

# City of Colorado Springs 2020 -2024 Strategic Plan **UPDATE**

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[www.coloradosprings.gov/strategicplan](http://www.coloradosprings.gov/strategicplan)

# 2020-2024 Citywide Goals

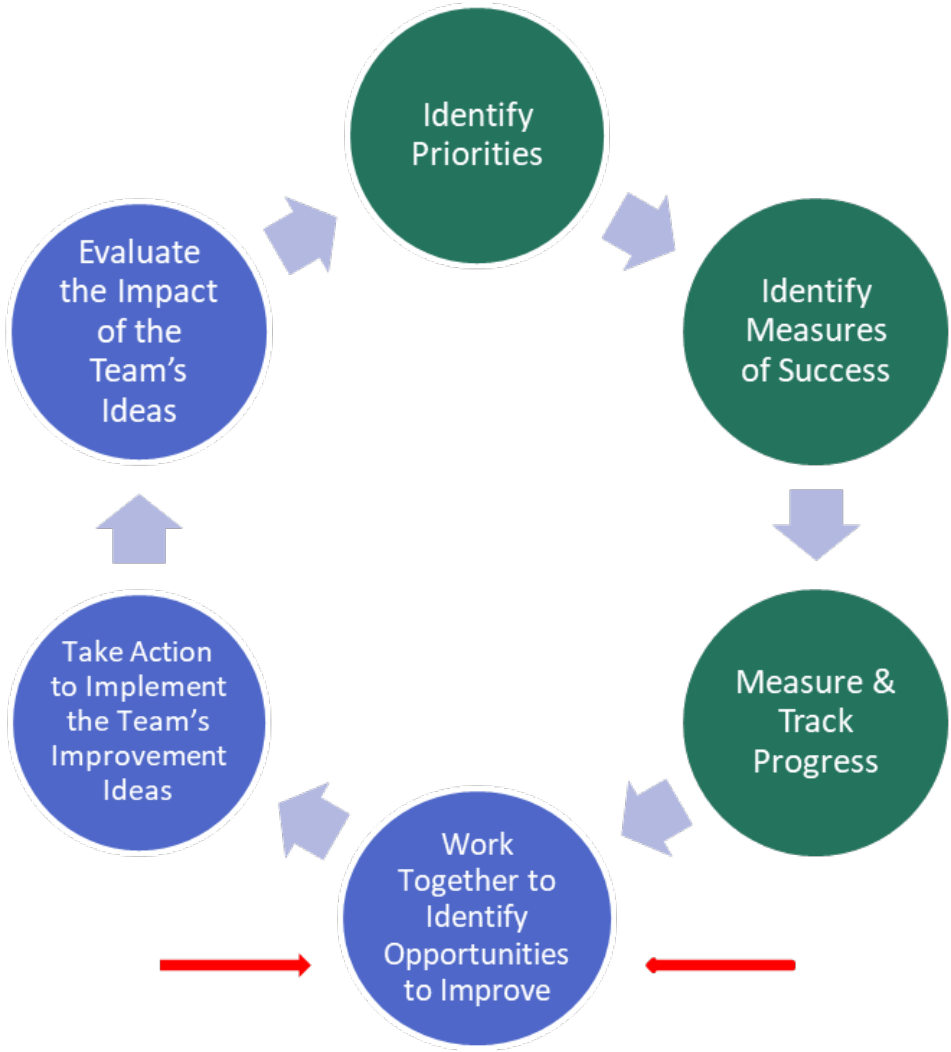


City of Colorado Springs



2020-2024 Strategic Plan

# Strategic Performance Process



# Strategic Plan Activities

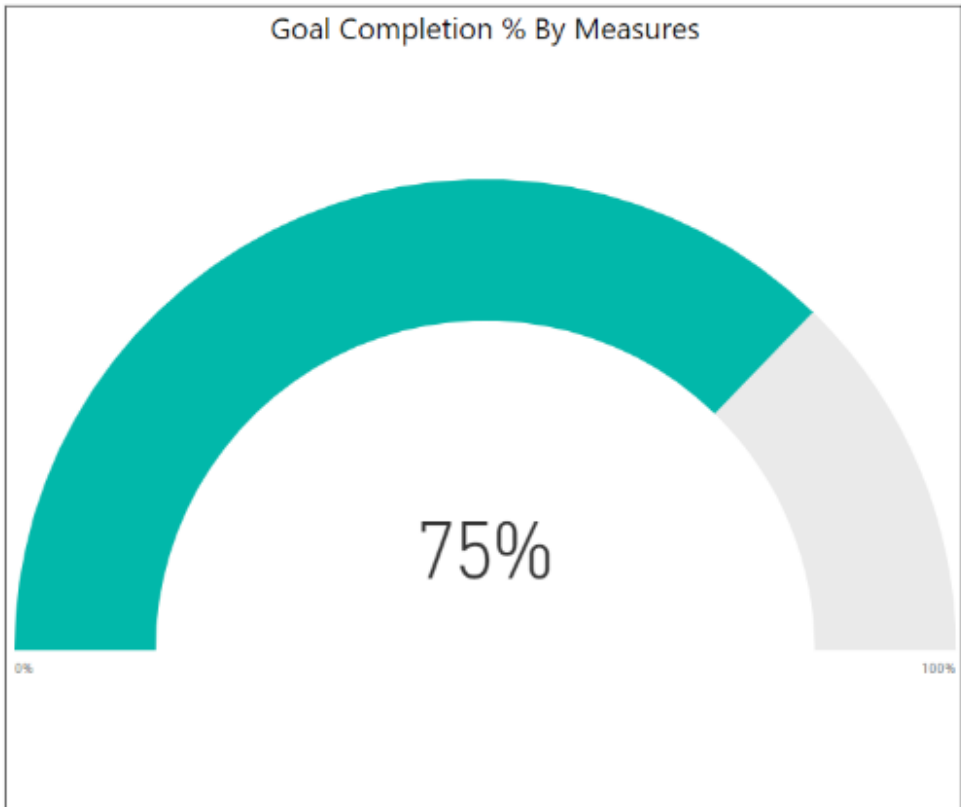
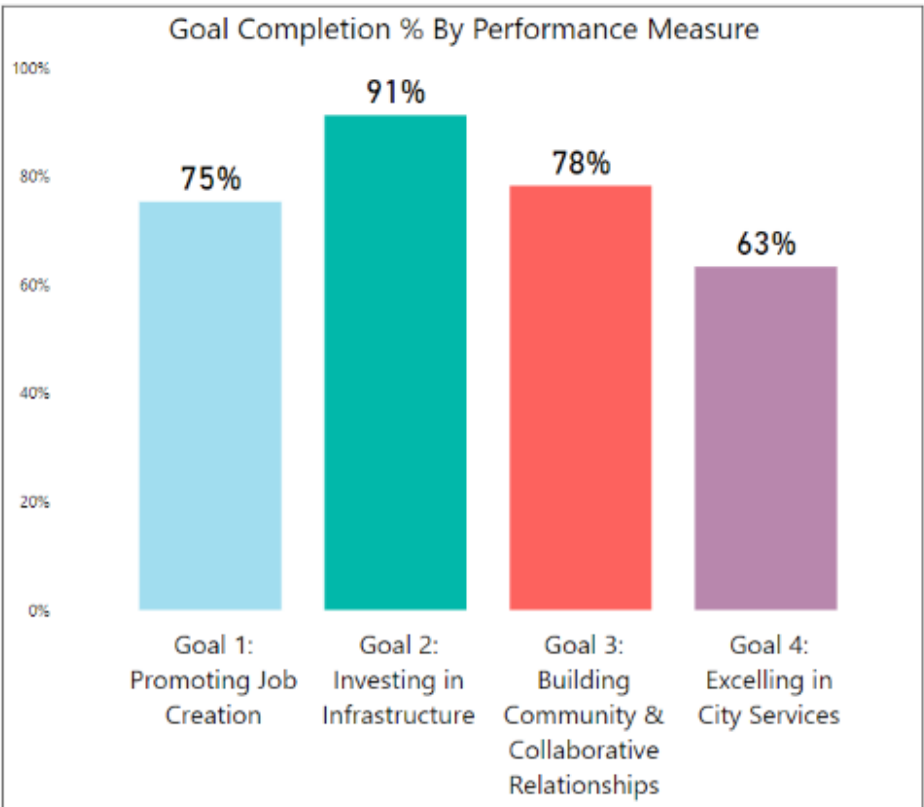


- Monthly Strategic Advisory Team Meetings
- Quarterly Performance Updates
- CelebrateCOS Events
- Yearly Budget Strategic Plan Highlights

# Visualizing Progress



## Citywide Goal Completion: COS Strategic Plan Dashboard Q4 2021



# Departmental Success Highlights



## Goal 1



*“Collaborate with regional partners to attract a diverse economic base to Olympic City USA. This focus includes corporate and small businesses, entrepreneurial start-ups and Opportunity Zones to create a diverse and sustainable economic growth.”*

### Promoting Job Creation

#### ★ Economic Development

- 46 Rapid Responses **AWARDED**
- 4,268 Jobs **CREATED**
- 3,666 Jobs **RETAINED**

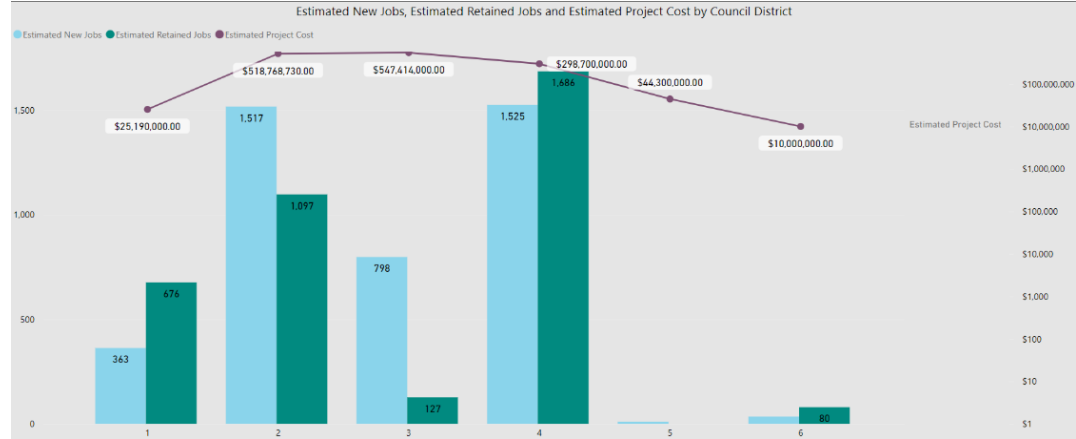
#### ★ COS Airport

- Amazon & Sortation Center **OPENED**
- Southwest Airlines **SERVICE STARTED**

#### ★ City Council + CSPD + City Attorney

Illegal street racing ordinance  
**PASSED**

Rapid Response Projects 2020- 2021 by Council District



# Departmental Success Highlights



## Goal 2



Investing in Infrastructure

*“Continue to address infrastructure and transportation needs by providing smart and innovative mobility solutions to create a connected, safe, and accessible community. This should include trails and multi-modal access, as well as traditional modes of transit. Cultivate the City’s natural amenities to reflect its majestic landscapes for today and the future”*



### Public Works

Mobile ticketing for Transit Service

**IMPLEMENTATION COMPLETED**



### Parks, Recreation and Cultural Services:

98,481 linear feet in improvements **COMPLETED**



### Parking System

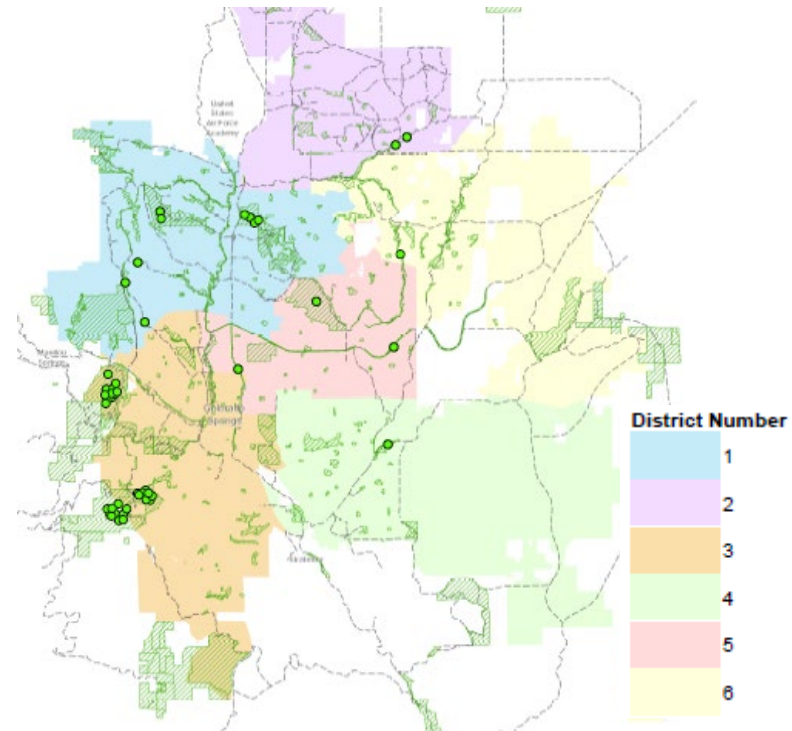
PARCS system Replacement **COMPLETED**



### Office of Innovation

10+ SmartCOS Projects

**IMPLEMENTED**



# Departmental Success Highlights



## Goal 3



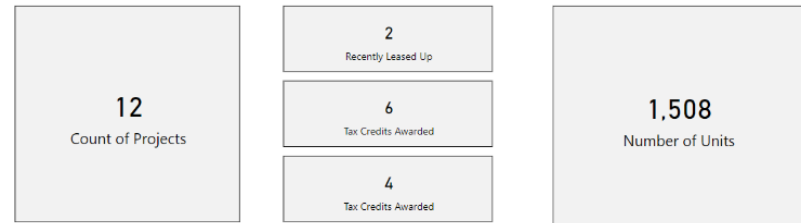
Building Community & Collaborative Relationships

*“Provide strategic city services and community partnerships to improve citizen **quality of life** by reducing crime, reducing the number of persons experiencing **chronic homelessness**, increasing **affordable housing** opportunities, and facilitating **community investment**.”*

*Collaborate with other governmental agencies and military installations.”*

★ **Planning and Community Development**  
Affordable and Attainable Multi-Family Rental Housing Development Rebate Program **LAUNCHED**

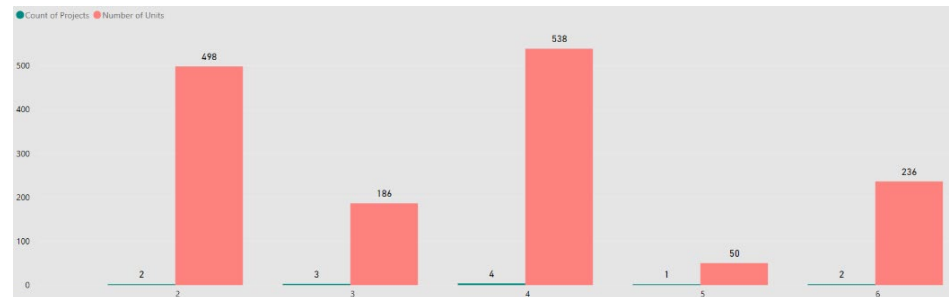
COS Community Development Affordable Housing Projects by Council District



★ **Colorado Springs Police Department**  
CSPD Data Hub **LAUNCHED**

★ **Finance**  
MuniRevs – **NEW** Sales Tax System  
**FULLY IMPLEMENTED**

★ **Human Resources**  
Military Friendly Employer®  
Military Spouse Friendly Employer®  
**CERTIFIED**





# Departmental Success Highlights



**Goal 4** “Provide excellent and sustainable delivery of core services by making data driven investments and decisions.

Support continuous improvement and cross departmental collaboration to improve service delivery to residents and provide for their public safety.”



Excelling in City Services

- ★ **City Clerk's Office**  
Accela - **NEW** Business (Application) Licensing System
- ★ **Municipal Court**  
Achieved a 94.7% satisfaction rate  
**EXCEEDED TARGET**
- ★ **CSFD**  
4 Community Response Medicine (CMED) units  
**FULLY FUNDED, NOW DEPLOYED**
- ★ **Support Services**  
Fleet Replacement Strategy  
**ACHIEVED GOAL TARGETS**



# The Plan Ahead - Beyond 2024



## A Performance Management System



# Questions and Final Thoughts?



# Thank You!



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# For Further Information...



- [COS Airport – Southwest Airlines](#)
- [COS Amazon Facility and Sortation Center](#)
- [Illegal Street Racing](#)
- [Affordable and Attainable Multi-Family Rental Housing Development Rebate Program](#)
- [COS Military Friendly Employer](#)
- [CSPD Data Hub](#)
- [COS Park, Open Space and Urban Trails](#)
- [SmartCOS Projects](#)
  - [Streetlight controllers and weather sensor information -](#)
  - [ELECTRIC VEHICLES READINESS PLAN information](#)
- [Accela – New Business Licensing System](#)
- [Community Response Medicine \(CMED\)](#)