



WESTMINSTER

Staff Report

TO: The Mayor and Members of the City Council

DATE: April 4, 2012

SUBJECT: Briefing and Post-City Council Briefing Agenda for April 9, 2012

PREPARED BY: J. Brent McFall, City Manager

Please Note: Study Sessions and Post City Council briefings are open to the public, and individuals are welcome to attend and observe. However, these briefings are not intended to be interactive with the audience, as this time is set aside for City Council to receive information, make inquiries, and provide Staff with policy direction.

Looking ahead to Monday night's Briefing and Post-City Council meeting briefing, the following schedule has been prepared:

Dinner	5:30 P.M.
Council Briefing (<i>The public is welcome to attend.</i>)	6:00 P.M.
POST BRIEFING (<i>The public is welcome to attend.</i>)	
Adams County Mayors Commissioners Youth Award Recognition Reception	6:30 P.M.

PRESENTATIONS

1. United Power Undergrounding Fund for LED Street Lighting

CITY COUNCIL REPORTS

1. Report from Mayor (5 minutes)
2. Reports from City Councillors (10 minutes)

EXECUTIVE SESSION

None at this time.

INFORMATION ONLY

1. Employee Appreciation Teams in Action Update

Items may come up between now and Monday night. City Council will be apprised of any changes to the post-briefing schedule.

Respectfully submitted,

J. Brent McFall
City Manager



WESTMINSTER

Staff Report

Information Only Staff Report
April 9, 2012



SUBJECT: Use of United Power Undergrounding Fund for LED demonstration project

PREPARED BY: Benjamin Goldstein, Management Analyst
Jane Greenfield, Assistant City Attorney

Recommended City Council Action

Direct Staff to draft an ordinance to amend City Code to permit the use of undergrounding funds for the LED demonstration project with United Power.

Summary Statement

The City currently has an electric franchise with United Power for a small area in the northeast corner of the City. The United Power undergrounding fund contains approximately \$30,000, but the City does not foresee any undergrounding needs in their franchise area since the development of that area has occurred subsequent to the City's code requirement mandating undergrounding of utility lines. United Power proposes to use those funds to replace the current 17 streetlights in the Quail Hill and Silver Oaks neighborhoods with LED streetlights. Under the current City Code, the City does not have the clear authority to divert these funds from undergrounding to another project, therefore, Staff is proposing a Code change to allow for this.

Background Information

In an effort to reduce the City's energy consumption and a portion of the nearly \$2.5 million being spent on energy and maintenance for street lighting, Staff initiated work on a street lighting study. Through the study, the City is working to establish lighting standards for new and existing street lighting.

As a part of the street lighting study currently underway with the City's vendor Clanton and Associates, the City intends to analyze different lighting types, including LED's. Staff determined that there were no LED lighting installations near Westminster that would meet the intended sample guidelines and proposed a possible installation site within the City. One of these proposed sites was in the United Power services area of the City, which is a small portion in the far Northeast portion of the City, including the Quail Hill and Silver Oaks neighborhoods.

Conversations with United Power were extremely positive and resulted in them proposing the use of the underground fund to help cover the costs of the new LED lights, as the lines in this area are new and were initially installed underground. As a further example of the very positive partnership the City has with United Power, they offered to create a new lower LED street light rate for the City, resulting in immediate savings to the City. United Power would also like to use this installation as a

test site for future LED installations throughout their services area, thus providing additional incentive for them to support the proposed project.

Under the current franchise, United Power sets aside 1.5% of their electric revenues from the franchise area in a reserve for undergrounding projects that the City requests. Because the development in this area is relatively new and the City has had a mandatory undergrounding requirement for utility lines in our code for a number of years, all of the electric lines in this area are currently underground and any future lines would also be undergrounded, without the necessity of using the undergrounding fund dollars.

The undergrounding fund dollars are not City funds and those dollars would stay in United Power's possession unless and until used for an undergrounding project or the expiration of the franchise, at which time the company could use the funds for whatever it desired. Staff feels it would be reasonable to amend the language in the franchise agreement to permit the dollars in the undergrounding fund to be used for capital projects other than undergrounding, with the mutual consent of the City and the company. If Council agrees, Staff would prepare and return to Council an ordinance amending Section 16-5-36, W.M.C. to permit this use of the undergrounding fund.

The installation of LED lighting in the United Power service area within the City of Westminster will help achieve several of City Council Strategic Plan Goals, including: Financially City Government Providing Exceptional Services; Vibrant Neighborhoods in One Livable Community; and Beautifully and Environmentally Sensitive City.

Respectfully submitted,

J. Brent McFall
City Manager



WESTMINSTER

Staff Report

Information Only Staff Report
April 9, 2012



SUBJECT: Employee Appreciation Teams in Action Update

PREPARED BY: Lisa Chrisman, Employee Development & Benefits Manager
Debbie Mitchell, General Services Director

Recommended City Council Action

This report is for City Council information only and requires no action by City Council

Summary Statement

The first 2012 Teams in Action luncheon was held on Wednesday, March 21, 2012, at City Park Recreation Center. The Employee Recognition Program is an integral part of the organization's efforts to provide a quality work environment by recognizing effective employees delivering quality service to citizens. This report is a summary of all March Teams in Action department submittals.

Background Information

A basic tenet of modern personnel management strategy is to consistently, diligently and honestly recognize the valuable contributions of employees. Recognition can take many forms and it is the City's intent to utilize various awards systems to acknowledge the valuable contributions made by City employees. One form of recognition that occurs twice a year is the awarding of Teams in Action. The Teams in Action award is designed to allow each City department the ability to recognize efforts and accomplishments of various teams, task forces, or work groups that may operate intra or inter-departmentally. The goal of the award is to encourage teamwork and recognize team accomplishments in the areas of quality service delivery, enhanced productivity, systems and procedures improvement and quality of work life enhancements.

The following are summaries of the Teams in Action award submittals made by departments:

Department of Community Development - Historic Bowles House Restoration Project Team

This team was brought together to take on the complex task of coordinating and implementing the restoration of the historic Bowles House. Restoration included major repair to the building's structural integrity, as well as reconstruction and preservation of the interior and exterior. Due to the historic nature of the building, the task was much more complex than a basic construction and renovation project. In coordination with the Westminster Historical Society, effort was required to temporarily remove and store museum artifacts and meet historic protection and preservation

requirements. The complexity of the project required that the team work collectively and within strict time requirements. In addition to the team's passion and commitment to the work, the project was an example of the City's SPIRIT values. The team's efforts also supported the City's Strategic Plan goal of vibrant neighborhoods in one livable community ensuring the Bowles House will remain standing for many generations to admire and reflect on the City's beginnings.

Finance Department - Bank Conversion Team

Banking is a critical part of the City's daily operations. Last year, Finance Department staff evaluated the City's banking services and published a request for proposals (RFP). Eight banks responded with very compelling options and products in their proposals. After hours of RFP review, evaluation, meetings, interviews and negotiations, Key Bank was selected and approved to handle the City's banking services between the years 2012 and 2017. The change to Key Bank required many staff members be called into action and help with transitions. The Key Bank team worked carefully from their end, while the citywide team worked diligently in the background to make the transition a success. The lasting impact will be a more user-friendly system, better customer service and reduced costs to the City of \$90,000 over the course of the contract. The time and talents this team demonstrated were an example of the City's SPIRIT values and the transition to a new banking service supported the City's Strategic Plan goal of a financially sustainable City government providing exceptional services.

Fire Department - Fire Station 1 Broadband Team

In late 2011, the Fire Department organized a team to address insufficient bandwidth needed for Fire Station 1 to function effectively. The team included Fire Department and Information Technology Department (IT) personnel who pursued solutions to a problem that was outside the normal operating procedures. These meetings yielded a potential fix utilizing existing infrastructure provided by Comcast's business data services. In order to secure contract services with Comcast, the City Attorney's Office became an additional team member reviewing and editing the contract to ensure compliance with TABOR requirements. With minimal costs in hardware, and a low on-going fee similar to what the general public would pay for data services, the answer to the problem was a quick and affordable fix. IT staff's utilization of hardware was so unique that engineers from Comcast were called on to validate the approach. In the end, this collaborative venture yielded data capabilities that were tenfold greater than Station 1 had in the past. This solution was a departure from the norm and exhibited key elements of SPIRIT - **Service** to the organization, **Pride** in a unique solution, **Integrity** of those involved to make quality improvements, accepting **Responsibility** to meet the needs for a city facility, **Innovation** in utilizing specialized skills, hardware, and resources, and **Teamwork** to successfully provide improved bandwidth to this Fire Station. The team's work also supported the City's Strategic Plan goal of a safe and secure community by ensuring the Station is well equipped to provide services.

General Services Department – Risk Management/Workers' Compensation Transition Team

In previous years, Risk Management staff used various expensive database systems to collect and track Workers' Compensation claim data. In 2010, the City began self-administering the City's claims resulting in the need for a new, internal database. Cost estimates from outside vendors for a customized system were not within the budget. Risk Management staff was already using a simple module in the City's JD Edwards financial tracking system for basic claim information, however, it was nowhere near as robust as it would need to be for more detailed work on in-house claims

adjustment. Immediately, the Information Technology Department stepped up to the task and assigned personnel to make the necessary modifications within JD Edwards. Ultimately, this meant building a system from scratch. Additionally, a tight deadline of November 1, 2011, had to be met to transition from the old service to the new JD Edwards system. Even with delays, problems and other priorities, the team accomplished the task by the deadline.

Today, Risk Management is enjoying a very useful and customized claims tracking system. The team continues to make adjustments as new issues are discovered during the day-to-day utilization of the system, as well as the fine tuning of reports. This team demonstrated the City's SPIRIT values of teamwork and partnership and supported the City's Strategic Plan goal of a financially sustainable City government providing exceptional services accomplishing a significant cost savings to the City.

Information Technology Department - Centralized Phone System Replacement Team

In 2009, the Information Technology Department (IT) formed a team that was charged with evaluating, selecting and implementing a new centralized phone system. The project was funded over a three-year period and was successfully completed on time and within budget in the fourth quarter of 2011. The new system accomplished three Citywide goals. The number one goal was to centralize the City's phone system into one and remove the costly and difficult to manage original system. The second goal was to create consistency across facilities by implementing a four digit dial plan. The third goal was to provide a unified communications platform with the capability to route voicemail into the employee email inboxes. This team's dedication and teamwork demonstrated the City's SPIRIT values. The new system also supported the City's Strategic Plan goal of financially sustainable city government providing exceptional services by allowing more effective and efficient use of IT staff, reducing contract and vendor dependence, simplifying and improving consistency of extensions, improving system reliability, reducing cost to maintain equipment at facilities, enhancing system capabilities, and improving customer service to citizens and businesses.

Parks, Recreation & Libraries Department - 2012 Golf Expo Team

Every year since 2009, golf staff attends the annual Golf Expo event held at the Denver Merchandise Mart. Golf staff operates a booth at the event and provides information about the City's two championship golf courses: Legacy Ridge Golf Course and The Heritage Golf Course at Westmoor. The event draws golf operations from several states including almost all of the state's golf courses. The golf marketing team knows this is an important event to help kick off the upcoming season, and staff also closely monitor and track all discount offers to help the golf courses recover as much revenue as possible. Staff assisted with pre-show preparations, sold punch-cards and helped ensure the computer/credit card system would be capable of accurate and secured accounting transactions. Close to the event date, staff learned that the Merchandise Mart's wireless system lacked reliability to provide secure credit card transactions. Golf staff worked with the Information Technology Department and established a secure transaction process ensuring the success of the event.

The three-day event yielded revenues of more than \$52,000. While several other Denver area golf courses experienced decreased sales, Westminster experienced the best year of sales since 2010, demonstrating another impressive example of a great "Team in Action" and the City's SPIRIT values. This team also supported the City's Strategic Plan goal of financially sustainable City government providing exceptional services by maintaining involvement in tradeshow where revenue is generated for the golf courses.

Police Department – Crime Resolution Team

The Police Department selected a group of dedicated staff that worked tirelessly to resolve a series of crimes that were occurring in the City. Traditional methods of solving these cases were unsuccessful, so dedicated members of the Westminster Police Department came together and worked in the utmost spirit of teamwork to bring the cases to a successful conclusion.

One example involved a series of residential burglaries occurring in Westminster. When detectives and members of the Special Enforcement Team (S.E.T.) began working on the investigation, they found a large group of individuals who were committing burglaries (eight were in our city; 33 were metro wide), auto theft, identity theft and drug trafficking. Little to no suspect information was available, and yet with persistence, extra hours, shared information and teamwork, the cases came together and resulted in multiple suspects being arrested and citizens' property being recovered.

A second example involved an insidious robbery against a senior resident. This resident, a former U.S. Marine, had parked his car in his driveway after grocery shopping with his wife. He was then forced to the ground by an unknown attacker, who stole his wallet and left. Many investigative methods were used that ultimately resulted in the suspect being identified and arrested. Due to additional evidence obtained through the suspect's girlfriend, the wallet was recovered. The S.E.T. officers and the main detective assigned to the case took great pride in arresting a dangerous felon, recovering the resident's wallet and reassuring the couple that the Westminster Police Department cared for their safety and was committed to serving them. The residents were most grateful for the exceptional service that officers provided.

A third example involved on-going graffiti problems at a Westminster business. In January of this year, a business owner in our City became extremely frustrated when unknown suspects repeatedly spray painted his building with graffiti. The citizen was at his wits end and contacted the Department. The S.E.T. and the Neighborhood Services Specialist started working the case and, using several investigative methods, identified multiple suspects arrested for Criminal Mischief and 2nd Degree Burglary. The Department has remained in contact with the business owner to continue working on a long-term solution.

These three examples demonstrate the City's SPIRIT values and ongoing commitment and dedication by Police staff to resolve crimes and support the City's Strategic Plan goal of a safe and secure community.

Recognizing teams is an important management practice in organizations striving to develop loyalty, ownership and effectiveness in their most valuable resource – employees. Westminster's employee recognition program, which includes the Teams in Action award, supports City Council's Strategic Plan goal of a financially sustainable City government providing exceptional services by maintaining a value driven organization and enhancing employee morale.

Respectfully submitted,

J. Brent McFall
City Manager