



Economic Development Tactics		FY to be Completed	Depart	Performance Measure	YTD Actual	Status
1	Enhance regional partnerships including meeting quarterly with quad-county County Managers.	Ongoing	CM	Number of meetings held. Annual report on the results/benefits of the partnerships.	6	On Track
2	Support regional businesses that provide employment opportunities in multiple counties.	Ongoing	CM	Number of new regional businesses.	676 new business licenses for FY24.	On Track
3	Work with NNDA to attract new businesses.	Ongoing	CM	Number of new businesses.	0; however, City staff continue to work collaboratively with NNDA to provide information to attract new businesses.	On Track
4	Participate in the Shared Federal Framework Program for a common vision to improve the quality of life and economic prosperity of the region.	Ongoing	CM	Submittal and input of legislative initiatives and Carson City projects to be included in the Northern Nevada Shared Federal Framework Document.	Carson City has submitted legislative initiatives in the past; however, program has not restarted since COVID.	Complete
5	Use available Redevelopment and grant funds to develop a five-year plan for Redevelopment expenditures and establish programs to retain existing businesses and stimulate new investments.	Ongoing	Com Dev	Dollars spent on improvements and number of businesses helped.	\$3,823,708 in discretionary funding allocated to infrastructure and cultural events in FY 24 to implement the redevelopment plan.	On Track
6	Construct infrastructure, parking lot and sidewalk improvements to improve access to businesses.	Ongoing	PW, Com Dev	Dollars spent on improvements.	\$4,529,189	On Track
7	Host a special events calendar that will focus on events that generate out-of-the-area visitors. Coordinate with Chamber of Commerce, to also provide dedicated link on VisitCarsonCity.com to the Chamber's locals/community calendar of events.	2023	CTA	Special events tourism calendar to be hosted on VisitCarsonCity.com.		Complete
8	Develop a policy for special events that includes a one stop shop for road closures, insurance requirements, and fees.	2023	Com Dev, PW, Parks	Completion of policy.		Complete
9	Implement a Downtown Circulator/Shuttle/Trolley Pilot during a Legislative session to connect hotels, Nevada State Prison Museum and V&T Railroad to downtown destinations.	2024	PW, CTA	Completion of evaluation during 2023 Legislative Session.	No funding available. Based on challenges with shuttles and drivers by neighboring Virginia City Tourism Commission. Recommend closure of this tactic.	Overdue

Efficient Government Tactics		FY to be Completed	Dept	Performance Measure	YTD Actual	Status
10	Complete annual audit with no findings or budget violations.	Ongoing	Finance	Complete annually.	FY 2023 Audit complete with no findings.	On Track
11	Support program with NV Energy Underground Management Plan to fund underground power lines in redevelopment areas, transportation projects, and major corridor projects.	Ongoing	PW, Com Dev	Amount of funding received per year from this program or length of power lines placed underground.	4,600 feet of overhead lines will be underground on E. Williams Street.	On Track
12	Collaborate with local resources (small business/employment opportunities, Ron Wood Center/education opportunities and assistance with housing) to encourage client cooperation, motivation to change and promote successful outcomes.	Ongoing	Alt Sent	Number of clients that successfully complete probation.	To date there have been 30 graduates from the various specialty court programs.	On Track
13	Work with local, state, and federal partners to identify projects and programs that can provide a mutual benefit.	Ongoing	CM	Percent of success rate; percent of federal funding for projects.	Awarded \$2.6M for requested FY24 Community Projects.	On Track
14	Meet with development community annually to review development code and discuss process improvements.	Ongoing	Com Dev, PW	Annual meeting.	A land development meeting is held quarterly.	On Track
15	Expand PW public information and outreach on capital projects, utilities, programs, and reporting.	Ongoing	PW, Parks	Update website and develop policy and procedure on interacting and informing community through multiple mediums.		On Track
16	Perform in-depth assessment of library space and services to provide existing services more efficiently and better serve changing needs of the community.	2023	Library	Completion of assessment with potential changes and next steps identified.		Complete
17	Update Fraud, Waste and Abuse Policy.	2023	Finance	Completion of updated policy.		Complete
18	Create and implement vote by mail processes and procedures in conjunction with the Secretary of State's Office and Nevada's 16 other counties.	2023	Clerk	Completion of project.		Complete
19	Perform redistricting/reapportionment pursuant to the 2020 census data.	2023	Clerk	Completion of project.		Complete
20	Standardize the mapping of parcels with the GIS department and the Assessor's Office to eliminate duplication of mapping.	2023	Assessor	Completion of project.		Complete
21	Complete parceling of Fire Station from Airport parcel.	2023	PW	Recordation of parcel map.		Complete
22	Identify the neighborhood, contributory values of all residential/commercial property in Carson City in order to complete the land costing module of the CAMA system to reduce errors in property valuations.	2023	Assessor	Completion of project.		Complete
23	Analyze Granicus software for process improvements including migration towards paperless Board packets.	2023	CM, IT	Completion of project.	It has been determined that paper packets are preferred.	Complete
24	Organize existing digital files maintained by the Treasurer's Office.	2023	Treasurer	Completion of project.		Complete

<i>Efficient Government Tactics (continued)</i>		<i>FY to be Completed</i>	<i>Dept</i>	<i>Performance Measure</i>	<i>YTD Actual</i>	<i>Status</i>
25	Identify process improvements for business license.	2023	Com Dev	Complete successful renewal process.		Complete
26	Ensure all departments have up-to-date FAQ's and update Carson Connect or migrate to Tyler 311 for citizen portal.	2023	CM	Completion of update and/or migration to Tyler 311.		Complete
27	Identify and fix over 88,000 documents for hyperlinking to the Recorder's Office from the Assessor website. Enhance the software to allow public to view recorded documents on parcels.	2023	Assessor	Completion of project.	All historical documents are added to website. However, working to display documents in chronological order.	Complete
28	Enhance the website to assist the taxpayers with an itemized report of personal property.	2023	Assessor	Completion of project.	The website now provides a breakdown of the assets, cost, depreciation factor, taxable value and assessed value in addition to the totals of all three values.	Complete
29	Prepare a Citywide Website Refresh that will remove duplications, assist in greater customer service, and enhance ADA accessibility.	2023	CM	Completion of Website Refresh.		Complete
30	Update website to include forms and information about how to petition the courts to appoint the Carson City Public Guardian to serve as guardian for vulnerable adults who are unable to manage their personal and/or financial affairs.	2023	PG	Completion of project.		Complete
31	Update website to provide resources to individuals that want to be guardians of family members.	2023	PG	Completion of project.		Complete
32	Work with Courts to provide family guardianship training classes.	2023	PG	Complete four classes per year.	Pending possible statewide plan/program to launch trainings on guardianship.	Overdue
33	Create and implement an online public records request webpage to include public record request information (i.e. fees, form to submit request, contact information to submit request or request status).	2023	Clerk	Completion of webpage and report annually of number of record requests received.		Complete
34	Create a resolution repository and index.	2023	CM, DA	Completion of project.		Complete
35	Update website to provide a user-friendly, interactive platform to ensure the residents of Carson City are informed of budgeted revenues and expenses.	2023	Finance, IT	Completion of project.		Complete
36	Track JAC ridership on a yearly basis so that value of service can be compared to cost of service.	2024	PW	Create graphs illustrating ridership trends.		Complete
37	Review workflow and develop new computer software system for parking tickets.	2024	Treasurer, SO, IT, Code Enforcement	Successful implementation of new computer program.	Workflow reviewed and improved but new software not financially feasible. Recommend closure of this tactic.	Overdue

<i>Efficient Government Tactics (continued)</i>		<i>FY to be Completed</i>	<i>Dept</i>	<i>Performance Measure</i>	<i>YTD Actual</i>	<i>Status</i>
38	Evaluate feasibility of splitting the Clerk-Recorder into two separate positions. This may require a statutory amendment.	2024	Clerk	Completion of evaluation with recommendation to the Board.		Overdue
39	Create a central contracts repository and index.	2024	CM, DA	Completion of project.	This cannot be accomplished without a new document management software solution. Recommend closure of this tactic.	Overdue
<i>Organizational Culture Tactics</i>		<i>FY to be Completed</i>	<i>Dept</i>	<i>Performance Measure</i>	<i>YTD Actual</i>	<i>Status</i>
40	Hold Directors and Citywide Update Meetings at least monthly.	Ongoing	CM	Number of meetings held.	30	On Track
41	Conduct an employee satisfaction survey every year and use to create efficiencies, maintain a positive working environment and identify needs.	Ongoing	CM, HR	Report on improvements or efficiencies created; number/percentage increase of employees completing survey.	346 employees responded. 47 less employees responded in Dec 2023 versus Dec 2022.	On Track
42	Prepare annual Human Resources Report to present to Board of Supervisors.	Ongoing	HR	Presentation of annual report.	Annual report to be presented to the Board on September 19th.	On Track
43	Expand efforts to ensure City employees and departments are aware of training and career development resources available.	Ongoing	Library, HR	Development of new employee welcome packet and number of new employees reached; departments cross-trained.	240 new hires in FY 2024.	On Track
44	Develop a personal career development plan for participating employees.	Ongoing	All	Number of hours of training from each department totaled annually. Amount of certifications/credentials obtained not just maintained.	City Departments had 66,084 training hours for FY2024.	On Track
45	Establish the "Tone at the Top" - management's commitment towards openness, honesty, integrity and ethical behavior.	Ongoing	CM	Include as part of annual employee satisfaction survey.	CM has continued to hold Brown Bag Brigade quarterly luncheons as a venue to engage with all interested City employees.	On Track
46	Continue to promote the Employee-of-the-Quarter Program and employee longevity awards.	Ongoing	CM, HR	Recognize Employee-of-the-Quarter 4 times per year at the BOS Meeting and longevity awards once per month.	78 longevity awards & 4 employee of the quarter awards presented (26 nominations).	On Track

<i>Organizational Culture Tactics (continued)</i>		<i>FY to be Completed</i>	<i>Dept</i>	<i>Performance Measure</i>	<i>YTD Actual</i>	<i>Status</i>
47	Introduce and educate new supervisors/managers on the process to submit an item and staff report to the Board of Supervisors through the existing supervisory training program.	2023	CM	Completion of material to add to Supervisory training and implementation of material.		Complete
48	Create a Budget and Finance 101 Course for Management and Accounting Staff Citywide.	2023	Finance	How many attendees, pre and post-test results.	65 attendees.	Complete
49	Foster Quality Improvement (the continuous cycle of improvement in a process, service or program) across all departments and allow cost savings realized to return to department for supplemental requests.	2023	All	Number of QI projects that have been initiated, are in progress, or completed.	18	On Track
50	Explore opportunities and other incentives used to attract and retain talented staff.	2024	All	Look at resignation /termination data including exit interviews and track new opportunities and ideas.	251 recruitments & 6,518 applications received.	On Track
<i>Quality of Life and Community Tactics</i>		<i>FY to be Completed</i>	<i>Dept</i>	<i>Performance Measure</i>	<i>YTD Actual</i>	<i>Status</i>
51	Increase the number of tobacco and vaping educational presentations to youth by 5% per year, including through Parks and Recreation after school and summer programs.	Ongoing	Health	Number of presentations given.	7 presentations	On Track
52	Continue progression of infrastructure tax projects.	Ongoing	PW	1) Completion of E. William Street, and 2) completion of N. Carson Street.		On Track
53	Provide transitional housing and ancillary services for Specialty Court Programs and Human Services including opportunities to obtain units through City-partnered affordable housing projects.	Ongoing	Courts, Health	Number of offenders provided transitional housing.	15	On Track
54	Provide UNR Extension programs for youth, adults, families, businesses and organizations that increases the quality of life based on the City's Needs Assessment outcomes.	Ongoing	Coop Ext	Accomplishment of goals and course objectives will be assessed using program evaluation tools and validated survey instruments.		On Track
55	Preparing residents and families for employment through STEM and practical soft skill education deemed essential by public and private sector employers through joint programs developed together by Carson City and state government, the Carson City School District, Western Nevada College, local employers and University of Nevada, Reno.	Ongoing	Coop Ext	Program participant evaluations and informal data collection during programs.		On Track
56	Maintain or improve the City's Community Rating System (CRS) classification and compare ratings with neighboring counties.	Ongoing	PW	Improve CRS classification for Carson City.	The City's CRS rating continues to be 6.	On Track

Quality of Life and Community Tactics (continued)		FY to be Completed	Dept	Performance Measure	YTD Actual	Status
57	Expand outreach efforts to engage directly with the community around technology, services, and materials available to them. Strengthen ongoing library engagement efforts at the Boys and Girls Club of Western Nevada and deliberately increase library outreach and engagement at K-12 school events.	Ongoing	Library	Number of outreach events participated in by school, number of community members, schools, and students reached. Reach every school in the Carson City area at least twice yearly.		On Track
58	Increase the number of Meals on Wheels services to qualified homebound seniors.	Ongoing	Senior Ctr	Percent increase in average meal count and percent decrease in wait list.	Reduced waitlist from 83 to zero. Oct, 1, 2023 - June 30, 2024 YTD: 99,861 meals delivered. Projected to serve over 100,000 meals by Sept 2024.	On Track
59	Attract seniors of all stages of aging to participate at the Senior Center including underserved populations.	Ongoing	Senior Ctr	Increase in monthly programs offered, grant program demographics and decrease wait list.	12 new programs added.	On Track
60	Be the trusted advocate for seniors by connecting them to resources and services for healthy aging.	Ongoing	Senior Ctr	Increase case management units of service and decrease wait list.	Case Management grant ended in 2021 and there is no mechanism to track data. Recommend closure of this tactic.	Overdue
61	Educate and encourage Women, Infants, and Children (WIC) program participants to breastfeed their infants for at least 6 months.	Ongoing	Health	Percent of Women, Infants, and Children (WIC) program participants that breastfeed their infants for at least 6 months.	45%	On Track
62	Explore opportunities to fund arts & culture.	Ongoing	CM, CTA	Report on potential funding.	Chamber Leadership Class raised funds and donations for community tile mural, art pads, and sculptures at Mills Park Amphitheater.	On Track
63	Review and update Arts & Culture Master Plan and implement performance measures.	Ongoing	CM, CTA	Completion of Master Plan update with performance measures.		Complete
64	Integrate public art into gateway improvements (corridor) and other capital projects.	Ongoing	PW, CTA	Number of art pieces installed.		On Track
65	Increase community awareness to enforce City ordinances when properties are not maintained to prevent erosion of property values and quality of life.	Ongoing	Com Dev, All	Measure the community engagement practices with code enforcement officers.	In FY 2024, 1600 code cases were opened and 1566 were closed.	On Track
66	Increase community engagement in City programs and activities.	Ongoing	All	Community engagement will increase 5% each year for the next 5 years.	Health completed Community Health Improvement Plan (CHIP) this year. From Carson City, 14 agencies and other individuals participated.	On Track

Quality of Life and Community Tactics (continued)		FY to be Completed	Dept	Performance Measure	YTD Actual	Status
67	Promote collaborations with city and local nonprofit leaders to optimize healthy living, ecological conservation, leadership development and sustainable preservation of Carson's heritage through education, research and outreach using UNR expertise and resources.	Ongoing	Coop Ext, Health, Parks	Program participant evaluations and informal data collection during programs.		On Track
68	Improve participation in volunteer programs.	Ongoing	All	Percent increase in in-kind match for grants, percent increase in volunteer hours, and percent increase in value of volunteer labor.	294	On Track
69	Conduct two Columbia Suicide Screening trainings to one internal organization and one partner organization and ensure the community is using the same screening.	2023	Health	Number of trainings conducted.	2	Complete
70	Enhance "Adopt a Watershed Program."	2024	PW	Status on watersheds adopted and number of watersheds adopted.	New stormwater manager started on July 1st, 2024 and staff hope to re-evaluate the potential to include this task once the program is fully functioning.	Overdue
71	Follow up on foodborne illness complaints within 24 hours.	2024	Health	Percent of foodborne illness complaints that are followed up on within 24 hours.		Complete
72	Find a location to reuse the Roundhouse Arch.	2024	PW, CTA	Complete relocation.	RACC money was reapportioned and reallocated to other projects.	Overdue
73	Develop Plans to improve utilization of the Mind of Da Vinci.	2024	CTA, Parks	Completion of plan.	Artist was contacted about restoring the sculpture; acid stain and protective seal completed in July 2024. Plan for new signage and new ribbon-cutting.	On Track
74	Evaluate ways to partner with affordable housing developers to increase affordable housing units.	2024	Com Dev	Number of affordable units constructed or rehabilitated.	Sierra Flats project soon to be opened.	On Track
75	Identify education and employment opportunities for Department of Alternative Sentencing clients.	2024	Alt Sent	Percent increase in identification of education and employment opportunities.	Case Worker position filled in March, no data as of yet.	On Track

Safety Tactics		FY to be Completed	Dept	Performance Measure	YTD Actual	Status
76	Provide on-going School District support in accordance with joint agreement that provides dedicated officers to the schools.	Ongoing	SO	Percentage of grant versus total cost of program (cost recovery).	Five Deputies (1 K-9) assigned to the schools, plus one Supervisor.	On Track
77	Provide traffic management program activities, including traffic management enforcement and education, with a goal of Zero Fatalities, consistent with the statewide Zero Fatalities initiative.	Ongoing	SO	Percent changes in injury accidents, non-injury accidents, fatalities, DUI Enforcement, Traffic Citations, Special Event Activities, Joining Forces Activities, Enforcement of Underage Drinking Laws, Traffic Warnings Issued, Volunteer Enforcement Activities, and Educational Activities.	Year to date data reflects a 26% reduction in the number of traffic accidents as compared to previous year; Non-Injury accidents down 25%, Injury accidents down 30%.	On Track
78	Utilize evidence based rehabilitative services to reduce recidivism.	Ongoing	Alt Sent	The data will be collected during Formal Probation Reporting week each month.	As of July 2024, there are 1,252 individuals on some form of supervision to include pre-trial with the goal of being successful in their respective programs.	On Track
79	Reduce occurrence rates of crimes against persons and property in the community.	Ongoing	SO	UCR and NIBRS.	YTD (fiscal year) actual Crimes Against Persons down 60 from 2023. YTD Crimes Againsts Property down 145 from 2023.	On Track
80	Strive to achieve Sheriff emergency response times that average 6 minutes.	Ongoing	SO	Percent of calls that average 6 minutes or less response time.	YTD Actual average Emergency Response times (Dispatched to Arrive at Scene) are below 6:00 threshold.	On Track
81	Ensure timely and appropriate fire and EMS emergency response.	Ongoing	Fire	Percent of calls that average 4 minute travel (response) time in urban areas.	January - June 2024: EMS Calls= 4:54 Fire Calls= 5:59	Overdue
82	Provide ongoing Fire Safety Public Education Program for Seniors.	Ongoing	Fire	Number of classes provided.	675 Senior citizens educated.	On Track



<i>Safety Tactics (continued)</i>		<i>FY to be Completed</i>	<i>Dept</i>	<i>Performance Measure</i>	<i>YTD Actual</i>	<i>Status</i>
83	Improve pedestrian safety infrastructure by securing funding and completing selected Tier 1 and Tier 2 priority projects identified in Safe Routes to School (SRTS) Master Plan.	Ongoing	PW	Amount of funding invested in completing Tier 1 or Tier 2 priority projects identified in SRTS master plan. Number of Tier 1 and Tier 2 priority projects completed.	20 Projects	On Track
84	Enforce building codes and nuisance laws.	Ongoing	Com Dev	Number of stop work orders for building permits and the number resolved; code enforcement issues resolved.	30 stop work notices were issued in 2024	On Track
85	Evaluate need for an intensive community-based program for the high-risk youth in the community due to China Springs Youth Camp closing the boys' program.	2022	Juvenile	Complete evaluation. If program is implemented, use recidivism data to show 50 percent reduction in recidivism.		Complete
86	Prepare Emergency Evacuation Plans for all City Buildings and perform emergency drills.	2023	Fire	Completion of plans, perform drills twice per year.		Complete
87	Automate communication with victims of crimes and law enforcement to provide instantaneous updates to case status.	2023	DA	Completion of project.		Overdue
88	Develop and implement plans according to completed Master Plan for Fire/EMS Service Delivery.	2023	Fire	Report on strategic priorities for Fire/EMS response as listed in Master Plan; report annually on progress of implementation of Fire Department Master Plan.	Implementation of Fire Department Master Plan continues. An annual progress update is presented to the City Manager.	On Track
89	Complete a new Cyber Security Response Plan which complies with legal mandates, upgrade the City's Cyber Security program.	2023	IT	Complete written plan; provide reporting on predictive analytics.		Complete
90	Automate data entry in criminal cases.	2024	DA	Completion of project.		Overdue
91	Construct a new fire station that includes Emergency Operations Center, training, and backup dispatch center.	2024-2026	Fire, SO, PW	Complete construction.		On Track

<i>Safety Tactics (continued)</i>		<i>FY to be Completed</i>	<i>Dept</i>	<i>Performance Measure</i>	<i>YTD Actual</i>	<i>Status</i>
92	Implement replacement for Sheriff's Tiberon system and evaluate whether integration with court case management and fire management is appropriate.	2024-2026	SO, IT	Completion of project.		On Track
93	Establish a Fire Safety Public Education Program for elementary schools.	2024	Fire	Educate all CCSD K-3 schools in basic fire safety.	Over 3,600 students.	Complete
94	Ensure workforce is aware of Incident Command System (ICS) - emergency response or is prepared to respond in the event of an emergency.	2024	Fire	Percent of staff from each department who have completed required ICS training and are trained in EOC position-specific operations.	Deputy Emergency Manager provided initial Annual Report.	Complete
95	Complete recommendations from Audit Committee regarding IT Vulnerability Audit.	2024	IT	Complete remediations.		Complete
<i>Sustainable Infrastructure Tactics</i>		<i>FY to be Completed</i>	<i>Dept</i>	<i>Performance Measure</i>	<i>YTD Actual</i>	<i>Status</i>
96	Leverage facility condition assessment report to identify priority projects and drive facilities capital improvement project requests.	Ongoing	PW	Number of FCA recommended projects completed.	241 projects completed over 39 facilities since 2019.	On Track
97	Explore disposal of excess City property & leased/licensed properties.	Ongoing	PW	Revenue from property sale or lease.	\$44,832 in additional annual revenue from licenses.	On Track
98	Increase preventative maintenance versus reactive maintenance of City assets.	Ongoing	PW, Parks	Percent increase in preventative maintenance work orders per year.	3,711 PM WOs of 13,416 Total WOs.	On Track
99	Increase funding for street maintenance; work in partnership with residents and businesses to develop long term solutions to fund road maintenance.	Ongoing	PW	Graphically present increase in public/private investment spent each year.	\$100,700 collected in development contributions.	On Track
100	Analyze number and types of events for impacts on City infrastructure and reinvest in aging infrastructure to attract special events and tourism to Carson City.	Ongoing	CTA, Parks, PW	CTA reporting on events, dollars invested improvements, percent funds leveraged with grants for improvements.	Approximately \$7.5 million of planned improvements at Centennial Park; Approx. \$600k at Mills Park	On Track
101	Encourage growth within existing urban boundaries and infill in existing developed areas to prevent "sprawl" and higher infrastructure maintenance costs.	Ongoing	Com Dev	Open space preserved outside "urban boundary" versus private property rezoned for higher density outside the urban boundary.		On Track
102	Report to the Growth Management Commission peak flow for wastewater and maximum daily demand for water flow related to capacity as well as efforts to expand capacity.	Ongoing	PW	What percentage of capacity/efforts to increase capacity.	Water can be produced at 25MGD and average summer demand is 19MGD. Wastewater is able to process 6.9MGD with average day required at 5MGD.	On Track

<i>Sustainable Infrastructure Tactics (continued)</i>		<i>FY to be Completed</i>	<i>Dept</i>	<i>Performance Measure</i>	<i>YTD Actual</i>	<i>Status</i>
103	Complete a juvenile facility needs assessment and identify potential funding sources including possibly partnering with Storey County.	2022	Juvenile	Completion of Facility Needs Assessment.		Complete
104	Complete a space needs assessment citywide starting with the courthouse.	2022	PW	Completion of assessment and report to the Board.		Complete
105	Implement park ambassador program.	2023	Parks	Number of parks sponsored.	3 parks sponsored.	Complete
106	Promote "Adopt a Park" or "Adopt a Spot" program.	2023	Parks	Number of parks/spots sponsored.	9 trails adopted.	Complete
107	Implement juvenile facility needs assessment.	2023-2026	Juvenile	Completion of capital improvement plan; completion of project.		Overdue
108	Evaluate expansion of Carson City Justice/Municipal Court to accommodate additional courtroom for increasing population to 60,000, including which departments/functions need to remain at the courthouse and all necessary relocations.	2024-2026	Court, DA	Completion of project.		Complete
109	Develop a Strategic Asset Management Plan (SAMP) and Asset Management Plans (AMPs) for all major asset systems to clearly outline objectives, priorities, and best practices for the maintenance and replacement of City assets.	2024	PW	Completion of SAMP and AMPs.	Draft of SAMP is completed. Presentation to BOS Fall 2024.	On Track
110	Acquire or lease new office space to create a centralized customer service center.	2024	CM, PW	Complete acquisition or relocation.		Overdue
111	Increase usage of physical and virtual library.	2024	Library	Increase number of library cardholders, daily count of library users, and number of participants in library programs by 20%.	Library cardholders increased by 21%. Average program attendance increased by approx. 60%.	Complete
112	Complete Transportation System Management Plan (TSMP) and implement processes that will result in a sustainable improvement in transportation system performance.	2024	PW	Complete TSMP.		Complete
113	Align library technology resources to community priorities - perform updated Library Edge assessment.	2024	Library	Percent above or below national or regional average; complete updated library technology plan.	Library is above national average by approx. 20%.	Complete