



JANUARY 2020



2024 Strategic Plan

The City Commission set the groundwork that will guide the City of Tallahassee's operations to its 200th anniversary in 2024 with the recent adoption of the 2024 Strategic Plan.

This five-year plan – the first overarching plan of this magnitude in our organization's history - will steer policy setting, budget decisions and chart our progress toward achieving our collective aspirations for who we are as a community, while solidifying the City as the national leader in the delivery of public service.

With a focus on Economic Development, Impact of Poverty, Organizational Effectiveness, Public Infrastructure, Public Safety, Public Trust and Quality of Life, the plan sets forth a framework to build a creative capital city that supports a strong community with vibrant neighborhoods and diverse, passionate people; that thrives as an innovative economic and educational hub; and that protects our natural resources.

Within the pages of the 2024 Strategic Plan, you will see the integration of more than 40 departmental plans, research and citizen feedback. Each of the goals and objectives is the result of a collaborative effort designed to seize upon opportunities and meet the needs of our growing, diverse community.

Thank you to the thousands of neighbors and residents who participated in the strategic planning process and shared their priorities over the past year. Community voices were pivotal in shaping the plan at every stage of development.

The City's workforce of approximately 3,000 dedicated employees will implement the plan. As the largest single provider of municipal services in our region, employees pride themselves on providing exceptional customer service, exploring ways to increase efficiencies and creating a vibrant community. This commitment to best-in-class service delivery has cultivated our world-class parks, best tasting drinking water and led to many recognitions, including No. 1 Public Utility in the nation, Best in Nation Gas Utility and one of the South's Best Cities.

The strategic plan sets direction across the entire City organization. Achieving the set metrics will require coordination across departments and with numerous stakeholders in the community.

You can continue to help make Tallahassee one of the premier cities in the nation by staying informed and engaged as this plan is implemented. View the 2024 Strategic Plan by visiting [Talgov.com/2024](https://www.talgov.com/2024).

MEETINGS IN FEBRUARY

- Feb 12** City Commission regular meeting at 4 pm
- Feb 18** Capital Region Transportation Planning Agency meeting at 1:30 pm
- Feb 19** City Commission workshop at 1 pm
- Feb 25** Joint City of Tallahassee / Leon County Workshop on 2020 Comp Plan Amendments at 1 pm at the Leon County Courthouse, 301 S. Monroe Street
- Feb 26** City Commission regular meeting at 4 pm

All meetings are held in the City Commission Chambers, located on the second floor of City Hall (300 S. Adams St.), unless noted otherwise. Meeting dates, times and locations are subject to change. City Commission meetings are shown live and rebroadcast on WCOT, the City's government access channel (Comcast Cable and CenturyLink channel 13). City Commission meetings are also streamed live online and are indexed and posted for viewing on [Talgov.com](https://www.talgov.com). Call the Department of Communications at 850-891-8533 for more information or view the current City Commission agenda online at [Talgov.com](https://www.talgov.com). Follow @CityofTLH on Twitter for City news.

*Celebrate
our future!*
Happy New Year





PROPERTY TAX EXEMPTIONS

If you own and occupy property in Leon County, you may qualify for one or more property tax exemptions as dictated by Florida Statutes. March 1 is the filing deadline for each tax year. Eligibility is based on your

permanent residence status as of January 1, and exemptions do not automatically transfer. To learn more, visit leonpa.org or call 850-606-6200.

Sustainability Tip

Add caulk or weatherstripping to seal air leaks around doors and windows.



HELP PROTECT OUR LAKES

The storm drains you see on the side of the road are designed to prevent flooding and convey excess rain water (runoff) to surface waters, including lakes, rivers and streams. Unlike the water that flows down the drains inside your home, which goes to sewage treatment facilities, the storm drain system is completely separate. Keeping these drains free of pollutants is vital to the health of our waterways, which is why dumping anything, solid or liquid, into a storm drain, culvert, ditch or stormwater pond is prohibited by City ordinance. Pollutants from illicit discharges, like yard clippings or paint, are carried by rain water to local lakes and other surface waters.

If you see anyone spilling, dumping, discharging or connecting to the stormwater system, please help the environment by calling the City's Customer Operations Department at 850-891-4968 or report using DigiTally. For more information on pollutants and ways you can help protect our waterways, visit TAPPwater.org.

AVOID FROZEN WATER PIPES



When temperatures dip extremely low, be sure to take measures to prevent frozen water pipes from bursting. Unlike other liquids, water expands when it freezes. When water pipes freeze, the expanding water can break the pipe, and you can be

left with a thoroughly soaked house when those pipes thaw. Here's some advice for those nights when a hard freeze is likely - about 30 degrees (F) or below for more than one hour.

- **Trickle cold water** from one or more faucets.
- **Insulate all exposed outside water pipes and faucets.**
- **Make sure the cover to your water meter fits tightly.**
- If you have a backflow assembly on your water service line, **insulate the assembly** by wrapping or covering the pipe. Do not cover the bottom relief opening on the underside at the middle of the apparatus to avoid creating other flooding problems.

When pipes break between the water meter and the home or within the home, the customer is responsible for repairs. City of Tallahassee Utilities repairs any damage to pipes between the water main under the street and the meter or in the main itself.

For more info, call 850-891-4968 or visit Talgov.com/YOU.



GOLF ALL YEAR

Want to learn a new skill or get outdoors more this year? Check out the City's Hilaman and Jake Gaither Golf Courses! Hilaman is located off Blair Stone Road in the heart of Tallahassee, offering a panoramic 18-hole course. With a quality pro shop, delicious restaurant, inviting event space and more, you're guaranteed a great experience. Gaither, located off Bragg Drive, is one of Tallahassee's most welcoming courses, offering 9-holes of serene play. Both courses provide challenges for all levels of golfers. Learn more at Talgov.com.