

**Carson City
Agenda Report**

Date Submitted: May 8, 2012

Agenda Date Requested: May 17, 2012

Time Requested: 15 Minutes

To: Board of Supervisors

From: Larry Werner, City Manager

Subject Title: For Possible Action: To approve the revised Carson City Performance Scorecard.

Staff Summary: At a Strategic Planning Workshop held February 23, 2012, the Board of Supervisors was presented a proposed revised performance scorecard for Carson City. This scorecard lists the Boards objectives for the organization and links performance data to each objective. These performance measures serve as indicators of our progress in meeting our objectives, or they serve as indicators of factors that may affect our progress. Targets for most measures have been developed. Each month, current measure data is compared to targets in order to determine where attention should be focused.

Type of Action Requested:

☐ Resolution

☐ Ordinance

☒ Formal Action/Motion

☐ Other (Specify)

Does This Action Require A Business Impact Statement: ☐ Yes ☒ No

Recommended Board Action: I move to approve the revised Carson City Performance Scorecard.

Explanation for Recommended Board Action: This revised scorecard reflects the revised Carson City Strategic Plan.

Applicable Statute, Code, Policy, Rule or Regulation: n/a

Fiscal Impact: n/a

Explanation of Impact: n/a

Funding Source: n/a

Alternatives: n/a

Supporting Material: 2012 Carson City Scorecard

Prepared By: Larry Werner, City Manager

Reviewed By:

(Department Head)

(City Manager)

(District Attorney)

Date:

Date:

Date:

5/8/12

5/8/12

Board Action Taken:

Motion: _____

1)

2)

Aye/Nay

(Vote Recorded By)



Ritter Consulting Associates, Inc.

May 9, 2012

To: Mayor Crowell and Board of Supervisors
City Manager Larry Werner
Consolidated Municipality of Carson City

From: Linda Ritter

RE: Proposed revisions to the Carson City Scorecard

In the spring of 2009, you approved a new reporting and accountability method for Carson City government. This method focuses attention on those things most important to the community, aligns efforts throughout the City to achieve results, measures those results using data, and improves results by identifying and monitoring initiatives. The tool that manages this effort is the Carson City Scorecard. The Scorecard allows the reader to see, at a glance, what is important and which areas are producing expected results.

During this year's strategic planning workshop, staff previewed a revised scorecard. This revision does not change any of the Quality of Life Perspectives, but consolidates some of the objectives and measures. The result is streamlined tool that provides indications of top level results.

Attached, please find the current Carson City Scorecard and the revised Scorecard for 2012.

Scorecard - Carson City Scorecard

Information

Name: Carson City Scorecard

Description: This scorecard includes city-wide objectives necessary to accomplish goals set by the Board of Supervisors.

Domain: City Administration (CC)

Owners: n/a

Details

Name		FYTD Actual	FYTD Target	FYTD Variance		Actual	Target	Variance	As Of
▼ A Safe and Secure Community									
▼ Residents and visitors are safe in structures.									
Injuries sustained in fire and other emergencies involving structures		1	0	-1		0	0	0	Mar '12
▼ Residents and visitors are safe when traveling throughout Carson City.									
Traffic - % of accident types that fall within targets.		70	100	-30		67	100	-33	Mar '12
Traffic - Total Accidents		313	355	-42		29	36	-7	Mar '12
Liability or incident claims against the city for injuries reported in parks, on bike paths, trails and sidewalks-regardless of department (RM)		0	0	0		0	0	0	Mar '12
▼ Residents and visitors are safe from criminal activity.									
UCR - Crime Rate		n/a	n/a	n/a		23.24"per 1,000"	22.44"per 1,000"	-0.80	2010
CompStat - Crimes Against Persons		555	540	15		64	64	0	Mar '12
▼ Property is secure from criminal activity.									
CompStat - Crimes Against Property		948	825	123		90	74	16	Mar '12
▼ Property is protected from damage.									
Estimated losses sustained as a result of fire related incidents		\$301,070	n/a	n/a		\$9,000	\$800	-8,400	Mar '12
Fire emergency response times (minutes)		7.5	7.6	0.1		6.8	7.4	0.7	Mar '12
Calls for service - Fire		692	690	2		134	59	75	Mar '12
Mutual aid provided to others by Carson City - stand by		84	n/a	n/a		12	n/a	n/a	Apr '12
Mutual aid provided to others by Carson City - actual calls		26	n/a	n/a		3	n/a	n/a	Apr '12
Mutual aid received by Carson City from others-stand by		211	n/a	n/a		22	n/a	n/a	Apr '12
Mutual aid received by Carson City from others-actual calls		59	n/a	n/a		2	n/a	n/a	Jan '12
▼ Carson City is prepared for emergency events.									
Emergency preparedness exercises held.		n/a	1	n/a		0	n/a	n/a	Jul '11

Scorecard - Carson City Scorecard

▼ A Healthy Community

▼ Disease in the community is prevented and controlled

Reported influenza cases		118	150	32		41	51	10 Mar '12
Reported vaccine preventable disease (non-STD) cases		0	0	0		0	0	0 Mar '12
Reported non-vaccine preventable disease (Non-STD) cases		51	103	-52		33	10	23 Mar '12
Reported sexually transmitted communicable disease cases		141	136	-5		11	12	1 Mar '12
Reported vectorborne communicable disease cases		0	0	0		0	0	0 Mar '12

▼ Water and sanitation services contribute to the health of the community.

Percentage of water quality tests meeting federal requirements (PW)		n/a	100%	n/a		100%	100%	0 Mar '12
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▼ Community Health and Ambulance services are available.

Community Health Nursing Services		9,288	7,794	1,492		950	866	84 Mar '12
Calls for Service - Ambulance		5,456	4,897	559		619	544	75 Mar '12
Medical Emergency Response Times		423Seconds	n/a	n/a		423Seconds	417Seconds	6 Mar '12

▼ Families in need are offered short term assistance and provided resources to become self supportive.

Homeless count - total prescreened applicants		387	383	4		41	80	-39 Mar '12
Total number applications for assistance approved		879	n/a (279-1,107)	n/a		95	n/a (31-123)	n/a Mar '12
Households provided housing related assistance		295	n/a (0-252)	n/a		32	n/a (0-28)	n/a Mar '12
Persons provided Workforce Program Assistance		339	n/a (279-423)	n/a		36	n/a (31-47)	n/a Mar '12

Scorecard - Carson City Scorecard

▼ A Vibrant, Diverse and Sustainable Economy

▼ Local businesses are supported

Business license applications processed - new businesses (PW)	▼	656	840	-184	▼	64	105	-41	Apr '12
Businesses reported to be "out of business"		945	n/a	n/a		33	n/a	n/a	Apr '12
Local taxable sales	▲	\$489,190,121	\$473,296,849	15,893,272	▲	\$55,894,270	\$53,521,790	2,372,480	Feb '12
Assistance provided to new businesses at the BRIC.		95	n/a	n/a		10	n/a	n/a	Dec '11
Assistance provided to existing businesses at the BRIC.		35	n/a	n/a		4	n/a	n/a	Dec '11

▼ Growth in strategically defined sectors of the economy are encouraged.

Average employment by industry (quarterly)	▼	27,504	27,638	-134	▼	27,504	27,638	-134	'12 FQ1
Total private employment (quarterly)	▲	18,367	18,357	10	▲	18,367	18,357	10	'12 FQ1
Total private sector wages paid (quarterly)	▲	\$189,001,669	\$185,808,765	3,192,904	▲	\$189,001,669	\$185,808,765	3,192,904	'12 FQ1
Total public employment (quarterly)	▼	9,137	9,281	-144	▼	9,137	9,281	-144	'12 FQ1
Total public sector wages paid (quarterly)	▲	\$125,651,572	\$115,437,242	10,214,330	▲	\$125,651,572	\$115,437,242	10,214,330	'12 FQ1

▼ Businesses and projects that provide employment opportunities for Carson City citizens are encouraged.

Total employment within the Carson City MSA.	▼	24,189	24,505	-316	▲	24,432	24,386	46	Mar '12
Total unemployment within the Carson City MSA.	▲	3,451	3,750	-299	▲	3,448	3,710	-262	Mar '12

Scorecard - Carson City Scorecard

▼ A Clean and Healthy Environment								
▼ Solid waste is recycled or safely and effectively disposed of.								
Percent of Solid Waste Recycled - Annual Amount		n/a	n/a	n/a	▼	24.01%	25.00%	-0.99 2010
Estimated life span of the Carson City Landfill.		n/a	n/a	n/a	▲	51Years	15Years	36 2010
▼ Wastewater is safely and effectively treated and disposed of.								
Wastewater plant inflow as a percentage of plant capacity.	▲	66%	85%	19	▲	66%	85%	19 Mar '12
Wastewater effluent quality test results.	▲	100% meet tests	100% meet tests	0	▲	100% meet tests	100% meet tests	0 Mar '12
Effluent use / production ratio		0.00%	n/a	n/a		43.25%	n/a	n/a Jun '11
Brunswick Reservoir percentage of capacity.	▲	34%	n/a (13%-75%)	n/a	▲	53%	n/a (13%-75%)	n/a Mar '12
▼ Renewable energy is used in City facilities where feasible.								
Total kilowatt hours used by City facilities.	▲	18,474,089Kwh	19,728,147Kwh	-1,254,058	▲	1,691,329Kwh	1,753,072Kwh	-61,743 Mar '12
Total kilowatt hours generated by City operated renewable sources.		102,963	n/a	n/a		14,588	n/a	n/a Mar '12
▼ Use of fossil fuels in City equipment is reduced where feasible.								
Total gallons of unleaded fuel used (PW)	▼	88,595	85,777	-2,818	▼	10,264	9,924	-340 Mar '12
Total gallons of diesel fuel used (PW)	▲	81,284	83,663	-2,379	▲	9,823	9,957	-135 Mar '12
▼ Ground water and surface water is protected.								
Water quality of the Carson River downstream from Carson City.		n/a	n/a	n/a		n/a	n/a	n/a n/a

Scorecard - Carson City Scorecard

▼ An Active and Engaged Community

▼ Public spaces and facilities are used for public activities.

Community Center Gymnasium-Number of Days Used		226	265 (217-265)	-39	29	29 (23-29)	0 Mar '12
Bob Boldrick Theater- number of days reserved		161	n/a (139-169)	n/a	22	n/a (24-30)	n/a Mar '12
Community Center meeting rooms reservations		1,867	n/a	n/a	224	185 (167-204)	-39 Mar '12
Mills Park soccer league usage-number of games		125	n/a (46-56)	n/a	0	n/a (0-0)	n/a Mar '12
Centennial Park league usage-number of games		670	n/a	n/a	0	0 (0-0)	0 Mar '12
Centennial Park tournament usage-number of games		440	n/a (436-533)	n/a	0	n/a (0-0)	n/a Mar '12
Eagle Valley Golf Course--round count		41,085	n/a	n/a	2,933	n/a	n/a Mar '12
Estimated number of persons visiting the Carson City Library		224,799	n/a (186,680-228,166)	n/a	29,805	n/a (23,942-29,262)	n/a Mar '12

▼ Programs offered to the public are utilized.

Youth sports-number of participants (PROS)		2,128	n/a	n/a	543	476 (428-524)	-67 Mar '12
Swimming lessons -number of participants (PROS)		808	n/a	n/a	81	62 (56-68)	-19 Mar '12
Adult sports-number of participants (PROS)		10,123	n/a	n/a	705	1,249 (1,022-1,249)	-543 Mar '12
Youth enrichment latch key-number of participants (PROS)		6,116	n/a	n/a	987	665 (599-732)	-322 Mar '12
Youth Kamp program participation.		1,513	n/a	n/a	18	n/a	n/a Mar '12
Movers/does-number of participants (PROS)		601	n/a (799-977)	n/a	147	n/a (148-180)	n/a Mar '12
Cooperative Extension program participation.		n/a	n/a	n/a	48,150	n/a (29,318-35,834)	n/a 2010

▼ Carson City is served by strong community based organizations.

Community support grants (CMO)		n/a	n/a	n/a	\$358,750	n/a	n/a 2012 FY
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▼ Recreational opportunities offered by non-profit organizations are supported.

Activity in non-City operated recreation programs (PROS)		36,751	n/a	n/a	36,751	n/a	n/a 2011 FY
Usage of City facilities by non-profit sports organizations.		1,947	n/a	n/a	388	n/a	n/a Mar '12

Scorecard - Carson City Scorecard

▼ A Physically Connected Community							
▼ Adequate roadways accomodate vehicular travel.							
Traffic - Total Accidents	▲	313	355	-42	▲	29	36 -7 Mar '12
▼ Public transportation is convenient and accessible.							
JAC Ridership by route	▲	136,037	112,338	23,699	▲	16,839	13,350 3,489 Mar '12
Results of JAC customer service surveys.		n/a	n/a	n/a		n/a	n/a n/a
▼ Pathways and other non-vehicular routes connect neighborhoods, schools, business districts and public facilities.							
Pathways completed (miles)		n/a	n/a	n/a		1.72	n/a n/a 2011 FY
▼ Transportation planning efforts are coordinated with neighboring counties.							
▼ A Community Rich in History, Culture and the Arts							
▼ Historic resources are preserved.							
Historic Resources Commission applications received (PW)	▼	21	n/a (16-19)	n/a	▼	1	n/a (0-0) n/a Mar '12
▼ Public and private cultural assets that support culture and arts are preserved and expanded.							
Brewery Arts Center CSS (CMO)		n/a	n/a	n/a		\$0	n/a n/a 2011 FY
Support provided to the Brewery Arts Center.		n/a	n/a	n/a		n/a	n/a n/a
Brewery Arts Center		n/a	n/a	n/a		19,179visitors	n/a n/a 2009 FY
Bob Boldrick Theater- number of days reserved	▲	161	n/a (139-189)	n/a	▼	22	n/a (24-30) n/a Mar '12

Scorecard - Carson City Scorecard

▼ Excellence in Education and Lifelong Learning.								
▼ Resources for lifelong learning are provided.								
Cooperative Extension program participation.		n/a	n/a	n/a	▼	48,150	n/a (29,318-35,834)	n/a 2010
Library material circulation	▲	298,574	n/a (271,370-331,673)	n/a	▲	36,218	n/a (33,690-41,176)	n/a Mar '12
Reference questions answered at the Carson City Library	▼	65,763	n/a (52,305-63,929)	n/a	▼	7,806	n/a (6,322-7,726)	n/a Mar '12
▼ Tools for lifelong learning are provided.								
Access to the wireless network at the Carson City Library (Hours)	▼	116,554	n/a (149,959-183,284)	n/a	▼	17,326	n/a (17,540-21,438)	n/a Feb '12
Public computer use at the Carson City Library (patrons)	▲	35,164	n/a (28,967-35,406)	n/a	▼	4,960	n/a (3,451-4,217)	n/a Mar '12
▼ Opportunities for cultural education are encouraged.								
▼ K-12 entities and Western Nevada College are supported.								
▼ Open and Accessible Government								
▼ Carson City provides information regarding City services and issues to the public.								
Web hits-pageviews- monthly total (CC)	▼	191,728	205,994	-14,266	▼	19,840	24,337	-4,497 Mar '12
▼ Residents are encouraged to provide input regarding City services and issues.								
▼ Access to free wireless networks are encouraged throughout Carson City.								
▼ Citizens are encouraged to become involved in their local government.								
Percentage of voter turnout during the general election.		n/a	n/a	n/a	▲	79.11%	71.99%	7.12 2010
Average number of applications received per advertised vacancy--Boards, Committees, Commissions		n/a	3.00	n/a		n/a	3.00	n/a Apr '12
Percentage of the population of Carson City at General Election that are registered to vote		n/a	n/a	n/a	▲	44.79% (24,737.00/55,228.00)	40.95%	3.84 2010
▼ Financial resources are effectively managed.								
Transfer in and (out) of the General Fund.		n/a	n/a	n/a		\$-60,012	n/a	n/a 2011 FY
General Fund Expenditures - Annual		n/a	n/a	n/a		\$57,466,628	n/a	n/a 2011 FY
General Fund Revenues - Annual		n/a	n/a	n/a		\$54,770,049	n/a	n/a 2011 FY
General Fund Beginning Fund Balance - Annual		n/a	n/a	n/a		\$6,331,862	n/a	n/a 2012 FY

Scorecard - Carson City Scorecard - 2012

Information

Name:	Carson City Scorecard - 2012
Description:	Revised top-level scorecard proposed for 2012.
Domain:	City Administration (CC)
Owners:	Supervisors, Board of

Details

	Name		FYTD Actual	FYTD Target	FYTD Variance		Actual	Target	Variance	As Of
▼	A Safe and Secure Community									
▼	Residents and visitors and their property are safe from criminal activity.									
	UCR - Crime Rate		n/a	n/a	n/a	■	23.24"per 1,000"	22.44"per 1,000"	-0.80	2010
	CompStat - Crimes Against Persons	▼	555	540	15	▲	64	64	0	Mar '12
	CompStat - Crimes Against Property	▼	948	825	123	▼	90	74	16	Mar '12
	Calls for service - Sheriff	▲	19,539	21,094	1,555	▲	1,987	2,179	192	Mar '12
	Sheriff's emergency response times (Minutes)	▲	5	5 (3-7)	0	▼	1	5 (3-7)	-4	Mar '12
▼	Residents and visitors are safe in structures and protected from damage.									
	Injuries sustained in fire and other emergencies involving structures	■	1	0	-1	▲	0	0	0	Mar '12
	Estimated losses sustained as a result of fire related incidents		\$301,070	n/a	n/a	▼	\$9,000	\$600	-8,400	Mar '12
	Calls for service - Fire	▼	692	690	2	▼	134	59	75	Mar '12
	Fire emergency response times (minutes)	▲	7.5	7.6	0.1	▲	6.8	7.4	0.7	Mar '12
▼	Residents and visitors are safe when traveling throughout Carson City and utilizing public facilities.									
	Traffic - Total Accidents	▲	313	355	-42	▲	29	36	-7	Mar '12
	Total liability claims against the city.		26	n/a	n/a		1	n/a	n/a	Mar '12
▼	Carson City is prepared for emergency events.									
	Emergency preparedness exercises held.		n/a	1	n/a		0	n/a	n/a	Jul '11

Scorecard - Carson City Scorecard - 2012

▼ A Healthy Community							
▼ Disease in the community is prevented and controlled through community health services.							
Reportable Disease Surveillance	▲	314	389	-75 ▼	85	73	12 Mar '12
Community Health Nursing Services	▲	9,286	7,794	1,492 ▲	950	866	84 Mar '12
▼ Water and sanitation services contribute to the health of the community.							
Percentage of water quality tests meeting federal requirements (PW)		n/a	100%	n/a ▲	100%	100%	0 Mar '12
▼ Ambulance services are available.							
Calls for Service - Ambulance	▼	5,456	4,897	559 ▼	619	544	75 Mar '12
Medical Emergency Response Times (Minutes)	▲	7.0	7.4	0.4 ▼	7.1	7.0	-0.1 Mar '12
▼ Families in need are provided resources to become self supportive.							
Total applications for assistance processed	▲	1,397Applications	n/a	n/a ▲	102Applications	n/a	n/a May '11
		(1,100Applications - 1,650Applications)			(100Applications - 150Applications)		
Persons provided Workforce Program Assistance	▲	339	n/a	n/a ▲	36	n/a	n/a Mar '12
			(279 - 423)			(31 - 47)	
Workforce Program participants finding employment		54	n/a	n/a	4	n/a	n/a Mar '12
▼ A Vibrant, Diverse and Sustainable Economy							
▼ Local business activity is supported.							
Total private employment (quarterly)	▲	18,367	18,357	10 ▲	18,367	18,357	10 '12 FQ1
Total public employment (quarterly)	▼	9,137	9,281	-144 ▼	9,137	9,281	-144 '12 FQ1
Total private sector wages paid (quarterly)	▲	\$189,001,669	\$185,808,765	3,192,904 ▲	\$189,001,669	\$185,808,765	3,192,904 '12 FQ1
Total public sector wages paid (quarterly)	▲	\$125,651,572	\$115,437,242	10,214,330 ▲	\$125,651,572	\$115,437,242	10,214,330 '12 FQ1
Local taxable sales	▲	\$489,190,121	\$473,296,849	15,893,272 ▲	\$55,894,270	\$53,521,790	2,372,480 Feb '12
▼ Development of new and expanded businesses are encouraged.							
Business license applications processed - new businesses (PW)	▼	656	840	-184 ▼	64	105	-41 Apr '12
Assistance provided to new businesses at the BRIC.		95	n/a	n/a	10	n/a	n/a Dec '11
Assistance provided to existing businesses at the BRIC.		35	n/a	n/a	4	n/a	n/a Dec '11
▼ A Clean and Healthy Environment							
▼ Solid waste is recycled or safely and effectively disposed of.							
Percent of Solid Waste Recycled - Annual Amount		n/a	n/a	n/a ▼	24.01%	25.00%	-0.99 2010
Estimated life span of the Carson City Landfill.		n/a	n/a	n/a ▲	51Years	15Years	36 2010
▼ Wastewater is safely and effectively managed.							
Wastewater plant inflow as a percentage of plant capacity.	▲	66%	85%	19 ▲	66%	85%	19 Mar '12
Wastewater effluent quality test results.	▲	100% meet tests	100% meet tests	0 ▲	100% meet tests	100% meet tests	0 Mar '12
Brunswick Reservoir percentage of capacity.	▲	34%	n/a	n/a ▲	53%	n/a	n/a Mar '12
			(13% - 75%)			(13% - 75%)	

Scorecard - Carson City Scorecard - 2012

▼ An Active and Engaged Community							
▼ Public spaces and facilities are available for activities.							
Community Center Gymnasium-Number of Days Used		226	265 (217-265)	-39	29	29 (23-29)	0 Mar '12
Community Center meeting rooms reservations		1,867	n/a	n/a	224	185 (167-204)	-39 Mar '12
Centennial Park league usage-number of games		670	n/a	n/a	0	0 (0-0)	0 Mar '12
Centennial Park tournament usage-number of games		440	n/a (436-533)	n/a	0	n/a (0-0)	n/a Mar '12
Mills Park soccer league usage-number of games		125	n/a (46-56)	n/a	0	n/a (0-0)	n/a Mar '12
Usage of City facilities by non-profit sports organizations.		1,947	n/a	n/a	388	n/a	n/a Mar '12
Eagle Valley Golf Course-round count		41,085	n/a	n/a	2,933	n/a	n/a Mar '12
▼ Recreation programs are offered and effectively utilized by the public.							
Adult sports-number of participants (PROS)		10,123	n/a	n/a	705	1,249 (1,022-1,249)	-543 Mar '12
Youth sports-number of participants (PROS)		2,128	n/a	n/a	543	476 (428-524)	-67 Mar '12
Swimming lessons -number of participants (PROS)		808	n/a	n/a	81	62 (56-68)	-19 Mar '12
Youth enrichment latch key-number of participants (PROS)		6,116	n/a	n/a	987	665 (599-732)	-322 Mar '12
Activity In non-City operated recreation programs (PROS)		36,751	n/a	n/a	36,751	n/a	n/a 2011 FY
▼ Carson City is served by strong community based organizations.							
Community support grants (CMO)		n/a	n/a	n/a	\$358,750	n/a	n/a 2012 FY
▼ A Physically Connected Community							
▼ Roadways are in good condition to accomodate vehicular travel.							
▼ Public transportation is convenient and accessible.							
JAC Ridership by route		136,037	112,338	23,699	16,839	13,350	3,489 Mar '12
Results of JAC customer service surveys.		n/a	n/a	n/a	n/a	n/a	n/a n/a
▼ Pathways and other non-vehicular routes connect neighborhoods, schools, business districts and public facilities.							
Pathways completed (miles)		n/a	n/a	n/a	1.72	n/a	n/a 2011 FY

Scorecard - Carson City Scorecard - 2012

▼ A Community Rich in History, Culture and the Arts							
▼ Historic resources are preserved.							
Historic Resources Commission applications received (PW)	▼	21	n/a (16-19)	n/a	▼	1	n/a (0-0) n/a Mar '12
▼ Public and private cultural assets that support culture and arts are preserved and expanded.							
Brewery Arts Center CSS (CMO)		n/a	n/a	n/a		\$0	n/a n/a 2011 FY
Support provided to the Brewery Arts Center.		n/a	n/a	n/a		n/a	n/a n/a
Brewery Arts Center		n/a	n/a	n/a		19,179 visitors	n/a n/a 2009 FY
Bob Boldrick Theater- number of days reserved	▲	161	n/a (139-169)	n/a	▼	22	n/a (24-30) n/a Mar '12
▼ Excellence in Education and Lifelong Learning.							
▼ Tools and resources for lifelong learning are provided.							
Library material circulation	▲	298,574	n/a (271,370-331,673)	n/a	▲	36,218	n/a (33,690-41,176) n/a Mar '12
Access to the wireless network at the Carson City Library (Hours)	▼	116,554	n/a (149,959-183,284)	n/a	▼	17,326	n/a (17,540-21,438) n/a Feb '12
Cooperative Extension program participation.		n/a	n/a	n/a	▼	48,150	n/a (29,318-35,834) n/a 2010
Public computer use at the Carson City Library (patrons)	▲	35,164	n/a (28,967-35,406)	n/a	▼	4,960	n/a (3,451-4,217) n/a Mar '12
Reference questions answered at the Carson City Library	▼	65,763	n/a (52,305-63,929)	n/a	▼	7,806	n/a (6,322-7,726) n/a Mar '12
Estimated number of persons visiting the Carson City Library	▲	224,799	n/a (186,680-228,166)	n/a	▼	29,805	n/a (23,942-29,262) n/a Mar '12
▼ Open and Accessible Government							
▼ Residents have access to information regarding their local government and are encouraged to actively participate in its operation.							
Percentage of the population of Carson City at General Election that are registered to vote		n/a	n/a	n/a	▲	44.79% (24,737.00/55,226.00)	40.95% 3.84 2010
Percentage of voter turnout during the general election.		n/a	n/a	n/a	▲	79.11%	71.99% 7.12 2010
Web hits-pageviews- monthly total (CC)	▼	191,728	205,994	-14,266	▼	19,840	24,337 -4,497 Mar '12
Average number of applications received per advertised vacancy-Boards, Committees, Commissions		n/a	3.00	n/a		n/a	3.00 n/a Apr '12
▼ Financial resources are effectively managed.							
General Fund Revenues - Annual		n/a	n/a	n/a		\$54,770,049	n/a n/a 2011 FY
General Fund Beginning Fund Balance - Annual		n/a	n/a	n/a		\$6,331,862	n/a n/a 2012 FY
General Fund Expenditures - Annual		n/a	n/a	n/a		\$57,466,628	n/a n/a 2011 FY
General fund revenues	■	\$41,989,325	\$43,682,930	-1,693,605	▲	\$4,564,123	\$4,287,130 276,993 Mar '12
General Fund expenditures	■	\$40,693,340	\$39,110,229	1,583,111	▼	\$5,722,687	\$4,305,323 1,417,364 Mar '12