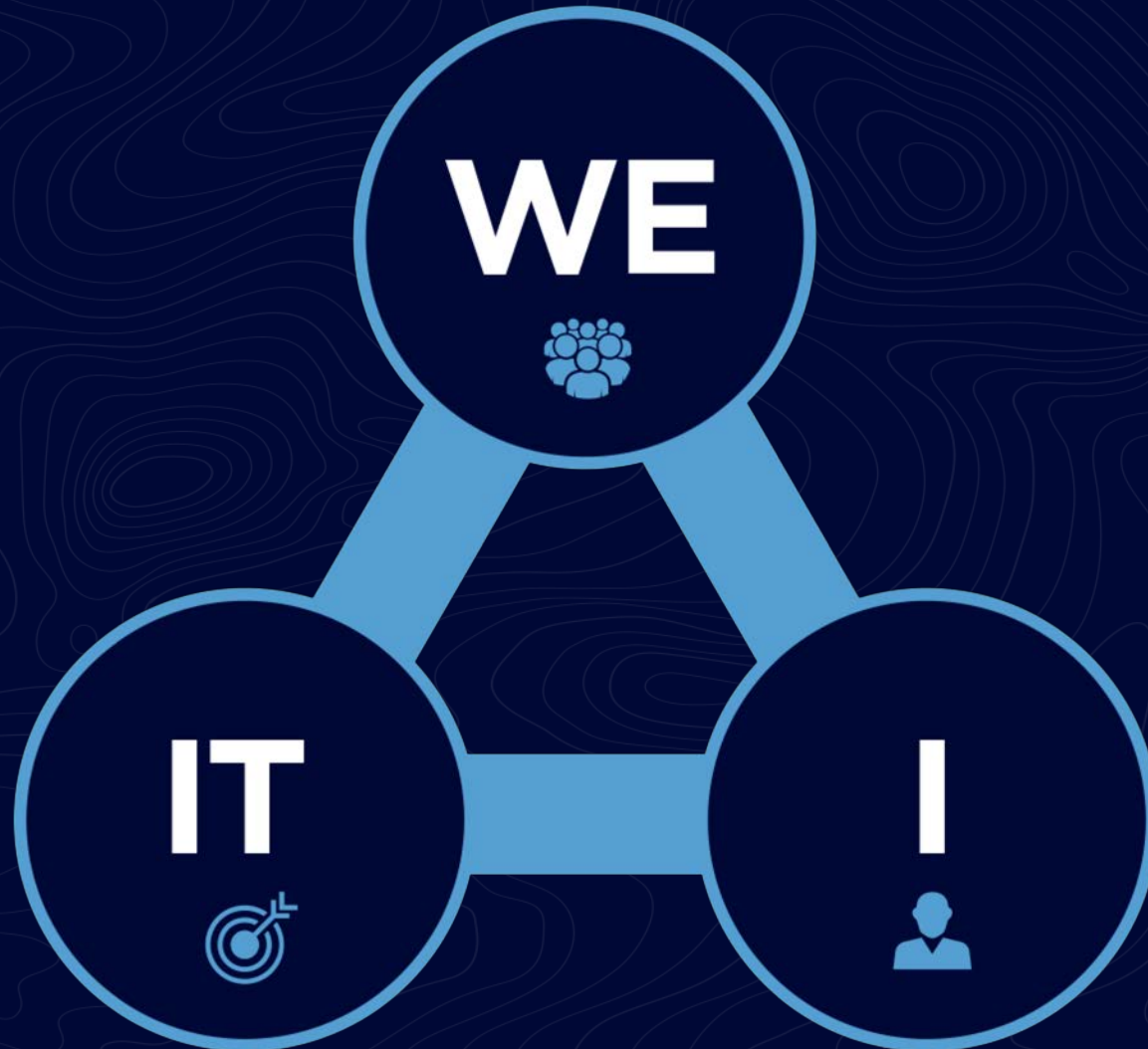
Collaboration - Excellence - Integrity - Outstanding Service  
Safety & Well-being - Stewardship



# Culture – Building a Foundation



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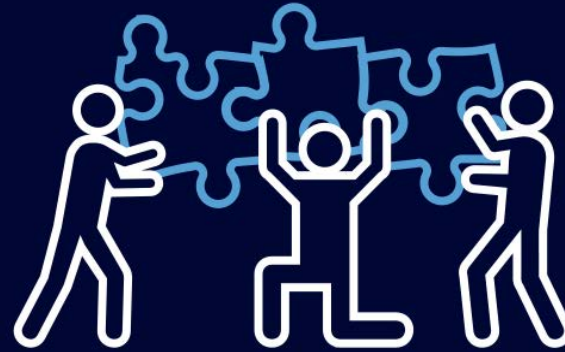






**VISION  
CLARITY**

**ALIGNMENT  
OF  
RESOURCES**

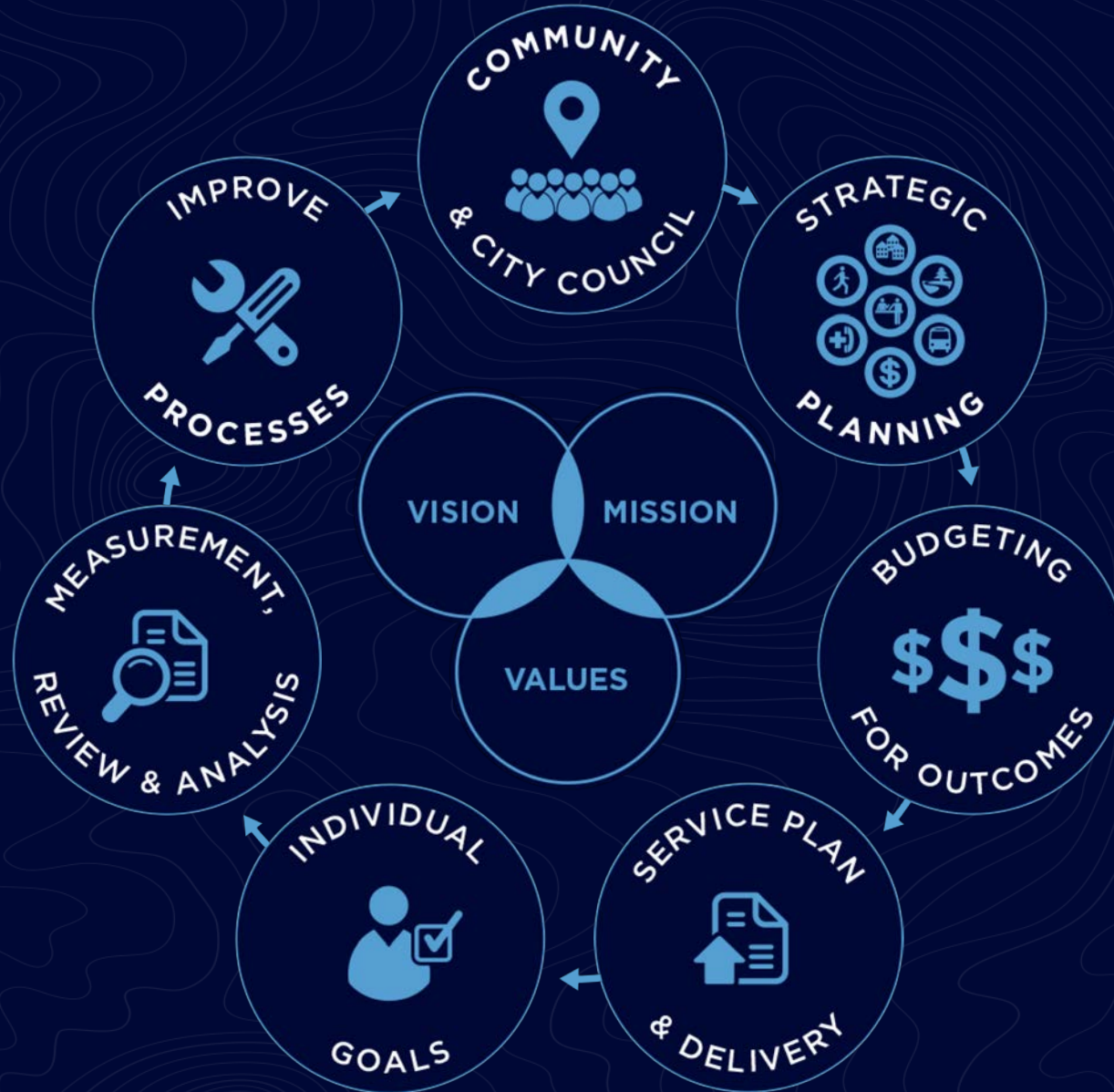


**CREATING  
SYSTEMS**





# Connecting the Dots – Our Leadership System





# Connecting the Dots – Our Leadership System

VISION  
CLARITY



[CAT 1]  
**LEADERSHIP**

# Connecting the Dots – Our Leadership System



[CAT 1]  
**LEADERSHIP**



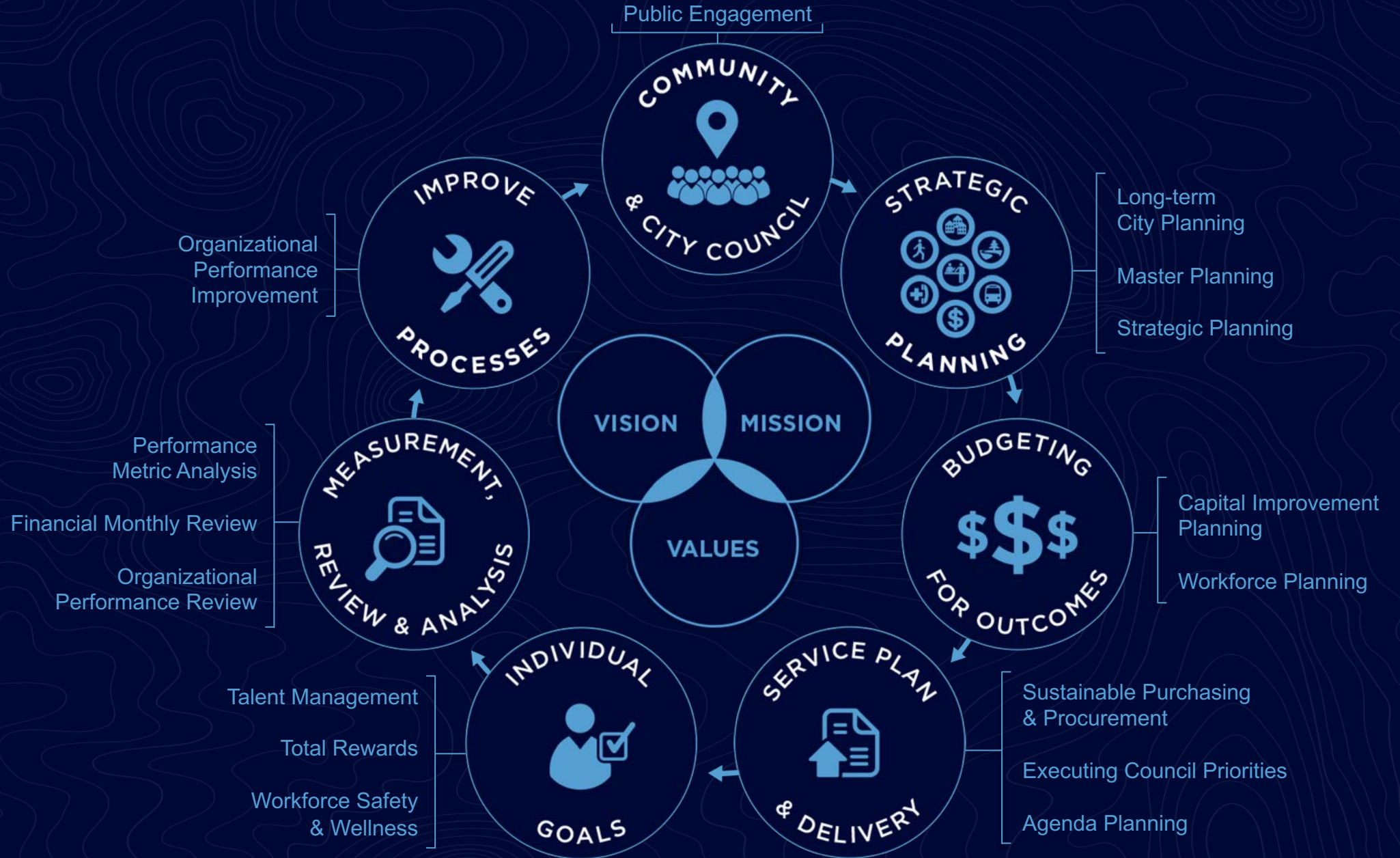
**ALIGNMENT  
OF RESOURCES**



## CREATING SYSTEMS



# Our Leadership System





# Strategic Outcome Areas



NEIGHBORHOOD  
LIVABILITY &  
SOCIAL HEALTH



CULTURE &  
RECREATION



ECONOMIC  
HEALTH



ENVIRONMENTAL  
HEALTH



SAFE  
COMMUNITY



TRANSPORTATION



HIGH  
PERFORMING  
GOVERNMENT



# Great Results



## HIGH PERFORMING GOVERNMENT



**9 in 10** say overall quality of City services **GOOD** or **VERY GOOD**

### Overall Quality of City Services Compared by Year



*Percent reporting good or very good*



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## Results: Accolades



**11th Happiest City in America**

Yahoo! Finance - Mar 2017

**Runner Friendly Community**

Road Runners Club of America - Oct 2016

**America's Most Satisfied City**

Time - May 2014

**No. 1 Stable and Growing Housing Market**

Realtor.com - Jun 2017

**Top 10 Best Metros for Female Entrepreneurs**

Forbes - Oct 2015

**No. 3 Best College Town to Live in Forever**

College Ranker - Jul 2017

**No 2 Best Cities for Small Business Owners**

ValuePenguin - Feb 2017

**No. 2 Brain Concentration Index**

Bloomberg - Nov 2018

**No. 4 Happiest City in America**

24/7 Wall St. - Apr 2016

**14th Best Place to Live**

Livability.com - Mar 2018

**No. 4 Community in Overall Well-Being**

Gallup Healthways - Feb 2016

**Ranked No. 4 Next Top 10**

**Cities for Tech Jobs**

Fast Company - Jul 2015

**One of 6 Communities Featured in the  
"Places of Invention" Smithsonian Exhibit**

Lemelson Center for the Study of  
Invention and Innovation - Jul 2015

**No. 9 of 2015's "Top 10 Healthiest Cities"**

Livability.com - Apr 2015

**No. 1 City in America for Cycling**

PeopleForBikes - May 2018

**Best Places to Raise a Family in CO**

Elite Personal Finance - Oct 2017

**Top 3 Digital City**

Govtech.com - Nov 2015



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# Our Future – City as a Platform

