



Commerce City

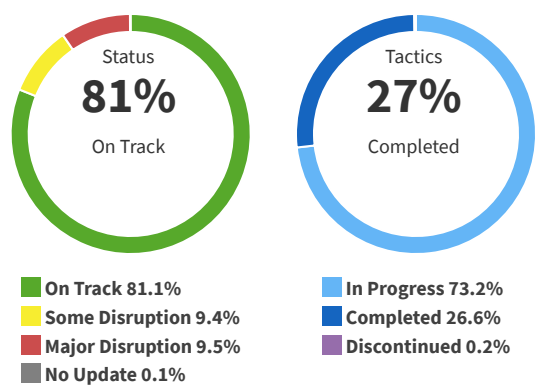
## **Executive Report**

3rd Quarter 2017 Executive Report

**Strategic Plan Progress as of Nov 06, 2017**

Created on: Oct 31, 2017

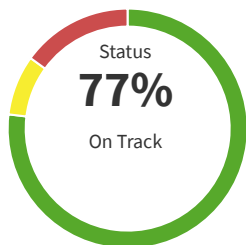
# Strategic Plan Progress from Aug 21, 2017 to Nov 06, 2017



## Summary

2017 Q3 Report

Develop a balanced and vibrant economy to improve socioeconomic status



■ On Track 76.9%  
■ Some Disruption 8.1%  
■ Major Disruption 15.0%



■ In Progress 75.8%  
■ Completed 24.2%

**Total Assignment: 48**



**Total Tactic: 58**



**Outcome: 3**

**Objective: 10**

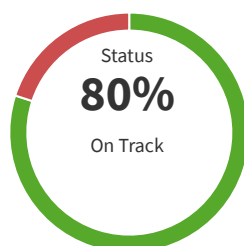
**Strategy: 26**

**Tactic: 58**

## Summary

### Outcome 1.1 ★★★★★

Balanced mix of land uses



■ On Track 80.0%  
■ Major Disruption 20.0%



■ In Progress 85.8%  
■ Completed 14.2%

**Objective: 5**

**Strategy: 14**

**Tactic: 29**

**Last update by Troy Smith (Deputy City Manager): Oct 31, 2017**

There are 5 Objectives that support this outcome area, which is 80% on track.

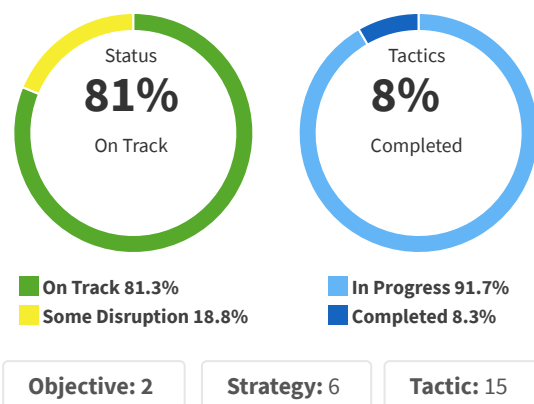
- Objective 1.1.2 "Adopt Irondale Neighborhood Plan by December 31, 2017" is the reason for disruption in the outcome area. Funding for the Irondale neighborhood plan was established in the 2017 re-appropriations ordinance and the project is underway. Neighborhood meetings are scheduled for November 2. The project will not meet the original deadline of December 31, 2017; a new target completion date is established for Q2 2018.
- Working with REGen LLC for possible senior developments at the Mile High Greyhound Park.
- The Housing Authority finalized their partnership agreement with Dominion Development & Acquisitions for this development which will include 216 units. These affordable units will be priced at 60% Area Medium Income (AMI) and a groundbreaking ceremony is scheduled for October 26, 2017. This project would represent the first affordable housing presence within the Northern Range of Commerce City.
- Reports from CoStar Realty Information Inc. indicate that the only real estate space increase in third quarter 2017 was 302,366 square feet of warehouse/distribution added.

- Total real estate % increases to-date for 2017:  
Office: 1.19% growth  
Retail: 1.15% growth  
Flex: 0% growth  
Industrial warehouse/distribution: 4.24% growth
- Staff also worked in support of a policy change by South Adams County Water and Sanitation District (SACWSD) which lowers the utility cost on new construction, enabling at least two (2) speculative multi-unit industrial projects to move forward.
- The City has committed to purchase a large number of 4A ERUs from SACWSD. This augmentation water will increase the amount of water available for growth and development within the City for several years and will provide developers with the opportunity to purchase water directly from SACWSD, making acquiring water for development easier and more efficient.

## Outcome 1.2



Location of choice for primary employers



**Last update by Troy Smith (Deputy City Manager): Oct 31, 2017**

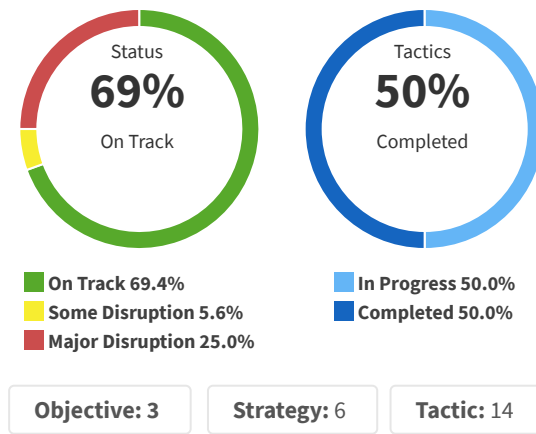
There are two objectives supporting this outcome area, which is 81% on track.

- The Colorado Department of Labor and Employment reports a 3.95% business growth in Commerce City or 55 net new companies over the last three quarterly reports (QCEW)
- The Colorado Department of Labor and Employment reports a .27% employment growth in Commerce City or 81 net new jobs over the last three quarterly reports (QCEW)

## Outcome 1.3



Diverse mix of businesses

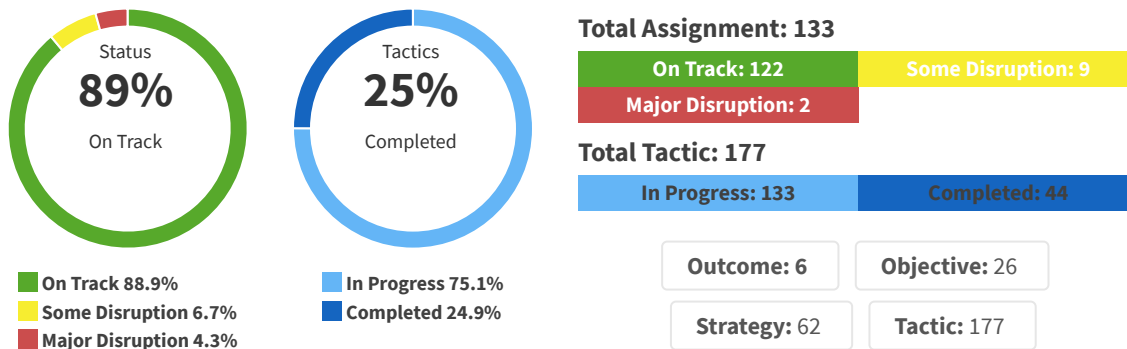


**Last update by Troy Smith (Deputy City Manager): Oct 31, 2017**

There are 3 objectives supporting this outcome area, which is 69% on track.

- Objective 1.3.1 "Increase the overall percentage of companies within targeted industries by 2% over the next three years" is currently experiencing some disruption. Current industry clusters used for business attraction efforts in the city are advanced manufacturing, business and professional services, DIA technology, logistics and distribution and retail, trade and hospitality. There is currently an analysis being done to refine or change the list of targeted industries for business diversification and growth. New clusters will be chosen by end of fourth quarter 2017.
- Objective 1.3.3 "Attract at least one new hotel in 2017" is currently experiencing some disruption. America's Best Value Inn and Suites plans to build a 49,000 square foot hotel at the intersection of Interstate 76 and East 88th Avenue. It will be four stories tall with 100 rooms and a mix of standard rooms and suites with kitchenettes. The hotel will break ground sometime in 2018. This is the first hotel chain to operate in Commerce City. Another hotel is showing interest in the Tower Road corridor.
- Several new restaurants have opened within the city in 2017, including Dion's, Royal Nepal (soft opening in Nov. '16), Taco River, Los Tamales Mexican Grill and Tradicion Bar & Grill.

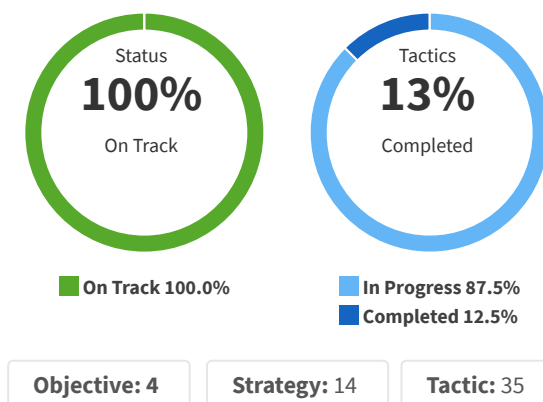
Ensure a financially-sound city government to maintain or improve levels of service



## Summary

### Outcome 2.1 ★★★★★

Be an employer of choice



**Last update by Troy Smith (Deputy City Manager): Oct 31, 2017**

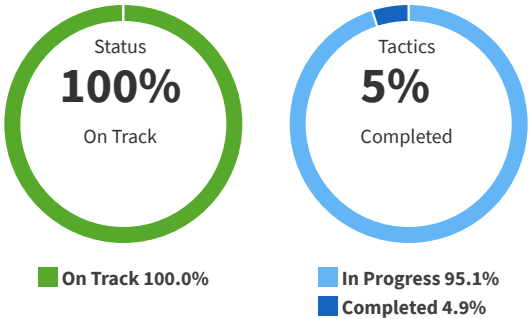
There are 4 objectives supporting this outcome area, which is 100% on track.

- The City's vacancy rate is 5.5% (excludes interim and acting positions) exceeding the goal of under 11%
- Human Resources monitors and adjusts full-time employees as necessary to ensure compensation is within 15% of salary range mid-point within 5 years in position. All new hire employees are provided with a salary that achieves 15% salary of mid-point within 5 years and also depends on prior work related education and experience. The annual compensation review/benchmark was recently completed and will assist with future adjustments of all current employees' status of 15% of mid-point.
- Currently, the city's benefits package is better than benchmark average. All preparation has neared completion for the 2018 benefits renewal process. Increases to health insurance premiums came in higher than expected. New incentives were added into the benefits package which will assist with the increased costs to healthcare, and are geared toward increased consumerism and employee engagement in their healthcare usage.
- HR and the benefits team worked together to assist the City Manager with budget recommendations.

Outcome 2.2

★★★★☆☆

A healthy and safe workforce



Objective: 3

Strategy: 7

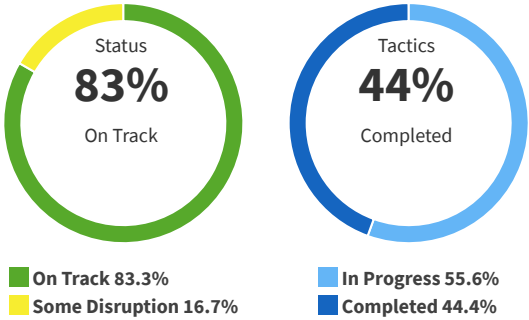
Tactic: 38

⌛ No update for Outcome 2.2 has been submitted.

Outcome 2.3

★★★★☆☆

Municipal legitimacy



Objective: 3

Strategy: 6

Tactic: 17

Last update by Troy Smith (Deputy City Manager): Oct 31, 2017

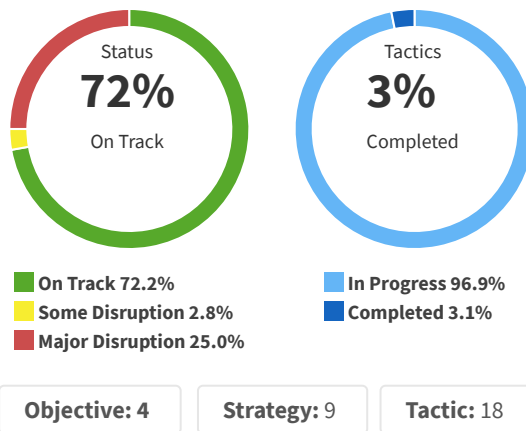
There are 3 objectives that support this outcome area, which is 83% on track.

- Objective 2.3.2 "Achieve 100% compliance of marijuana and liquor licenses with applicable regulations at time of issuance" is experiencing some disruption. While the Marijuana licensing forms and applications have been updated, the liquor licensing has not been updated due to a recent staff vacancy. Liquor licensing will be updated by Q2 2018.
- 8 various types of liquor applications and 9 marijuana applications to date in 2017.
- Processed 93 business licenses in June and July.

Outcome 2.4

★★★★☆☆

Reliable, scalable, available, and secure technology



**Last update by Troy Smith (Deputy City Manager): Oct 30, 2017**

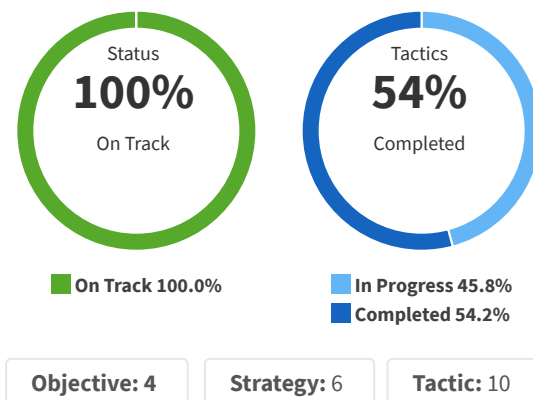
There are 4 objectives that support this outcome area, which is 72% on track.

- Objective 2.4.4 "Achieve 85% Channel 8 availability outside of planned maintenance outages" is experiencing major disruption and is the cause for reported disruption in this particular outcome area; in order to improve Channel 8's availability and increase City driven content on this channel, the connection to Comcast for broadcasting will need to be moved to the Civic Center. The delay in quotes from Comcast is the reason this objective has disruption. An IGA will need to be developed between the City and Adams 14 after the Comcast and A/V vendor quotes are finalized. This objective will not be completed until 2018.
- The technology infrastructure availability was 99.75% in Q3 2017.
- The first comprehensive IT security audit was completed this quarter
- Workstation patching has been improved during this quarter and multiple layers of IT security have been added included Bomgar and guest wireless network improvements.
- Multiple interactive maps have been created and need to be reviewed by City departments and then published to the City website.

## Outcome 2.5



Efficient and effective business processes



**Last update by Troy Smith (Deputy City Manager): Oct 30, 2017**

There are 4 objectives that support this outcome area, which is 100% on track.

- The City Website, Intranet, IT Service Management and Office365 are great examples of systems that have been

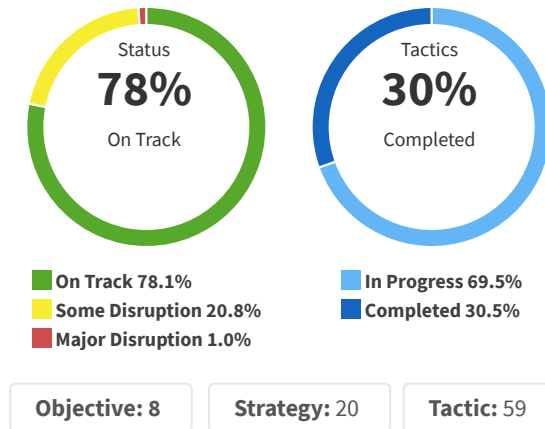


implemented recently to enable City staff and the public to access City systems without the need of special software and provide an improved mobile experience. SharePoint is in the early stages of design and development and will increase employee mobility and accessibility of technology services even further. Currently, IT is reviewing and evaluating the City computer hardware standards with an emphasis on more lightweight and mobile options for City staff. IT will continually evaluate current and new systems in order to improve accessibility and mobility of technology services.

## Outcome 2.6



### Financial compliance and stability

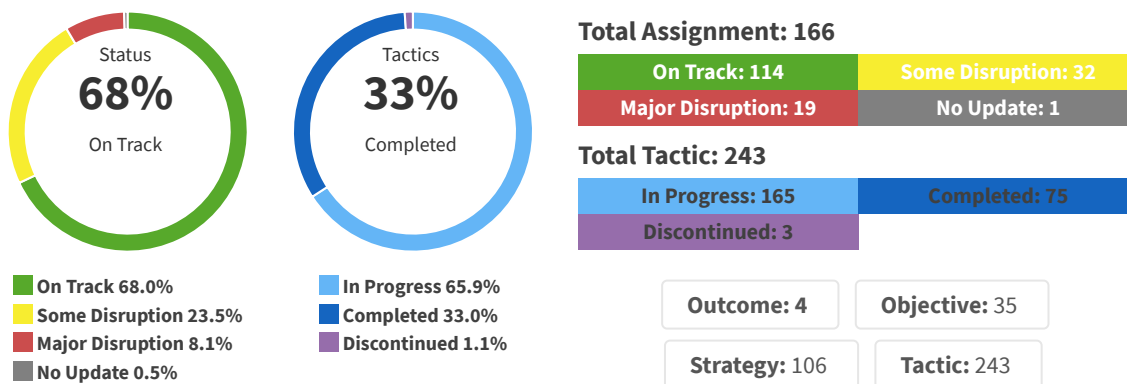


**Last update by Troy Smith (Deputy City Manager): Oct 30, 2017**

There are 8 objectives that support this outcome area, which is 78% on track.

- Objective 2.6.8 "Implement recommendations from the procurement audit by September 30, 2017 is experiencing major disruption and is the cause for the disruption reported in this outcome area. Recommendations have been developed based upon data gained during the audit, which will require policy and procedural changes. These changes have not been initiated due to the budget process and other identified/unplanned priorities. Work will continue during fourth quarter starting with a meeting between the Finance Director and City Attorney.
- At the end of September YTD audit revenue is at \$2,363,573.
- At 9/30/17 the percentage decrease is exactly 30% which includes only the monthly/quarterly filers
- Completed the hiring of the new Tax Compliance Agent; During August and September 2017 the Agent contacted 45 new and unlicensed businesses to gain licensing compliance.
- Staff continue to work with both the Greater Brighton Fire District and the South Adams Fire District who have requested the City Council to authorize a Fire Impact fee.

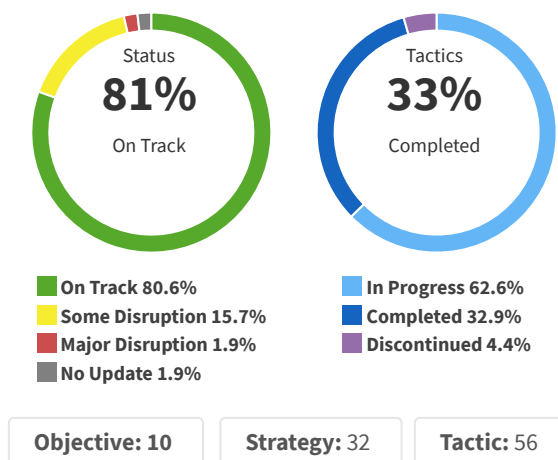
Develop and maintain public infrastructure to improve community appearance and encourage private investment



## Summary

### Outcome 3.1 ★★☆☆☆

Aesthetically-pleasing neighborhoods free from noise and hazards



**Last update by Troy Smith (Deputy City Manager): Oct 30, 2017**

There are 10 objectives in support of this outcome area, which is 81% on track.

- Objective 3.1.3 "Initiate Mile High Greyhound Park Phase 1 infrastructure construction by December 31, 2018" is experiencing some disruption. A number of key milestones were reached: the state-required agreements have been reached with four of the six taxing entities, with the agreement with Adams County scheduled for adoption by the County and the URA board by the end of October or early November. REGen LLC has a Letter-of-Intent (LOI) with residential builder DelWest for all of the residential portions of the site. The next step will be the agreement with Adams County School District 14.
- Objective 3.1.4 "Reduce tonnage of waste collected per household by 2%; increase the City's recycling diversion rate to

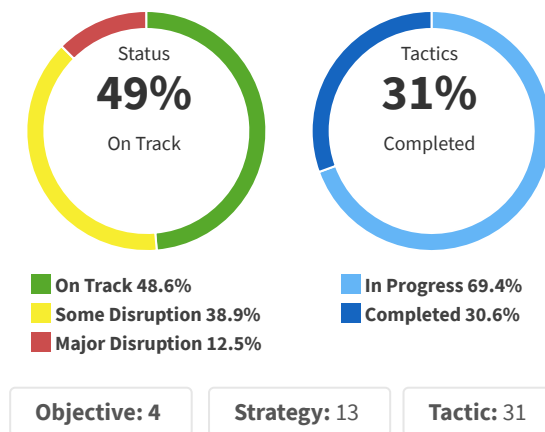
17% in 2017" is experiencing some disruption. As of September 2017, tonnage of waste has increased 1.1% over 2016 to date and the diversion rate is 16.0%. Public Works staff and Waste Management continue to work together to better educate residents on the proper use of city provided services.

- Objective 3.1.6 "Collect and dispose 40 tons of debris from the City's drainage and storm sewer system" is experiencing some disruption. Through the 3rd quarter 24 tons of debris have been collected and disposed of, primarily as a result of on-going efforts to clean storm sewer catch basins.
- The police department has completed 14 neighborhood CPTED assessments as of September 31st, 2017.
- 9,065 properties have been inspected with 98% voluntary compliance rate upon initial inspection. Overall, the program is on track to inspect all residential properties across the city by the end of the year.
- Through the first three quarters, the voluntary compliance rate after first inspection and issuance of a Courtesy Notice is 49%, better than the stated goal of 40% voluntary compliance.
- The police department issued 1849 (Municipal & County) Traffic Summonses for the 3rd Quarter of 2017. This is down 10% (2041) from the previous Quarter.

## Outcome 3.2



Safe, multi-modal travel network



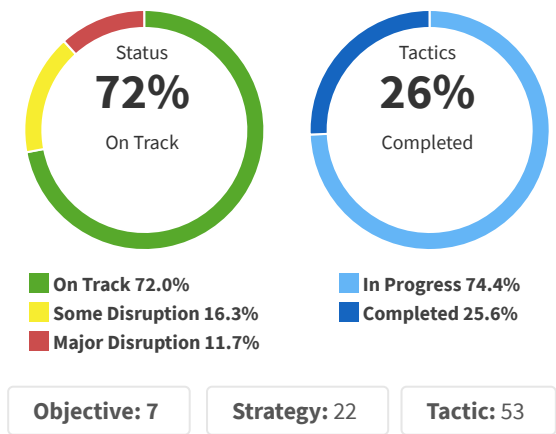
**Last update by Troy Smith (Deputy City Manager): Oct 30, 2017**

There are 4 objectives in support of this outcome area, which is 49% on track; 3 of the 4 objectives are experiencing some form of disruption.

- Objective 3.2.1 "Increase the available pedestrian and bicycle transportation network by 15.0 miles by December 31, 2017" is experiencing some disruption. Bike lanes, sidewalks & multi-use paths adjacent to Tower Road, 81st Ave. to 104th Ave. are on track to be completed by the end of the year. The on-street bike lanes (south of Quebec Parkway) and multi-use path (north of Quebec Parkway) adjacent to Highway 2, will not be completed until the spring of 2018. Construction of sidewalk, adjacent to the RTD Light Rail Station will be completed in 2018.
- Objective 3.2.2 "Reduce traffic crashes by 2% in 2017" is experiencing some disruption. Current data on crashes is not available due to a change in software systems. Replacement of all substandard (non-retro reflective) STOP signs was completed in Q3.
- Objective 3.2.3 "Maintain existing sidewalk infrastructure to reduce tripping hazards in 10% of the City" is experiencing some disruption. while tripping hazards were repaired as part of the City's concrete replacement program, as funding allowed, efforts to develop a written policy on sidewalk repairs has been delayed.

## Outcome 3.3



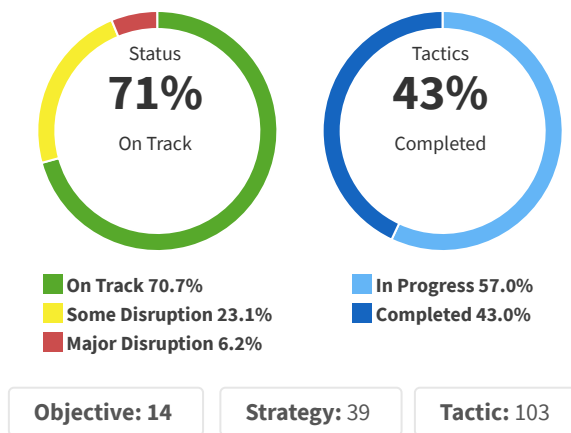


Last update by Troy Smith (Deputy City Manager): Oct 30, 2017

There are 7 objectives supporting this outcome area, which is 72% on track.

- Objective 3.3.5 "Maintain the City’s improved pavement network to an average overall condition rating of no less than 60 to provide smooth & durable roadways for all Commerce City residents, businesses and motorists" is experiencing some disruption. The 2017 pavement maintenance efforts will be completed in October 2017. The concrete pavement work and the initiation of the City-wide pavement evaluation is delayed.
- Objective 3.3.6 "Maintain City vehicles so that the fleet is available for service 90% of the time or greater, each month, for all City employees" is experiencing disruption. Vehicle availability was at 85.8% for Q3. The transition to leasing vehicles should help improve the fleet availability.
- Objective 3.3.7 "Improve 5.8 lane-miles of unimproved/gravel roads by December 31, 2019" is experiencing some disruption. Work on Potomac Street, north of 108th Avenue, and 112th Avenue, from Potomac Street to Highway 2 should be completed in Q4. The city continued discussions with Shea and Oakwood Homes in Q3 regarding plans for design & construction of 112th Avenue east of Potomac Street to Chambers Road.
- Tri-County aquatic inspections took place in July at Paradise Island and the Commerce City Recreation Center. Both passed with no exceptions. Two Star Guard audits took place in Q3 (July & August), and 4 star ratings were achieved in both.
- A licensing inspection was conducted during Q3 for the Second Creek Elementary School site Teen Camp without any major concerns requiring action.
- The Adams County School District 14 improvements include ball fields located at the following ACSD14 school sites: Dupont, Kemp, Central, Rosehill, Hanson and Monaco. Project construction began in August. The Project Manager is monitoring construction schedule; project closeout will occur by December 31, 2017.
- CDOT has undertaken a project to complete the environmental review & 30% design completion of this interchange, in association with a larger effort to evaluate the segment of US85 between I-76 and 124th Avenue. A Technical Advisory Committee meeting was held in September. CDOT is preparing an INFRAGrant application for this project, in conjunction with proposed improvements along US 85 in Weld County. The City Council approved a resolution supporting \$7M in funding towards this effort.

Outcome 3.4 ★★★★☆

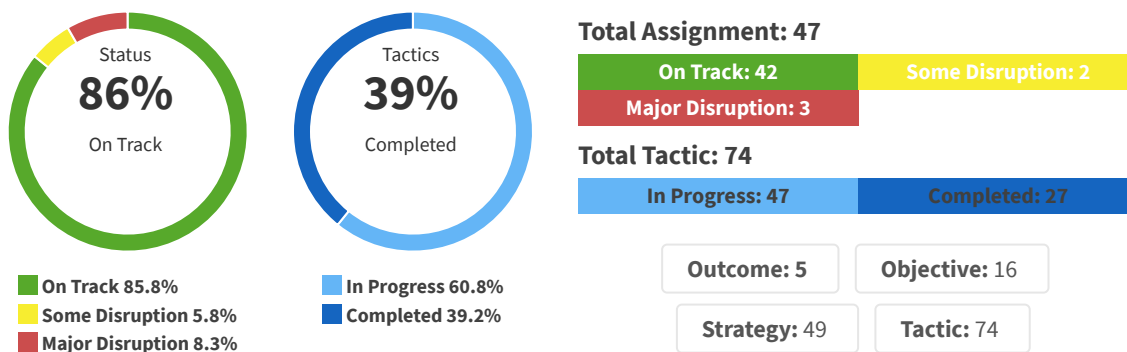


**Last update by Troy Smith (Deputy City Manager): Oct 30, 2017**

There are 14 objectives in support of this outcome area, which is 71% on track.

- Objective 3.4.2 "Maintain the City's live trees and increase the ratio of live trees to dead trees annually" is experiencing major disruption. Due to a shortage of variable hour employees' maintenance has been limited to hazardous tree limbs only, prohibiting pro-active tree care for 2017. The dead tree inventory has been updated and prioritized for replacement.
- Objective 3.4.4 "Complete all voter approved projects within established budgets by December 31, 2018" is experiencing some disruption. All of the voter-approved projects are on schedule and within budget. The new Bison Ridge Recreation Center will open to the public next spring and substantial completion of Tower Road is anticipated by the end of the year. Design development is underway at Eagle Pointe (existing) Recreation Center, with the first construction package anticipated in the fourth quarter. Staff continues to work with development partners on the extension of 112th east of Potomac to Chambers. At this phase of negotiations, it is unclear if this segment can be completed by 2018 as initially identified in the work plan. Staff continues to work with the developers and the ditch company to identify alignment and cost sharing opportunities.
- Objective 3.4.9 "Achieve a 98% compliance rate for all building permits and land use cases" is experiencing some disruption. In the third quarter of 2017, building permit and land use case volume continue to increase. The city is on track for over 800 new residential units for the year. As a result, out of 1,140 building permits that were issued, and out of 51 land-use cases that were completed, staff was able to complete these cases and permits with a 99.8 compliance rate. However, the plans-examining phase is seeing some delays for commercial and industrial plan checks and land use review times being delayed up to 10 days for review.
- Objective 3.4.10 "Achieve an average walkability score of 40 in the five redevelopment areas as defined in the 2010 Comp Plan by December 31, 2017" is experiencing some disruption. While the current walkability score is 46.2, which is over the stated goal of 40, some of the associated tactics to make improvements are off track due to the increase in workload associated with development review.
- Objective 3.4.11 "Adopt the most recent Building Code editions within 24 months of their publication" is experiencing some disruption. The original goal for adoption of the electrical code by October will not be achieved however the item is set on the City Council Agenda for adoption of the 2017 National Electric Code.
- Mowing & weed management levels of service have been achieved.
- 235 inspections on development-related projects were completed in Q3; 100% of these were completed on time.
- 15 capital project-related inspections were completed in Q3; 100% of these were completed on time.
- Council directed staff to pursue a Lease Purchase agreement to fund the purchase of additional water for City facilities. The financing documents were approved by Council. An amended ordinance authorizing an agreement was approved on 10/2/17, and financing was finalized on October 20.

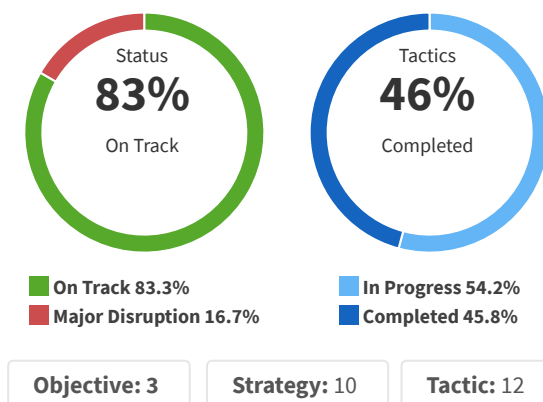
Preserve and nurture a quality community to improve resident health and safety



## Summary

### Outcome 4.1 ★★☆☆☆

Sense of personal security

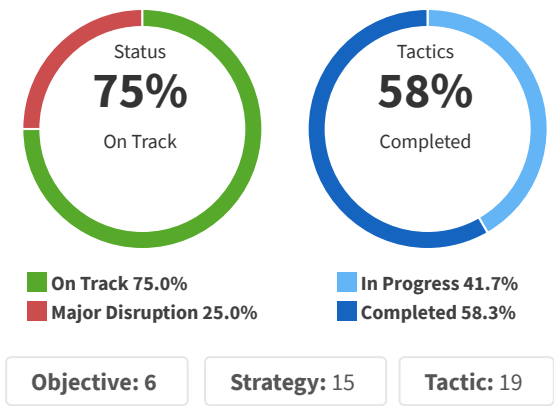


**Last update by Troy Smith (Deputy City Manager): Oct 31, 2017**

There are 3 objectives that support this outcome area, which are 83% on track.

- The Police Department has completed more than ten neighborhood problem solving meetings with Commerce City residents. The community oriented policing plan requires officers to meet with their residents in either a formal or informal setting to discuss the issue that matters to them. In addition, Commanders hold their area meetings at least once per month.
- As of end of 3rd Quarter 2017 Part 1 Crimes City wide are down 2% overall. Our trend analysis reports that typically the number decrease significantly in the 4th Quarter. If that trend continues we could see as much as a 3-4% decrease overall for the year.
- For the 3rd Quarter of 2017 CCPD response times to Priority 1 Calls is averaging at 6.3 minutes per call.

### Outcome 4.2 ★★☆☆☆



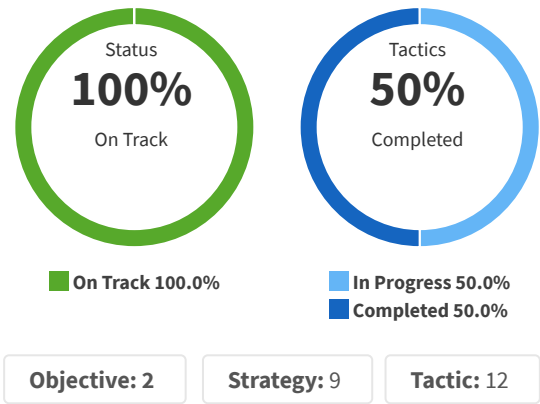
Last update by Troy Smith (Deputy City Manager): Oct 31, 2017

There are 6 objectives that support this outcome area, which is 75% on track.

- Objective 4.2.1 "Implement Department of Justice recommendations by December 31, 2019" is experiencing major disruption. The Department of Justice has undergone some significant changes to their business model and has provided the City with notice that it is no longer providing collaborative assistance to any agencies. The DOJ will not be issuing a report on its assessment of the Commerce City Police department. The Commerce City Police Department will be requesting Technical Assistance from the DOJ in several areas needing improvement during the 4th Quarter of 2017. The police department has developed a multi-year plan, which has been integrated into the City's work plan, to improve its performance.
- Objective 4.2.6 "Ensure a 95% victim advocate "on-scene" response to each Victims Rights Act (VRA) crime incident by December 31, 2017" is experiencing some disruption. The goal of 95% is not in line with the national average of about 75% and will be changed in the 2018 work plan. Current response rate is 84% for the 3rd Quarter of 2017.
- Procedural Justice training completed for all employees in the Police Department.
- Data from citizen's contacted by police supervisors about the services they received shows that employees are achieving good results from the surveys: Excellent 84%, Good 10%, Satisfactory 5%, Needs Improvement 1%, and Unsatisfactory 0%.
- Policy violations among members of the Police department are down 25.3% through the third quarter 2017.

Outcome 4.3    ★★★★★

Call offenders to account



Last update by Troy Smith (Deputy City Manager): Oct 30, 2017

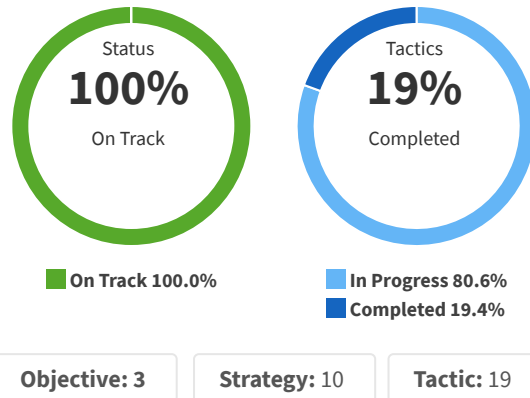
There 2 objectives that support this outcome area, which is 100% on track.

- The City received word that nearly \$700,00 in grant funded has been awarded by the Department of Justice for the creation of a sexual assault task force. Members of the CCPD Investigations Unit have been meeting with members of the Brighton Police Department to establish policies and procedures for the Task Force. These Policies will be complete prior to the end of forth quarter and will be implemented prior to initiation of the task force.

#### Outcome 4.4



Active living and healthy lifestyles for all residents



**Last update by Troy Smith (Deputy City Manager): Oct 30, 2017**

There are 3 objectives in support of this outcome area, which is 100% on track.

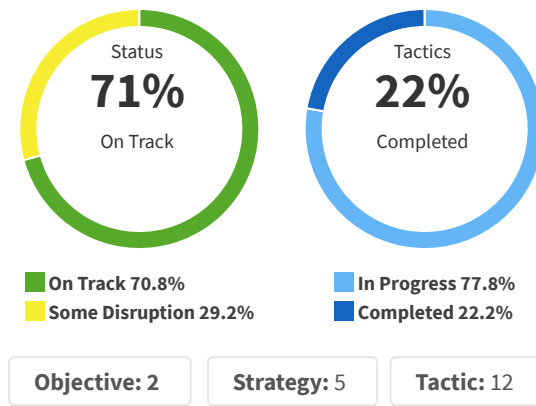
- In Q3 there were 38 scholarships requested and granted, totaling \$1,061.30.
- In Q3 PRG website strategic planning, brochure content/design/distribution, specific program/event marketing, promotion of Golf Tips video on city's YouTube channel and Buffalo Run's Facebook page, Channel 8 slides communicating recreation facility closures, and Sand Creek Regional Greenway partnership to promote opening of paved walkway in Wetlands Park.
- In Q3, we met with our vending representative to identify best/worst selling items at each vending machine, review a list of healthy options, and look at what other communities are offering, in order to create a plan that will work best for Commerce City. Along with increasing the amount of healthy options, staff has also asked the vendor to clearly label all of the green leaf (healthy) options and put them in the center of the machine to draw the customer's eye to the healthy options first. Changes will be implemented in Q4.
- Planning and design are nearly completed for the 2 miles of Burlington Ditch Trail, 2.75 miles of O'Brian Canal Trail, 1 mile of Second Creek Trail and .5 mile of neighborhood connector trails. The procurement and construction of the 6.25 miles of recreational trail is still anticipated to be completed by December 31, 2018.

#### Outcome 4.5



Fair and impartial administration of justice



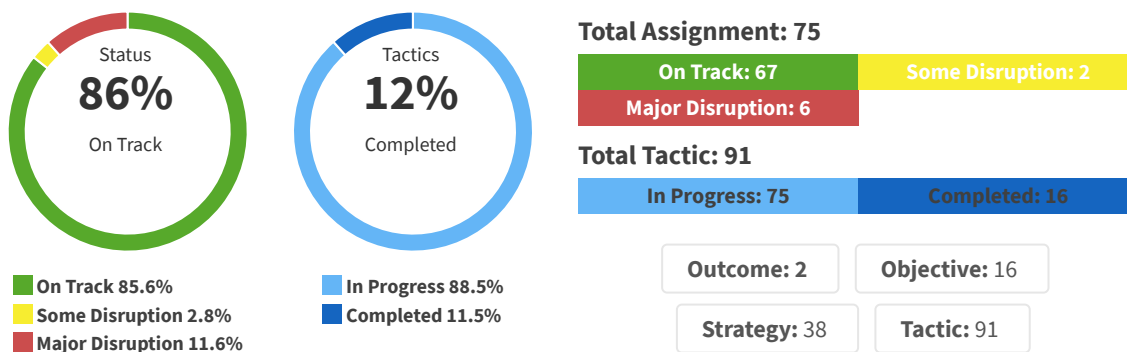


**Last update by Troy Smith (Deputy City Manager): Oct 31, 2017**

There are 2 objectives in support of this outcome area, which is 71% on track.

- Objective 4.5.1 "Decrease audit protests 10% by December 31, 2017" is experiencing some disruption. Final number of protests in 2017 will not be available until the 4th quarter. Due to unexpected priority projects that surfaced during the year (CML Standard Definitions and Online Tax Filing) and staff vacancies, no additional work is expected on the strategies developed for completion in 2017. The 2018 work plan will be changed to accommodate these steps and a new completion date. The audit paper work has been standardized to improve consistency of audit approach. Tax Audit staff has been trained in use of standard audit format and approach. Education of taxpayers has increased through implementation of educational audits at newer companies. The City will hold the annual tax seminar in December of 2017.
- Objective 4.5.2 "Increase rate of voluntary compliance with court orders for fines and costs" is experiencing some disruption. Data about the voluntary compliance with court fines is not currently available for analysis. Courts staff has used survey monkey to begin collecting feedback from customers about the services provided by the courts. Survey results will be available in the fourth quarter. This objective is under evaluation for the 2018 work plan and maybe rewritten to a standard that better measures the work of our courts division.

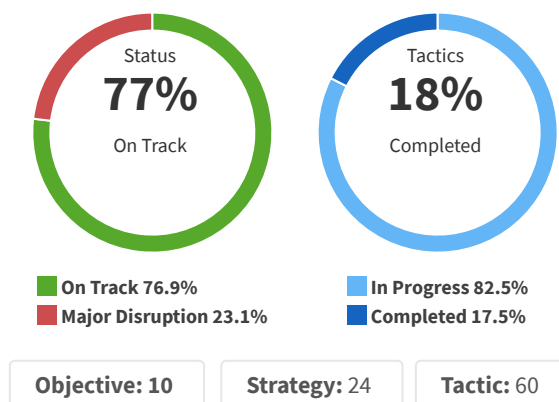
Engage the public to encourage community involvement, communication and to build trust



## Summary

### Outcome 5.1 ★★☆☆☆

Accessible, reliable, and transparent information



**Last update by Troy Smith (Deputy City Manager): Oct 30, 2017**

There are 10 objectives that support this outcome area, which is 77% on track.

- Objective 5.1.7 "Implement foundational policies of records and information management (RIM) and build out enhanced organizational collaboration processes with Office 365 by September 30, 2017" and Objective 5.1.8 "Perform a best practices review and upgrade of eDocs (ECM) to the current version, create standard indexing processes for full utilization of the Office 365 platform by June 30, 2018" are related to the same project to implement a new City-wide records management system. The project is experiencing major disruption and is the cause for most of the disruption reported under this outcome area. The City hired an external consultant to assist with the design, creation and implementation of the new system. The consultant resigned from the project and City leadership staff are working to take over the responsibility for these functions. Staff are committed to completing the project, which is set to restart in Q4. Project completion will be altered in the 2018 work plan.
- Objective 5.1.9 "Increase city produced Channel 8 content by 10% by December 31, 2017" is experiencing some disruption.

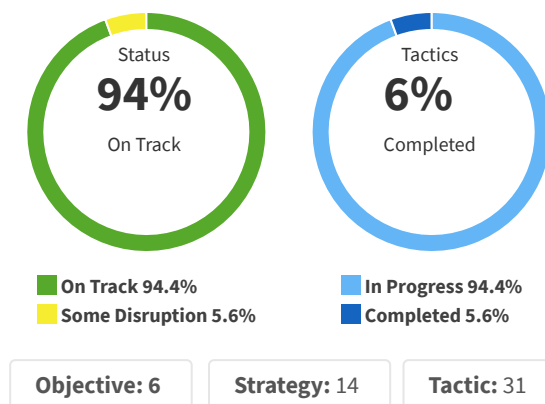
The city continues to increase content on Channel 8. 7&Co began a contract to work on providing more original and sourced content on Channel 8. Met with vendor and working with IT to switch application/dashboard to provide more dynamic content. The City will increase the ability to alter content once the two channel approach is implemented.

- A five-year capital improvement and preservation plan (CIPP) was drafted based on city council, community, and staff input as part of the 2018 budget process. This plan includes a new framework and funding assignments for project consideration that will be published in the budget document.
- The 2018 budget process is nearing completion. The annual City Council Budget Retreat was held August 28th . The final budget document will be approved by City council following the public hearing.
- Direct Messaging was enabled on Facebook allowing residents to contact us directly via Facebook. Since the feature was enabled on Aug. 1 we've received 17 messages from residents mainly asking questions about construction, who to contact in certain situations and general city inquiries.
- The city's YouTube channel was restructured so residents can view videos by category.
- NEW this year, created 11 individual candidate web pages for 2017 city council candidates
- The Granicus site has received 1,700 video stream views, 1,248 internal and 452 external views. 95% of our traffic is using the link from our website.

## Outcome 5.2



### Participatory and inclusive community



### Last update by Troy Smith (Deputy City Manager): Oct 30, 2017

There are 6 objectives in support of this outcome area, which is 94% on track.

- There were a total of 60 social media posts completed by City staff in Q3; 45 of them reached over 500 individual users and all included the use of images or video.
- This quarter we worked closely with victim services to correct Spanish materials. Cine en el parque, YHOP, VSU volunteer fliers, all Connected material, traffic and railroad safety are also some examples of materials provided in Spanish. The City also hosted its second Spanish-only telephone town hall for residents.
- During the 3rd quarter the City hosted several events; The 4thFest with an estimated attendance between 7,000-11,000; August Neighborhood Outreach had about 600 attendees; Cine en el Parque events had about 200 attendees; the Spanish telephone Town Hall had 45 attendees at the listening party.
- 1,543 passports have been processed exceeding the goal of offering 1200. The City hired a bi-lingual administrative assistant, who has achieved passport acceptance agent certification. As a result, we now have the ability to provide better service to our Spanish speaking community.



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