

Council Strategic Goal: Engaged & Effective Government & Citizenry

Action Step	Dept.	Deliverable/ Description	Status	Deadline	Priority	Responsible Party	Comments/ Update
Priorities/Desired Outcome: Regional Collaboration							
Cultivate strong working relationships with regional stakeholders and partners with the intent of fulfilling common objectives							
Goal: Regional Collaboration							
Enhance strong working relationships with strategic stakeholders							
0822 Create Core Working Group w/ Summit County and Internally	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
1043 Housing Page	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
1044 Create Core Internal Working Group	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
0826 Establish Policy for traffic impact analysis requirements	TRANSP PLAN	LMC update	On Track	2	6/1/2018	Critical	Matt Cassel, Alfred Knotts, Bruce Erickson, Julia Collins
0831 Allocate Transportation Tax Revenue in Conjunction with Summit County	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
0833 Construct Regional Transit Facilities on Primary Corridors	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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0842 Regional E-bike Share Program	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
0384 Renegotiate Interagency Agreement	PC MARC	Interagency MOU with SBSRD & PCSD	On Track	2	1/1/2018	Critical	Ken Fisher (Recreation Manager)	
0877 School District	ECONOMY	Continued participation	On Track	2	8/1/2018	Critical	Jon	
1053 Create Interagency communication plan	PC MARC	Interagency communication and information plan	On Track	2	9/1/2019	Top	Rec Team	
0791 Maintain and Enhance Landowner and Jurisdictional Relationships	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	
0958 Bonanza Flat Community Preserve		Create webpage specific to the project	Complete	3		Top		
0438 Central Wasatch Commission	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
Goal: Regional Collaboration Continually assess arts & culture elements and identify opportunities locally and regionally								
0883 Arts and Culture Master Plan	ECONOMY	Completion of plan	On Track	2	3/1/2018	High	Jenny	

Action Step	Dept.	Deliverable/ Description	Status	Deadline	Priority	Responsible Party	Comments/ Update	
Priorities/Desired Outcome: Fiscally & Legally Sound								
Goal: Stewardship and Financial Stability								
Responsibly Manage and Safeguard Park City's Assets								
0060 Meet with staff, Friends of Golf and budget department annually to review rates and player mix	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.
0936 Bonanza Flat	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	
0608 Evaluate Brands	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.
Goal: Required/Mandated								
Maintain Compliance with all Laws and Regulations								
0942 Audit	FINANCE	Have a clean audit opinion	On Track	2	12/31/2017	Critical	Rebecca/Mindy	
0940 CAFR	FINANCE	Present CAFR to City Council	On Track	2	12/31/2017	Top	Rebecca/Mindy	
Priorities/Desired Outcome: Well-Maintained Assets and Infrastructure								
Goal: Back of House Operations (Ice)								
Conscientiously use resources to provide consistent, high quality ice in a clean and safe facility								
0636 Mezzanine	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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0910 Cool Wash Water	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	
Goal: Security Secure, Maintain, and Preserve City Assets & Infrastructure								
0363 Propose water code changes to clarify collections and other process improvements	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.
Priorities/Desired Outcome: Responsive Customer Service								
Goal: Customer Engagement Provide Engaging and Professional Service to all Patrons and Staff								
1051 NRPA Presentation	PC MARC	Presenting customer engagement best practices	On Track	2	9/27/2017	Top	Jessica Moran	
0894 Expansion	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.
1073 Customer Engagement Committee	HUMAN RESOURCES	Create city-wide gold medal customer service practices	Complete	3	6/30/2017	Top	Jolene Weston, Customer Engagement Committee	

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1074 Customer Service Training	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
0924 Customer Appreciation	ICE	Host a customer appreciation day to thank patrons.	On Track	2	9/1/2017	High	Jessica Walker

Priorities/Desired Outcome: Gold Medal Performance Organization

Goal: Organizational Excellence

Embrace and implement habits that support our full organization and professional development goals

1023 Bus driver recruitment/retention program	TRANSP OPER	Develop bus driver recruitment/retention program	On Track	2	6/1/2018	Top	Elizabeth Quinn-Fregulia, Steve Reese
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Goal: Valued & Engaged Staff

Provide resources and training to promote an engaged staff

0892 Fiber	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.
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Goal: Innovative Culture

Use new approaches and emerging technologies--borrow from other organizations to continuously discover what resonates with our stakeholders

0703 Main St. Parking Infrastructure	PARKING	Install equipment and technology for Main St. Parking	On Track	2	12/15/2017	Critical	Kenzie Coulson
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0704 Demand based parking testing and implementation	PARKING	Update Parking Ordinance	Complete	3	11/1/2017	Critical	Kenzie Coulson & Alfred Knotts	
0737 Adapt Demand Based Parking Plan	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	
0547 VMS Boards	TRANSP PLAN	Variable message board installed on major corridors	Complete	3	4/30/2017	Top	Jon and Alfred	
0548 SMART Messaging (Resorts, parking)	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
0706 Add digital signs at high volume transit stops	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
1021 Current and potential rider engagement	TRANSP OPER		On Track	2	12/31/2017	Top	Elizabeth Quinn-Fregulia	
Goal: Leadership								
Provide Strategic Leadership (Effectively Managed Governance Processes)								
1007 Strategic Implementation	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.

Action Step	Dept.	Deliverable/ Description	Status	Deadline	Priority	Responsible Party	Comments/ Update
Goal: Retention							
Attract and Retain Awesome Employees							
1065 Biennial comparative pay analysis	HUMAN RESOURCES	Begins in February	On Track	2	5/1/2018	High	Brooke, Cherie, Pay Plan Committee
Goal: Compliance							
Ensure Personnel Compliance							
1087 Policies & Procedures (P&P)	HUMAN RESOURCES	Adopt P&P manual	Complete	3	10/31/2017	Critical	Brooke Moss
1072 Creating and enforcing policies	HUMAN RESOURCES	Adopted P&P manual	Complete	3	10/31/2017	Critical	Brooke Moss
Priorities/Desired Outcome: Engaged & Informed Citizenry							
Goal: Empower Minds							
Provide Resources and enhance community knowledge that supports life-long learning							
0648 ACT/SAT Prep for Teens	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.
Goal: Early and Ongoing Community Involvement							
Involve stakeholders early in decision-making processes							
0746 Main St projects outreach	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
0747 Parking Mgmt Plan Outreach	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

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0957 National Citizen Survey	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.
0749 Research and implement online communication platform	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.
Goal: Listening								
Asking questions of our community members will be met with active listening to understanding their issues and concerns								
0758 Council Outreach Series	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 Prospector, one at Aspen Villas, one at Senior Center). Positive guest feedback, moderate attendance. Returning to Coffee/Après format through June 2018.
Priorities/Desired Outcome: Transparent Government								
Goal: Transparency and Accountability								
Take the responsibility of proactively reaching our audience and providing useful and timely information								
0750 City Council Summary	COMM ENGAGE	Create and refine Council summary and distribute to community & staff	Complete	3	5/1/2017	Top	Elizabeth	
0752 Council Quarterly Community Engagement Update	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.