

SERVICES TO BE PROVIDED BY THE MOUNTAIN VIEW
CHAMBER OF COMMERCE DURING THE TERM OF THE LEASE
WITH THE CITY OF MOUNTAIN VIEW

(New/Updated Requirements Noted in Italicized Font)

- On September 1st of each and every year of the lease, the Chamber of Commerce will submit to the City Council, via the Economic Development Manager, *an Annual Work Plan of planned programs and initiatives for the year ahead, including performance metrics for each planned activity.*
- On September 1st of each and every year of the lease, the Chamber of Commerce will submit to the City Council, via the Economic Development Manager, *an Annual Report of program and initiative accomplishments for the preceding year using established performance metrics from the Annual Work Plan.*
- Provide visitor and information services targeted to both individuals and potential businesses.
Performance metrics
 - *Produce visitor information packets for distribution upon request and at special events and record number provided.*
 - *Provide the City with 25 copies of packets.*
 - *Update the packets at least annually.*
 - *Characterize telephone, web site and walk-in inquiries by type and total number of requests.*
- Provide economic development support to existing and prospective businesses in the City.
Performance metrics
 - *Develop, maintain and publicize a business economic development outreach program.*
 - *Update program at least annually or more often as economic conditions warrant.*
 - *Produce supporting economic development data packets relevant to existing and prospective businesses.*

- Develop and implement programs that complement, support and enhance City economic development.

Performance metrics

- *Within six months, develop a mutually agreeable plan, including reportable milestones and proposed actions, to support and enhance City programs.*
 - *Review and update the plan annually following adoption.*
 - *Meet with the Economic Development Manager at least semiannually to review status and report on progress of plan.*
- *Develop and implement a coordination plan with the Central Business Association to develop complementary programs for downtown Mountain View.*
- Maintain and distribute a complimentary up-to-date map of the City of Mountain View to visitors.
- Maintain a web site with visitor information about the City.