



City of Lake Ozark, Missouri - 2023 Action Plan

Category	Philosophy	Practice	Priority	Key Team Members	Update
Infrastructure Management	Much effort has already been made to position us for infrastructure improvements- it should not be wasted	As we pursue road surfacing projects, inform property owners in neighborhood of the contractor so that they may seek private improvements while contractor is mobilized	Formulate 3-5 year Capital Improvement Plan		
			Address Bagnell Dam Boulevard in improvement list (non-Strip)		
			Overlook Road waterline extension due to well failure		
	We collect tax dollars to fund infrastructure improvements, they should be used but managed appropriately	Be proactive with water and sewer extensions and improvements; don't wait for failures to happen	Install EV charging stations in public spaces and advocate for their use in private areas		
			Identify Bagnell Dam Boulevard funding mechanism (TDD, statutory change, existing means, etc.)		
	This is the core of what citizens expect from local government	Utilize and adopt Road Committee recommendations wherever possible	Bagnell Dam Strip reconstruction should be a comprehensive overhaul of infrastructure		
			Determine appropriate level of maintenance for Valley Road		
Parks Improvements	This presents the opportunity for children and other members of the public to further engage with their community	Pursue long-range parks plans	Make improvements to existing park features (benches, picnic tables, trash cans, surfacing, etc.)		
			Re-establish Parks and Recreation Board		
			Utilize public boat launch as a revenue generator to lead to its eventual improvement		
	We currently under-utilize parks spaces	Engage public/private partnerships to finance and develop	Create walking trails throughout community		



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Economic Development Initiatives	Smart economic development will expand resident base and sales tax volume, allowing the City to maintain and improve services	Seek ways to develop affordable single- and multi-family housing	Support Fish Haven Apartments developer in pursuit of expansion project		
			Work closely with Osage Nation and private casino developers to reach optimal project success		
	Balance needs of current community with new development	Seek expansion of housing supply (breadth and depth) to prepare labor market for future commercial development and build residency	Create development/market profiled for vacant development land in community		
		Recruit and retain businesses across sectors (industrial employers, hospitality/convention center development, stable retailers, sales tax generators as priority)	Create utility maps showing current service levels, junction opportunities, and planned expansions, in effort to better inform developers		
Communications	We should identify every available means of communicating city projects to the public	Prioritize communication on projects (timeline, cost, funding mechanism, how they were identified)	Develop a regular community newsletter, highlighting City activities		
		Provide communicated follow-through on citizen requested work orders	Investigate costs of adding digital messaging sign to City Hall campus		
		Continually define Lake Ozark's identity within the region			
		Staff-to-board and board-to-staff communications outside of meetings should increase	Publish CIP calendar with consistent updates		



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Internal Elements	City hall (the building) is the face of the city as a business	Improve City Hall customer service	Streamline permitting process that provides clearer and consistent expectations to developers		
		Regularly assess hurdles to doing business with the city and address as they arise	Perform facilities assessment (building needs, cleanliness/safety, improvements, future expansion)		
		PD recruitment and retention efforts should be ever-evolving	Develop means of staff appreciation and development		
	City hall (staff and elected officials) are the face of the City as a business		Increase level of service LOPD can offer		
		Improve image of the City to the public	Build upon BOA orientation and provide similar training to commissioners		
		Ensure all work is performed in the proper legal fashion	Go as paperless as practical for BOA meetings		
		Staff should be given appropriate tools to perform the job they've been given	Host session with legislators to maximize relationship		
		Staff should receive an equitable wage for the work they perform	Perform assessment of organization's efficiency and staffing levels		



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Fiscal Stewardship	We have a desire to financially stable without compromising service provision	Utility rates should be adjusted incrementally	Engage outside assistance to pursue statutory amendment to local sales tax options		
		When fees, tax rates, user rates are amended, desired outcomes should be communicated	Review purchasing/bidding policy for improvements		
	Previous spending and saving habits have resulted in inconsistent financial position for City	Review historical (pre-COVID) revenues and make projections with these figures and traditional growth projections	Initiate utility rate assessment		
		Clearly identify expenditures within budget documents	Identify property tax rate increase options and initiate assessment of increase		
Beautification	The appearance of our community reflects our citizens, businesses, and governance	Maximize awareness and engagement with citywide cleanup efforts	Install community gateway signs and directional signs		
		Encourage neighborhoods and business owners to have more pride in their property; this starts with us doing the same	Work with property owners to see diminished structures become valuable lots		
			Consider requirement of trash enclosures citywide		
Bagnell Dam Strip Revitalization	Area should feel family-friendly and welcoming to all, recognizing that "family-friendly" today means a different thing than it did decades ago	Make ongoing effort to improve area safety	Prepare a consistent traffic control plan for events so nearby residents are not detrimentally affected by these occurring		
			Follow through on suggested trash improvements (pre-season reminder)		
		Partner with landowners wherever possible to create meaningful projects and partnerships	Pursue cleanup of Ameren-owned properties and structures near Bagnell Dam		
	The current environment feels too stagnant for our most vibrant area; we should be the catalyst for its next phase	Pursue business diversity in downtown commercial district	Create public-access boat docks near Strip		
			Review possible public art installations and surfacing options for roadways/walkways		
			Install parking meters on Strip as means of funding improvements in future		



City of Lake Ozark, Missouri - 2023 Department Objectives

Department	Objectives	Updates
City Clerk's Office	Facilities maintenance practices and improvements (air systems, phone systems, board room sound system)	
	Records management - reorganize Archives room	
	Continuing education for staff members, including cross-training	
	Continue transferring court cases to Show-Me Courts	
Police Department	Update policy and procedures manual	
	Community engagement (show positive presence)	
	In-house training development (reporting, firearms skills, rapid deployment, prosecutor-based training)	
	Integration of K9 handler and K9 officer	



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Finance Department	Enhance budget management (purchase order system, implement inventory controls, establish fund balance policy)	
	Review evaluation process (desire to move to electronic format with more	
	Maintain electronic copies of receipts (vendor payments, utility payment	
	Expand training (New hire onboarding, and InCode system modules to have an increased staff fluency)	
Administration/Community Development	Establish and implement BOA priorities into working plan	
	Update building codes and increase staff fluency on planning and zoning	
	Re-prioritize stakeholder engagement	
	Increase communication with BOA outside of meetings	
	Support department head-led initiatives	
	Establish internal improvement team and practices	
Public Works	Determine path forward on integrated facility	
	Improve purchasing and inventory policies/management	
	Make public and BOA reports more consistent and robust	
	Fill staff positions and retain staff	
	Utility Department - Meter reading/monitoring transition to be completed, and integrate all meters to fixed base system	
	Transportation - Train newest team members on equipment use and fill vacancy	