



OUR JOURNEY TO WORLD CLASS



MEET MALCOLM BALDRIGE!

The Malcolm Baldrige National Quality Award is the nation's highest presidential honor for performance excellence through innovation, improvement and visionary leadership. Since 1988, 106 organizations have earned the award named after Malcolm Baldrige, the 26th Secretary of Commerce. Congress created the award in 1987 to enhance the competitiveness and performance of U.S. businesses.

WHY BALDRIGE?

Thanks to Baldrige, the City is more efficient and effective, thus providing residents and businesses with world class services and greater trust and transparency in local government. The City selected the Baldrige framework for its journey to excellence based on:



Customer/Community Focus:

Pursuing excellence starts with the needs, expectations and satisfaction of the customer.



International Best Practice Criteria:

The Baldrige evaluation process is one of the best, most cost-effective, most comprehensive performance assessments organizations can find.

BALDRIGE = BEST OF...

RESULTS OF BALDRIGE

* **90%** of residents rate Fort Collins' quality of services "good or very good"

- The highest rating in a decade
- 13 percent increase in satisfaction since 2008



* **91%** of residents love the quality of life in Fort Collins

* **90%** of residents feel safe in Fort Collins



*Data from Community Survey

Recent TOP 10 Rankings:



SMARTER CITY FOR SUSTAINABILITY



MOST EDUCATED CITIES



HEALTHIEST CITIES



BEST BICYCLE CITIES



ENVIRONMENTALLY FRIENDLY CITIES



CITIES WITH ENERGY STAR BUILDINGS

FEEDBACK IN ACTION



Strategic Planning Process:

In its third iteration, the City developed a comprehensive strategic planning process, which included resident and business input, because of Baldrige's feedback.



Community Dashboard:

Thanks to Baldrige, community members can look at the City's transparent Dashboard to track progress on community goals and keep the City accountable.



Volunteer Program:

In 2015 the City launched its Volunteer Program, FC Volunteer, to plug more than 9,000 engaged residents into various volunteer opportunities to make Fort Collins a better place to live.



Business Engagement Plan:

Based on Baldrige feedback in 2016, the City is working to better understand and anticipate business needs.

OUR JOURNEY CONTINUES...

The City is always working to improve, innovate and provide better service to the community. While we have received this prestigious accolade, it by no means signifies the end of the journey. The City will continue to solicit feedback and explore ways it can improve its processes and offer world class services to residents. We will take the Baldrige feedback report and implement opportunities highlighted for improvement. At the same time, the City will share the story of our journey with residents and other communities in a continued effort to be a transparent and trustworthy organization.

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JOURNEY TIMELINE



Malcolm Baldrige
National Quality Award

2017 Award Recipient