

# CARSON CITY

FY 2025 Strategic Performance Summary



<b>Economic Development Tactics</b>		<b>FY to be Completed</b>	<b>Dept</b>	<b>Performance Measure</b>	<b>YTD Actual</b>	<b>Status</b>
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 meetings	On Track
2	Support regional businesses that provide employment opportunities in multiple counties.	Ongoing	CM	Number of new regional businesses.	699 new business licenses for FY 2025	On Track
3	Work with NNDA to attract new businesses.	Ongoing	CM	Number of new businesses.	78 net new businesses for FY 2025	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.	\$1,361,904.26 was spent on events and infrastructure in FY 2025.	On Track
6	Construct infrastructure, parking lot and sidewalk improvements to improve access to businesses.	Ongoing	PW, Com Dev	Dollars spent on improvements.	\$746,000	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, Board of Supervisors recommended closure of this tactic.	Closed
10	Explore a policy of whether the City will provide incentives to projects with public/private partnerships.	2025	PW, Com Dev, Parks	Present policy discussion to Board of Supervisors.		Overdue
<b>Efficient Government Tactics</b>		<b>FY to be Completed</b>	<b>Dept</b>	<b>Performance Measure</b>	<b>YTD Actual</b>	<b>Status</b>
11	Complete annual audit with no findings or budget violations.	Ongoing	Finance	Complete annually.		On Track
12	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

<b>Efficient Government Tactics (continued)</b>		<b>FY to be Completed</b>	<b>Dept</b>	<b>Performance Measure</b>	<b>YTD Actual</b>	<b>Status</b>
13	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.	The three specialty courts celebrated 29 graduates.	On Track
14	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.	No appropriations were awarded this year.	On Track
15	Meet with development community annually to review development code and discuss process improvements.	Ongoing	Com Dev, PW	Annual meeting.	A community development meeting is held quarterly.	On Track
16	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.		Complete
17	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
18	Update Fraud, Waste and Abuse Policy.	2023	Finance	Completion of updated policy.		Complete
19	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
20	Perform redistricting/reapportionment pursuant to the 2020 census data.	2023	Clerk	Completion of project.		Complete
21	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
22	Complete parceling of Fire Station from Airport parcel.	2023	PW	Recordation of parcel map.		Complete
23	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
24	Analyze Granicus software for process improvements including migration towards paperless Board packets.	2023	CM, IT	Completion of project.	While this tactic was closed because it was determined that paper packets were preferred, new technology is being explored to see if this may be feasible.	Complete
25	Organize existing digital files maintained by the Treasurer's Office.	2023	Treasurer	Completion of project.		Complete
26	Identify process improvements for business license.	2023	Com Dev	Complete successful renewal process.		Complete

<b>Efficient Government Tactics (continued)</b>		<b>FY to be Completed</b>	<b>Dept</b>	<b>Performance Measure</b>	<b>YTD Actual</b>	<b>Status</b>
27	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
28	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
29	Enhance the website to assist the taxpayers with an itemized report of personal property.	2023	Assessor	Completion of project.		Complete
30	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
31	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
32	Update website to provide resources to individuals that want to be guardians of family members.	2023	PG	Completion of project.		Complete
33	Work with Courts to provide family guardianship training classes.	2023	PG	Complete four classes per year.	In July 2025, the State launched a Volunteer Family Guardianship Training geared for family members, or interested persons in determining the need for adult guardianship, how to become a guardian, what a guardian's responsibilities and best practices are, reporting requirements and transitions (e.g. terminating a guardianship), as well as provides valuable resources for ongoing support for the protected person and their family.	Complete
34	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
35	Create a resolution repository and index.	2023	CM, DA	Completion of project.		Complete
36	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
37	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
38	Review workflow and develop new computer software system for parking tickets.	2024	Treasurer, SO, IT, Code Enforcement	Successful implementation of new computer program.	The revenue does not justify a new software system. The Board recommended closure of this tactic.	Closed

<b>Efficient Government Tactics (continued)</b>		<b>FY to be Completed</b>	<b>Dept</b>	<b>Performance Measure</b>	<b>YTD Actual</b>	<b>Status</b>
39	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
40	Create a central contracts repository and index.	2024	CM, DA	Completion of project.	This cannot be accomplished without a new document management system. The Board recommended closure of this tactic.	Closed
41	Create and implement Presidential Preference Primary Election processes and procedures pursuant to AB126 which was passed in the 81st legislative session.	2025	Clerk	Completion of project.		Complete
42	Implement and enhance a statewide voter registration system pursuant to AB422 & AB423 which were passed in the 81st legislative session.	2025	Clerk	Completion of project.	In Progress	On Track
43	Develop mapping features to disseminate capital projects information and road reports to public.	2025	PW	Develop maps and embed on Public Works website, Carson Proud.	Road reports are mapped online, working on capital projects.	Overdue
44	Transfer fees and charges from Carson City Municipal Code to a Citywide revenue book.	2025	CM, All	Completion of project.		Complete
<b>Organizational Culture Tactics</b>		<b>FY to be Completed</b>	<b>Dept</b>	<b>Performance Measure</b>	<b>YTD Actual</b>	<b>Status</b>
45	Hold Directors and Citywide Update Meetings at least monthly.	Ongoing	CM	Number of meetings held.	30	On Track
46	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.	365 employees responded. 19 more employees responded in Dec 2024 versus Dec 2023.	On Track
47	Prepare annual Human Resources Report to present to Board of Supervisors.	Ongoing	HR	Presentation of annual report.	Annual report will be presented to the Board on September 18th.	On Track
48	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.	229 new hires in FY 2025	On Track
49	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 64,548 training hours for FY 2025.	On Track

<b>Organizational Culture Tactics</b>		<b>FY to be Completed</b>	<b>Dept</b>	<b>Performance Measure</b>	<b>YTD Actual</b>	<b>Status</b>
50	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
51	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.	91 longevity awards & 4 employee of the quarter awards presented (23 nominations).	On Track
52	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.	Training was expanded and offered to staff in all Departments.	Complete
53	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
54	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	9	On Track
55	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.	169 recruitments & 7,677 applications received.	On Track
56	Create a program through City Manager's Office to encourage the involvement of City employees in the development of innovative ideas that will increase the productivity and service level of City government while decreasing the costs.	2025	CM	Create policy and implement program.	Policy has been created and is being finalized by CM/DCM. Program will be implemented in FY 2026.	On Track
<b>Quality of Life and Community Tactics</b>		<b>FY to be Completed</b>	<b>Dept</b>	<b>Performance Measure</b>	<b>YTD Actual</b>	<b>Status</b>
57	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.	9 presentations; 28.5% increase	On Track
58	Continue progression of infrastructure tax projects.	Ongoing	PW	1) Completion of E. William Street, and 2) completion of N. Carson Street.	Construction on the E. William Street project is underway. Staff will award a contract to a consultant for the N. Carson Street Feasibility Study later in 2025.	On Track
59	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.	13	On Track
60	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

<b>Quality of Life and Community Tactics (continued)</b>		<b>FY to be Completed</b>	<b>Dept</b>	<b>Performance Measure</b>	<b>YTD Actual</b>	<b>Status</b>
61	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
62	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. Douglas County is rated a 6, Storey County is rated a 9, and Washoe County is rated a 6.	On Track
63	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.	Community outreach, partnerships, and direct engagement with the Carson City School District, including technology specific programming; increased by 30%. Overall community attendance at outreach and programming events increased by 20%.	On Track
64	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.	6% growth in meal count / 0% growth in waitlist. 107,232 meals delivered for FY 2025.	On Track
65	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.		On Track
66	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.	Due to loss of grant funding, the Board recommended closure of this tactic.	Closed
67	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.	64%	On Track
68	Explore opportunities to fund arts & culture.	Ongoing	CM, CTA	Report on potential funding.		On Track
69	Review and update Arts & Culture Master Plan and implement performance measures.	Ongoing	CM, CTA	Completion of Master Plan update with performance measures.		Complete
70	Integrate public art into gateway improvements (corridor) and other capital projects.	Ongoing	PW, CTA	Number of art pieces installed.	3	On Track
71	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.	1063 code enforcement cases were opened and 933 cases were closed.	On Track

<b>Quality of Life and Community Tactics (continued)</b>		<b>FY to be Completed</b>	<b>Dept</b>	<b>Performance Measure</b>	<b>YTD Actual</b>	<b>Status</b>
72	Increase community engagement in City programs and activities.	Ongoing	All	Community engagement will increase 5% each year for the next 5 years.	The Treasurer's office continues its community outreach efforts related to the Department and its functions. The Clerk-Recorder's office continues to attend community and political organization meetings to educate and inform about Carson City's election process. Juvenile Services continues to offer community classes for parents and youth once per month, including topics such as drugs, alcohol, and parenting.	On Track
73	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
74	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.	623 volunteers; 112% increase from FY 2024	On Track
75	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
76	Enhance "Adopt a Watershed Program."	2024	PW	Status on watersheds adopted and number of watersheds adopted.		Overdue
77	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
78	Find a location to reuse the Roundhouse Arch.	2024	PW, CTA	Complete relocation.		Overdue
79	Develop Plans to improve utilization of the Mind of Da Vinci.	2024	CTA, Parks	Completion of plan.		Overdue
80	Evaluate ways to partner with affordable housing developers to increase affordable housing units.	2024	Com Dev	Number of affordable units constructed or rehabilitated.	214 apartments were constructed that will provide affordable housing include Sierra Flats Apartments, Brown Street Apartments and Eagles Landing.	On Track
81	Identify education and employment opportunities for Department of Alternative Sentencing clients.	2024	Alt Sent	Percent increase in identification of education and employment opportunities.	40%	On Track
82	Update Master Plan.	2025	Com Dev	Completion of master plan update.		Complete
83	Review Public Administrator activities, duties, and rules. Develop strategies to improve its technological, administrative and community service abilities which may include creating its own dedicated position within the City or contracting out for services.	2025	Clerk	Report to Board of Supervisors.		On Track

<b>Safety Tactics</b>		<b>FY to be Completed</b>	<b>Dept</b>	<b>Performance Measure</b>	<b>YTD Actual</b>	<b>Status</b>
84	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).	Working on updating agreement.	Overdue
85	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.	Calendar year to date data reflects a 24% increase in Traffic Management Unit activity with Zero Carson City Sheriff's Office fatalities. Fatalities decreased 100% from calendar year 2024 & calendar year 2023. Calendar year 2023 had 5 fatalities; Calendar year 2024 had 2 fatalities.	On Track
86	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 2025, there are 1661 individuals on some form of supervision to include pre-trial with the goal of being successful in their respective programs.	On Track
87	Reduce occurrence rates of crimes against persons and property in the community.	Ongoing	SO	UCR and NIBRS.	Calendar year 2025, year to date, has experienced an increase of 4% Crimes Against Persons, and a 2% decrease in Crimes Against Property.	On Track
88	Strive to achieve Sheriff emergency response times that average 6 minutes.	Ongoing	SO	Percent of calls that average 6 minutes or less response time.	Calendar year 2025 average Patrol Division Emergency Response Times are trending at 284 seconds, well below the 6 minute goal.	On Track
89	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 2025 EMS Calls = 4:45 Fire Calls = 4:40 Current response times are averaging under 5 min for FY 2025.	Overdue
90	Provide ongoing Fire Safety Public Education Program for Seniors.	Ongoing	Fire	Number of classes provided.	Safety presentations had 2,447 attendees of teens and seniors.	On Track
91	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	Number of Tier 1 and Tier 2 priority projects that were identified in the SRTS master plan that have been completed.	25 projects	On Track
92	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.	7 stop work notices were issued in FY 2025, and 3 were resolved.	On Track
93	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

<b>Safety Tactics</b>		<b>FY to be Completed</b>	<b>Dept</b>	<b>Performance Measure</b>	<b>YTD Actual</b>	<b>Status</b>
94	Prepare Emergency Evacuation Plans for all City Buildings and perform emergency drills.	2023	Fire	Completion of plans, perform drills twice per year.		Complete
95	Automate communication with victims of crimes and law enforcement to provide instantaneous updates to case status.	2023	DA	Completion of project.	Working with case management vendor to implement.	Overdue
96	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
97	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
98	Automate data entry in criminal cases.	2024	DA	Completion of project.		Complete
99	Construct a new fire station that includes Emergency Operations Center, training, and backup dispatch center.	2024-2026	Fire, SO, PW	Complete construction.		Complete
100	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.	Implementation began July 2025.	On Track
101	Establish a Fire Safety Public Education Program for elementary schools.	2024	Fire	Educate all CCSD K-3 schools in basic fire safety.	10 presentations and 2,019 students attended.	Complete
102	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.	In August 2025, the Emergency Manager held an Integrated Preparedness Planning Workshop to develop the City's training and exercise plan for the next 2 years.	Complete
103	Complete recommendations from Audit Committee regarding IT Vulnerability Audit.	2024	IT	Complete remediations.		Complete
<b>Sustainable Infrastructure Tactics</b>		<b>FY to be Completed</b>	<b>Dept</b>	<b>Performance Measure</b>	<b>YTD Actual</b>	<b>Status</b>
104	Leverage facility condition assessment report to identify priority projects and drive facilities capital improvement project requests.	Ongoing	PW	Number of FCA recommended projects completed.	295 projects completed over 43 facilities since 2019.	On Track
105	Explore disposal of excess City property & leased/licensed properties.	Ongoing	PW	Revenue from property sale or lease.	\$44,400 annual revenue from licenses and \$20,000 from disposal of excess property.	On Track
106	Increase preventative maintenance versus reactive maintenance of City assets.	Ongoing	PW, Parks	Percent increase in preventative maintenance work orders per year.	Preventative maintenance work orders in FY 2024 accounted for 27.6% of the total work orders. Preventative maintenance work orders in FY 2025 accounted for 41.6% of the total work orders, resulting in a 14% increase in preventative maintenance work orders compared to FY 2024.	On Track
107	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.	Developer contributions are still being collected; however, no developer contributions were collected in FY 2025.	On Track

<b>Sustainable Infrastructure Tactics (continued)</b>		<b>FY to be Completed</b>	<b>Dept</b>	<b>Performance Measure</b>	<b>YTD Actual</b>	<b>Status</b>
108	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; approximately \$16 million at Mills Park.	On Track
109	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
110	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 23MGD with Quill offline for capacity upgrades; peak summer demand is 19MGD. Wastewater is able to process 6.9MGD with average day required at 5.3MGD.	On Track
111	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
112	Complete a space needs assessment citywide starting with the courthouse.	2022	PW	Completion of assessment and report to the Board.		Complete
113	Implement park ambassador program.	2023	Parks	Number of parks sponsored.	3 parks sponsored	Complete
114	Promote "Adopt a Park" or "Adopt a Spot" program.	2023	Parks	Number of parks/spots sponsored.	9 trails adopted	Complete
115	Implement juvenile facility needs assessment.	2023-2026	Juvenile	Completion of capital improvement plan; completion of project.	Facility needs assessment is complete. Architectural design will start in December of 2025.	On Track
116	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
117	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.	SAMP Complete, AMPs In Progress	On Track
118	Acquire or lease new office space to create a centralized customer service center.	2024	CM, PW	Complete acquisition or relocation.		Overdue
119	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 60%.	Complete
120	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

<b>Sustainable Infrastructure Tactics</b>		<b>FY to be Completed</b>	<b>Dept</b>	<b>Performance Measure</b>	<b>YTD Actual</b>	<b>Status</b>
121	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 20%.	Complete
122	Relocate the Clerk/Recorder/Public Administrator office to a space capable of housing all departments and meeting each of their respective security, staffing and storage requirements, as well as allow for public parking and access and use as a polling location.	2025	Clerk	Complete relocation.	Courthouse Renovation project schedule was modified so that Clerk-Recorder will not need to relocate until Jan of 2029.	On Track
123	Upgrade Quill Water Treatment Plant in order to manage all of the water resources that Carson City has rights to use.	2025	PW	Complete construction of plant upgrade.		On Track
124	Complete Southeast Mandatory Sewer Extension Project to eliminate septic systems as a source of nitrogen contamination in the City's domestic water supply wells in the project vicinity.	2025	PW	Complete connection of remaining 140 residences.	32 of 140 connected	On Track
125	Implement a secure, resilient, high availability network to support mission critical services and Public Safety.	2025	IT, PW	Make sure all equipment is supported by vendor and replaced prior to the vendors End of Lifecycle for each piece of equipment.	PW & IT continue to collaborate in accomplishing this objective. The approval of an Operational Technology System Administrator within PW will bolster this effort.	On Track
126	Implement water/wastewater resources tracking with Community Development on a parcel basis to get data in real time.	2025	Com Dev, PW	Refine effort and have annual reporting.		Complete