

# Council Strategic Goal: Engaged & Effective Government & Citizenry

Action Step	Dept.	Deliverable/ Description	Status	Deadline	Priority	Responsible Party	Comments/ Update
<b>TOP PRIORITY: REGIONAL COLLABORATION</b>							
<i>Cultivate strong working relationships with regional stakeholders and partners with the intent of fulfilling common objectives</i>							
<b>Goal: Regional Collaboration</b>							
<i>Enhance strong working relationships with strategic stakeholders</i>							
<b>0822 Create Core Working Group w/ Summit County and Internally</b>	COMM DEVELOP ADMIN	Work in partnership with Summit County to jointly establish regional affordable housing goals linked to transportation planning	Complete	3	6/30/2018	Critical	Anne Laurent
<b>1043 Housing Page</b>	COMM DEVELOP ADMIN	Update the City's Housing page to make sure information is current and easy for users to find the information.	On Track	2	12/31/2017	Critical	Jason Glidden
<b>1044 Create Core Internal Working Group</b>	COMM DEVELOP ADMIN	Create internal group of various departments to discuss housing issues and opportunities	Complete	3	6/30/2018	Critical	Jason Glidden Group will meet once a month
<b>0826 Establish Policy for traffic impact analysis requirements</b>	TRANSP PLAN	LMC update	On Track	2	6/1/2018	Critical	Matt Cassel, Alfred Knotts, Bruce Erickson, Julia Collins
<b>0831 Allocate Transportation Tax Revenue in Conjunction with Summit County</b>	TRANSP PLAN	Annual Program of Projects	On Track	2	11/1/2017	Critical	Alfred Knotts, Nate Rockwood & Blake Fannesbeck Draft funding request submitted to County in July 2017
<b>0833 Construct Regional Transit Facilities on Primary Corridors</b>	TRANSP PLAN	Regional Transit Facilities at Quinn's Junction, PCM, and Richardson Flat	On Track	2	10/1/2018	Critical	Alfred Knotts & Blake Fannesbeck This will be ongoing however the Kimball Junction Transit Center was complete in spring 2017

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<b>0842 Regional E-bike Share Program</b>	TRANSP PLAN	Regional and Local E-bike share stations	Complete	3	6/1/2017	Critical	Julia Collins & Matthew Hartnett	Phase 1 complete in July 2017. Program extremely successful
<b>0384 Renegotiate Interagency Agreement</b>	PC MARC	Interagency MOU with SBSRD & PCSD	On Track	2	1/1/2018	Critical	Ken Fisher (Recreation Manager)	
<b>0877 School District</b>	ECONOMY	Continued participation	On Track	2	8/1/2018	Critical	Jon	
<b>1053 Create Interagency communication plan</b>	PC MARC	Interagency communication and information plan	On Track	2	9/1/2019	Top	Rec Team	
<b>0791 Maintain and Enhance Landowner and Jurisdictional Relationships</b>	ECONOMY	Meet with Summit Land Conservancy, Utah Open Lands, Basin Recreation, Mountain Trails and other private landowners monthly	On Track	2	12/31/2017	Top	Heinrich	
<b>0958 Bonanza Flat Community Preserve</b>		Create webpage specific to the project	Complete	3		Top		
<b>0438 Central Wasatch Commission</b>	TRANSP PLAN	SR 224 Study scheduled for completion in Fall 2017. Other MA/CWC collaboration is ongoing	On Track	2	6/30/2018	High	Alfred Knotts, Blake Fannesbeck	System Teams are meeting regularly working toward the next significant milestone (Individual System Scenarios). System Teams are scheduled to forward recommendations to Executive committee in August 2014. Council Priority: Traffic Mitigation
<b>Goal: Regional Collaboration</b>								
<i>Continually assess arts &amp; culture elements and identify opportunities locally and regionally</i>								
<b>0883 Arts and Culture Master Plan</b>	ECONOMY	Completion of plan	On Track	2	3/1/2018	High	Jenny	

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<b>TOP PRIORITY: COMMUNITY ENGAGEMENT</b>								
<b>Goal: Empower Minds</b>								
<i>Provide Resources and enhance community knowledge that supports life-long learning</i>								
<b>0648 ACT/SAT Prep for Teens</b>	LIBRARY	Find and advertise an ACT/SAT training to offer students	Complete	3	5/1/2017	High	Katrina Kmak, Becca Lael	The Library's Teen Advisory Board worked with the Library to make recommendations and get these put into place.
<b>Goal: Early and Ongoing Community Involvement</b>								
<i>Involve stakeholders early in decision-making processes</i>								
<b>0746 Main St projects outreach</b>	COMM ENGAGE	Create template of engagement for the following projects Swede Alley, Main St Sidewalks, Brew Pub Plaza, Garage, Heber Ave	Complete	3	1/15/2017	Critical	Lynn	
<b>0747 Parking Mgmt Plan Outreach</b>	COMM ENGAGE	In collaboration with vendor, create multi-faceted community engagement plan	Complete	3	1/15/2017	Critical	Community Engagement Team	Engagement plan created in May 2017; public outreach will be ongoing before, during, and after implementation of the paid parking program
<b>0957 National Citizen Survey</b>	COMM ENGAGE	Update and implement biennial resident survey	On Track	2	2/1/2018	Top	Linda Jager and Jed Briggs	Official resident survey closed on 10/18. Added question to provide feedback on progress/awareness of Council's critical and top priorities. City will launch bilingual opt-in survey in mid-November. Results of both surveys will be presented to Council in Dec/Jan.
<b>0749 Research and implement online communication platform</b>	COMM ENGAGE	Select vendor and deploy online software	On Track	2	12/31/2017	Top	Community Engagement Team	In final review of two vendor proposals – Peak Democracy and Engagement HQ after Vision (PCMC's web provider) was unable to provide free trial of their Pulse platform.
<b>Goal: Listening</b>								
<i>Asking questions of our community members will be met with active listening to understanding their issues and concerns</i>								
<b>0758 Council Outreach Series</b>	COMM ENGAGE	Adjust and reassess monthly council outreach events	Complete	3	9/1/2017	Top	Community Engagement Team	Launched pilot of MIMBY events July-OCT. Held four events (two in Prospecter, one at Aspen Villas, one at Senior Center). Positive guest feedback, moderate attendance. Returning to Coffee/Après format through June 2018.

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<b>Desired Outcome: Fiscally &amp; Legally Sound</b>								
<b>Goal: Stewardship and Financial Stability</b>								
<i>Responsibly Manage and Safeguard Park City's Assets</i>								
<b>0060 Meet with staff, Friends of Golf and budget department annually to review rates and player mix</b>	GOLF PRO SHOP	Use data from golf course model for future rate changes	On Track	2	3/1/2018	Critical	Vaughn Robinson (Golf Manager)	Adjusted the resident rate up \$1.00 for 18 holes, the Utah Resident Rate up \$1.00 for 18 holes and the Non-Resident Rate up \$2.00 for 18 holes in 2017 Season. We will evaluate the results from this over the winter to see if additional increases are needed, factoring in possible rate changes with courses in the area, our net position, future capital needed while trying to keep an affordable product for citizens.
<b>0936 Bonanza Flat</b>	FINANCE	Account for fixed asset and transfer of fixed assets. Monitor the funds coming in from various sources.	On Track	2	6/30/2020	Critical	Lori/Rebecca	
<b>0608 Evaluate Brands</b>	GOLF PRO SHOP	Purchase quality name brands at reasonable prices	On Track	2	11/15/2017	Top	Denise & Vaughn	Denise, Cindy and Vaughn will meet to discuss brands, appropriation of funds (men's clothing, women's clothing, socks, balls, accessories, etc.) before the local September PGA Merchandise show as well as before the January PGA Merchandise show in Orlando.
<b>Goal: Required/Mandated</b>								
<i>Maintain Compliance with all Laws and Regulations</i>								
<b>0942 Audit</b>	FINANCE	Have a clean audit opinion	On Track	2	12/31/2017	Critical	Rebecca/Mindy	
<b>0940 CAFR</b>	FINANCE	Present CAFR to City Council	On Track	2	12/31/2017	Top	Rebecca/Mindy	
<b>Desired Outcome: Well-Maintained Assets and Infrastructure</b>								
<b>Goal: Back of House Operations (Ice)</b>								
<i>Conscientiously use resources to provide consistent, high quality ice in a clean and safe facility</i>								
<b>0636 Mezzanine</b>	ICE	Stop the leakage	Delayed	1	11/30/2018	Critical	Mike Diersen	Delayed. Service Agreement at Legal for cost estimations for various options for the mezzanine. Staff is looking into lifting, patching and skimming option.

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<b>0910 Cool Wash Water</b>	ICE	Evaluate the opportunity to reduce the temperature of wash water to improve ice quality and reduce energy	On Track	2	3/15/2018	High	Mike Macdonald	
<b>Goal: Security</b>								
<i>Secure, Maintain, and Preserve City Assets &amp; Infrastructure</i>								
<b>0363 Propose water code changes to clarify collections and other process improvements</b>	WATER	Proposed municipal code revisions	Complete	3	10/31/2016	Critical	Jason Christensen	The fee schedule was updated in 2016 to reflect the water adjustment policy and other clarifications.
<b>Desired Outcome: Responsive Customer Service</b>								
<b>Goal: Customer Engagement</b>								
<i>Provide Engaging and Professional Service to all Patrons and Staff</i>								
<b>1051 NRPA Presentation</b>	PC MARC	Presenting customer engagement best practices	On Track	2	9/27/2017	Top	Jessica Moran	
<b>0894 Expansion</b>	ICE	Evaluate expansion options to meet the needs of the ice community.	On Track	2	7/1/2021	Top	Amanda Angevine (GM)	Recreation studies support additional sheet of ice in community. Recent Conceptual Design Drawings estimated at \$20m. Staff is engaging the community to understand financial tolerance for an expansion as well as seeking less expensive alternatives. Staff also watching private project at Black Rock Ridge which has proposed a three sheet facility. If this project materializes, PCIA will not need to expand in the near future.
<b>1073 Customer Engagement Committee</b>	HUMAN RESOURCES	Create city-wide gold medal customer service practices	Complete	3	6/30/2017	Top	Jolene Weston, Customer Engagement Committee	
<b>1074 Customer Service Training</b>	HUMAN RESOURCES	Complete customer service training through e-Cornell University	On Track	2	6/30/2018	Top	Diane Foster, Amanda Angevine, Jolene Weston, Tate Shaw, Susan Wynne	

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<b>0924 Customer Appreciation</b>	ICE	Host a customer appreciation day to thank patrons.	On Track	2	9/1/2017	High	Jessica Walker
<b>Desired Outcome: Gold Medal Performance Organization</b>							
<b>Goal: Organizational Excellence</b>							
<i>Embrace and implement habits that support our full organization and professional development goals</i>							
<b>1023 Bus driver recruitment/ retention program</b>	TRANSP OPER	Develop bus driver recruitment/retention program	On Track	2	6/1/2018	Top	Elizabeth Quinn-Fregulia, Steve Reese
<b>Goal: Valued &amp; Engaged Staff</b>							
<i>Provide resources and training to promote an engaged staff</i>							
<b>0892 Fiber</b>	ICE	Hook the Ice Arena into the City's Fiber Optic infrastructure to improve connectivity, reliability, security and speed of our network and internet service.	On Track	2	12/1/2017	Critical	Amanda Angevine, Brad Pennock Ice received RAP Tax grant funds (\$20k) for their piece of this project. Project currently waiting on funding allocation through City's CIP process.
<b>Goal: Innovative Culture</b>							
<i>Use new approaches and emerging technologies--borrow from other organizations to continuously discover what resonates with our stakeholders</i>							
<b>0703 Main St. Parking Infrastructure</b>	PARKING	Install equipment and technology for Main St. Parking	On Track	2	12/15/2017	Critical	Kenzie Coulson
<b>0704 Demand based parking testing and implementation</b>	PARKING	Update Parking Ordinance	Complete	3	11/1/2017	Critical	Kenzie Coulson & Alfred Knotts
<b>0737 Adapt Demand Based Parking Plan</b>	PARKING	Use statistics from new parking technology to evolve the parking cost structure	On Track	2	4/1/2018	Critical	Kenzie Coulson, Alfred Knotts, Robbie Smoot

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<b>0547 VMS Boards</b>	TRANSP PLAN	Variable message board installed on major corridors	Complete	3	4/30/2017	Top	Jon and Alfred	
<b>0548 SMART Messaging (Resorts, parking)</b>	TRANSP PLAN	Integrating VMS boards at heavy trip generators	Delayed	1	8/31/2018	Top	Alfred, Jon, Bruce	expected when the Park City Mountain Resort parking lot is built out
<b>0706 Add digital signs at high volume transit stops</b>	TRANSP OPER	Digital signs at high volume transit stops	On Track	2	12/1/2017	Top	Darren Davis & Destry Pollard	The electric express is still updating
<b>1021 Current and potential rider engagement</b>	TRANSP OPER		On Track	2	12/31/2017	Top	Elizabeth Quinn-Fregulia	
<b>Goal: Leadership</b>								
<i>Provide Strategic Leadership (Effectively Managed Governance Processes)</i>								
<b>1007 Strategic Implementation</b>	BUDGET, DEBT & GRANTS	- Template for Council review of department performance - Executive summary business plan	On Track	2	11/30/2017	Critical	Jed, Diane, Bruce, Beth Bynan, Angela, Jason C, Julia Collins	Angela is sitting on this committee, which is making recommendations in Management Team Meetings.
<b>Goal: Retention</b>								
<i>Attract and Retain Awesome Employees</i>								
<b>1065 Biennial comparative pay analysis</b>	HUMAN RESOURCES	Begins in February	On Track	2	5/1/2018	High	Brooke, Cherie, Pay Plan Committee	
<b>Goal: Compliance</b>								
<i>Ensure Personnel Compliance</i>								
<b>1087 Policies &amp; Procedures (P&amp;P)</b>	HUMAN RESOURCES	Adopt P&P manual	Complete	3	10/31/2017	Critical	Brooke Moss	
<b>1072 Creating and enforcing policies</b>	HUMAN RESOURCES	Adopted P&P manual	Complete	3	10/31/2017	Critical	Brooke Moss	

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<b>Desired Outcome: Transparent Government</b>							
<b>Goal: Transparency and Accountability</b>							
<i>Take the responsibility of proactively reaching our audience and providing useful and timely information</i>							
<b>0750 City Council Summary</b>	COMM ENGAGE	Create and refine Council summary and distribute to community & staff	Complete	3	5/1/2017	Top	Elizabeth
<b>0752 Council Quarterly Community Engagement Update</b>	COMM ENGAGE	Schedule and create presentation format for quarterly update	Complete	3	8/31/2017	Top	Community Engagement Team Launched quarterly update with Work Session presentation in August, will follow with Staff Communication Reports in December, March and June.