



WESTMINSTER

Staff Report

TO: The Mayor and Members of the City Council

DATE: June 6, 2012

SUBJECT: Briefing and Post-City Council Briefing Agenda for June 11, 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 6:00 P.M.

Council Briefing (*The public is welcome to attend.*) 6:30 P.M.

POST BRIEFING (*The public is welcome to attend.*)

PRESENTATIONS

1. Legislative Wrap-Up with Danny Tomlinson - *Verbal*

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. 2012 Citywide Goals and Objectives – first Period Update
2. Smart911 System

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
June 11, 2012



SUBJECT: 2012 Citywide Goals and Objectives - First Period Update
PREPARED BY: Ben Goldstein, Management Analyst

Summary Statement

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

Attached is the first period status report on major projects/initiatives/programs undertaken to achieve City Council goals for 2012. The items included in the attached document focus on those items activity through April 30, 2012, which specifically tie to Council's stated goals for 2012.

Background Information

The attached document reflects the actions Staff is pursuing to achieve City Council's 2012 Citywide Goals and Objectives. This report focuses on those items that specifically tie to Council's stated goals and objectives previously identified. Should Council desire additional information on a particular item included within this document, Staff will prepare appropriate supplemental information on the specific item requested. This report reflects the revised Goals and Objectives based on Council's review in May 2011. Changes made to Council's Goals at City Council's 2012 Strategic Plan Review will be reflected in the second period report.

The City Council goals for the First Period in 2012 remain as follows:

- Financially Sustainable City Government Providing Exceptional Services
- Strong, Balanced Local Economy
- Safe and Secure Community
- Vibrant Neighborhoods In One Livable Community
- Beautiful and Environmentally Sensitive City

The Goals & Objectives document includes the following information:

Goal – These are the priorities originally set by City Council at their 2002 Goal Setting Retreat. The goals were re-affirmed and refined for 2012 at City Council's May 2011 Strategic Plan Review.

Objective – Within each goal, Council has identified several objectives to help achieve that goal. Several "actions" will be undertaken within each objective to help achieve that goal.

Initiated – This column identifies the year in which the action initiates. Many actions were initiated prior to 2012; this reflects the long-term nature of projects/initiatives within the City.

Information Only Staff Report – 2012 Citywide Goals and Objectives – First Period Update

June 11, 2012

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Actions – This column reflects those specific projects, initiatives, and/or programs that Staff is working on to help achieve City Council’s goals. Additional New items added in 2012 have the designation “NEW” before the action item is noted. New or revised actions will be reflected in the next Citywide goals and objectives report to reflect Council’s updates to the 2012 Citywide goals and objectives made this spring. .

Assigned To – Many projects have multi-departmental, multi-member teams to help complete the project, initiative, and/or program. The names listed within this column reflect the primary project managers for the associated task and their respective department in parentheses. The first name listed represents the project lead and primary activity contact.

Projected Cost – This column reflects the budgeted and/or estimated expense associated with completing the associated activity. The amount listed may include costs that will not be borne by the City (such as grant dollars being awarded) and they may also reflect estimated, but unappropriated, costs. In many cases, the projects’ expenditures include materials, supplies and salaries for staff time; these fixed or indirect costs are not reflected in the figures.

Percent Complete – This column reflects Staff’s estimate of the amount of the activity (i.e., project, initiative, and/or program) that is complete.

Target Completion – This column reflects the target date to complete the associated activity.

Staff updates the percent complete column as a progress report for City Council. If Staff modifies any of the other columns to reflect changes in the activity (such as revised projected costs and/or changes in the target completion dates), a note explaining the modification will appear in the far right column. Any change to a particular action item is identified by shading.

In some cases, Council will note that the originating year may be prior to the year 2012; several of the projects Staff is working on were initiated prior to 2012 and require multiple years to complete. These multi-year projects are carried forward to show continuing projects in addition to new ones.

The status of the activities reflects first period activity through April 30, 2012. This report does not highlight the full workload that Staff is pursuing. There are many assignments and departmentally oriented items that are tracked separately by the departments.

The Citywide Workplan represents the work being done by departments throughout the City and is reflective of all of City Council’s Strategic Plan goals. These include a “Financially Sustainable City Government Providing Exceptional Services;” “Strong, Balanced Local Economy;” “Safe and Secure Community;” “Vibrant Neighborhoods in One Livable Community;” and “Beautiful and Environmentally Sensitive City.”

Respectfully submitted,

J. Brent McFall
City Manager

Attachment



2012 Citywide Goals & Objectives

First Period Update

GOAL 1: FINANCIALLY SUSTAINABLE CITY GOVERNMENT PROVIDING EXCEPTIONAL SERVICES

Initiated	Actions	Assigned To	Projected Cost	Percent Complete	Target Completion Date	Notes
Objective 1: Invest in well-maintained and sustainable City infrastructure and facilities						
2011	Continued emphasis on facility infrastructure, building envelopes, facades and exterior improvements	Jerry Cinkosky (GS), Tom Ochtera (GS)	\$250,000	25%	2Q 2012	BO&M staff continued to prioritize infrastructure maintenance efforts related to building envelopes, facades and exterior improvement needs. In warm weather, staff completed efforts related to roofing projects. RFP's were completed for a number of projects to begin the 2nd Quarter 2012. Some of those projects include the roofing retrofit at City Park Fitness Center, City Hall facade control joint replacements and roof repairs / replacements at both Heritage and Legacy Ridge Maintenance Facilities damaged by wind in the Winter of 2011 / Spring of 2012. This work is scheduled to begin May 1, 2012.
2012	NEW: Assure compliance with the City's document retention schedule and the State of Colorado's opens records act	Linda Yeager (GS)	---	Ongoing	Ongoing	The following projects must completed to assure compliance: prepare CORA request form/fee schedule for website access; coordinate field trips to other cities that use laser fiche to learn how to create templates geared toward faster retrieval and management of retention periods; and create audit standards to implement rotating annual audits of departmental records to ensure compliance with adopted policy.
Objective 2: Secure and develop long-term water supply						
2003	Offer a high-efficiency appliance rebate program to gain water savings	Stu Feinglas (PWU)	\$23,500	Ongoing	Ongoing	The City is in the final stages of developing a state approved water conservation plan. Until the plan is complete, the rebate program is on hold.
Objective 3: Focus on core city services and services levels as a mature city with adequate resources						
2007	Lobby Federal delegation on City's rights to collect and return internet sales tax	Barb Dolan (Fin), Steve Smithers (CMO)	--	Ongoing	Ongoing	City Council visited with the City's Federal legislative delegation in March in Washington D.C. and discussed this issue. City Staff have also been meeting with staff members in our Federal legislators' local offices to discuss the importance of this issue.
2011	Proactively pursue alternate funding for the City's Municipal Domestic Violence Fast Track Program	Lee Birk (Police) & J.J. Elliott (Police)	\$67,592	68%	4Q 2012	During this reporting period, the PD successfully applied for the 2012 1st JD VALE Grant for the partial funding of 1.0 FTE Victim Advocate. Staff met with the 1st JD VALE Board on April 25th, for a mandatory interview regarding the application. Due to the reduced availability of funds we were asked to prioritize our funding request. Initially, the PD requested partial funds of \$16,412 for the salary and benefits and notified the VALE Board that we did reduce our request by 23% compared to 2011. We hope to be notified whether or not we were successfully awarded the funds prior to July 1, 2012. The PD was also successful in receiving the 1st Quarterly 2012 reimbursement from the 17th Judicial District VALE Grant, to also assist with the partial funding for the salary and benefits of the 1.0 FTE Victim Advocate.

Initiated	Actions	Assigned To	Projected Cost	Percent Complete	Target Completion Date	Notes
2012	Complete the annual ambulance fee survey	Rick Spahn (Fire)	--	0%	4Q 2012	Annual survey to keep the Westminster ambulance billing structure within the metro area average for public ambulance operations, while working to cover costs associated with ambulance services. 2012 surveys will be sent out to local agencies with results expected 4Q. Recommendations to follow.
2011	Conduct a community needs analysis to assess what residents need from the library	Kate Skarbek (PR&L)	\$9,000	80%	3Q 2012	Analysis of how to better provide library and information services to Westminster residents and form partnerships with other entities. Map surveys of patron card registration were conducted. User and non-user surveys have been completed and compiled. Lifestyle impressions have been conducted. Interviews with key community members and possibly focus groups will provide additional insights.
2012	NEW: Establish an email notification system when vehicle services are completed	Jeff Bowman (GS)	--	30%	4Q 2012	The automated notification system for completed vehicles will streamline communication and reduce downtime for city vehicle users. This system will be tied to a Fleet tracking system upgrade scheduled in 4th quarter 2012.
2012	NEW: Develop plan to conduct 2013 runoff mayoral election should a runoff be needed	Linda Yeager (GS)	--	5%	2Q 2013	The Election Commission starts meeting in April and will conduct monthly meetings to prepare a run-off election plan with 2 scenarios...(1) no recount required to proceed to election ASAP with 2 top vote getters; (2) recount required to confirm top 2 vote getters before runoff election can be held.
2012	NEW: Manage a proactive Volunteer Program that assures diverse opportunities for volunteers within the organization and supports emergency operations when needed	Jolene Hausman (GS), Rachel Harlow-Schalk (GS)	--	Ongoing	Ongoing	Staff have been networking with local volunteer organizations, streamlining volunteer placement processes, reviewing emergency management processes and ran the Volunteer Open House. The Open House allowed 9 community organizations to showcase opportunities to volunteer. Staff anticipates the establishment of an Employee Service Club in 2012 requiring an employee board to set the parameters of the Club and hopes to launch one community service event in the 3Q of 2012.
2011	NEW: Complete outsourcing of Fleet Parts operation	Jeff Bowman (GS)	--	80%	4Q 2012	The on-site storeroom began operation in February 2012 with Factory Motor Parts as the vendor. Database interface remains the largest challenge throughout the transition. Purchase by FMP of parts currently in the Fleet inventory will be completed using a credit system for services to the City. Any parts that are not used by FMP will be sold over several years to ensure parts availability to FMP.
2012	NEW: Assure all media of municipal code is consistent, uniform in format, and updated within one month of new legislation adoption	Linda Yeager (GS)	--	Ongoing	Ongoing	Support services through a contractor have been secured and revise to ensure consistency, uniformity of format and update within one month any new legislation adopted. Titles 1, 2 and 3 have been uniformly formatted and made consistent in paper copies and on the Website in 1st Q 2012. New legislation has been codified within one month of adoption.
2012	NEW: Write the library master plan for 2013-2018	Kate Skarbek (PR&L)	\$500	0%	4Q 2012	Create a master plan for the library using information obtained in the community needs assessment to determine how to best serve Westminster residents.
2012	NEW: Create a mobile app for library patrons to better access services	Kate Skarbek (PR&L)	\$6,507	80%	2Q 2012	This mobile app will allow patrons to search the library collection, access their accounts, download ebooks and audiobooks, search articles, find program information, and contact the library in a streamlined way.

Initiated	Actions	Assigned To	Projected Cost	Percent Complete	Target Completion Date	Notes
<i>Objective 4: Maintain sufficient reserves: general fund, utilities funds and self insurance funds</i>						
2006	Refinance debt issues as market conditions permit to reduce the City's expenses for debt service	Tammy Hitchens (FIN), Bob Smith (FIN) and Bob Byerhof (FIN)	--	Ongoing	Ongoing	Finance completed three refinancings in 2010 to advance refund all or a portion of the 2001 and 2002 Sales & Use Tax Revenue Bonds, the 2001 COPs (Public Safety Center), the 1998 Golf Course Revenue Bonds, and the 1998 COPs (Ice Centre). The refundings were accomplished without extending the final maturities of the refunded debt. Combined, the three refundings will save the City about \$2.6 million in interest expense over the next 12 years.
2002	Continue strong emphasis on loss prevention (i.e., workers comp, property and liability losses) using the City's Safety Committee	Martee Erichson (GS), Safety Committee	--	Ongoing	Ongoing	The Citywide Safety Committee reviews monthly employee injuries and automobile accidents. The Committee determines if the incident could have been avoided and if so, evaluates how the city can learn from each incident to help avoid similar situations in the future. The Committee has played an integral part in controlling and decreasing the number of injuries and accidents citywide. The Committee reviewed 25 work-related injuries in the first quarter 2012 and found 52% of them could have been avoided—an increase from 48% avoidable as of the fourth quarter 2011. The Committee also reviewed 27 automobile accidents involving city vehicles and determined that 74% could have been avoided. The Safety Committee began reviewing automobile accidents in July 2011 and the accidents reviewed by the end of 2011 resulted in a 67% avoidable rate. The Committee continues to work with their individual workgroups to prevent injuries, accidents and decrease these percentages. Risk Management is also managing random drug testing, CDL and DOT compliance and will develop a DOT compliance task force.
2002	Review all fund reserves annually to assure adequacy to meet fund obligations	Steve Smithers (CMO), Tammy Hitchens (FIN)	--	Ongoing	Ongoing	Fund reserves were reviewed as part of the mid-year 2012 budget review biennial budget process. Current reserve levels are in accordance with City policy and adequate to meet the City's financial needs. A new General Fund Stabilization Reserve (GFSR) was created in 2009 through use of 2008 carryover as a means to stabilize ebbs and flows of Sales and Use Tax revenues impacts on General Fund and utilized immediately to balance the 2010 Budget. The GFSR was replenished, per Council adopted policy, through 2010 carryover in 2011 and an additional contribution to the GFSR was included in the Amended 2012 Budget.
2012	NEW: Implement cost containment strategies to impact health care cost trends and promote a culture of health and balance	Debbie Mitchell (GS), Dee Martin (GS), Lisa Chrisman (GS)	\$687,000	10%	4Q 2012	Implementation of the Wellness Clinic along with current wellness initiatives are designed to impact an increasing cost trend. Items that will need to be discussed with clinic implementation include assurance of privacy, clinic logistics, partnering with wellness screenings and education, accountability/convenience for staff and families, return on investment (healthy employee and family, personal attention, preventing chronic illness/early detection, disease management, HRIS data input), and establishing/recognizing trends for the future.

Initiated	Actions	Assigned To	Projected Cost	Percent Complete	Target Completion Date	Notes
<i>Objective 5: Maintain a value driven organization through talent acquisition, retention, development, and management</i>						
2010	Develop an integrated succession management program	Debbie Mitchell (GS), Dee Martin (GS), Lisa Chrisman (GS), Jackie June (GS)	---	Ongoing	Ongoing	In 2012, work with all Departments includes identifying future needs and gaps, and finding staff development opportunities through "stretch" assignments and by mentoring, coaching and training. Several supervisors have completed the Supervisor Academy and are working on future development goals while all others complete the Academy. HR staff is currently working on the Leadership Development Program which will be held again in 2013. High level executives continue to attend the Center for Creative Leadership Development and one mid manager is participating in MSEC's management development program. HR staff work with supervisors to complete on-going recruitments, think strategically and plan with a focus on meeting current and future needs of the workforce. Materials for internal and external promotion of the City as an employer of choice continue through print information on recruitment brochures, the web design and content for the employment page, the creation of an on-line interactive benefits catalog, wellness program promotion, plus training and development information and electronic registration.
2009	Employee Healthcare Cost Containment Efforts	Debbie Mitchell (GS), Lisa Chrisman (GS), Dee Martin (GS), Nicki Leo (GS)	Integrated into overall healthcare costs - self funded	Ongoing	Ongoing	Proactive efforts have been the focus in Wellness with a new educational emphasis on family health, fitness and nutrition in 2011. In February 2012, City Council authorized staff to move forward with a Wellness Clinic. An RFP is currently posted for vendors and site selection has begun. The clinic is a cost containment strategy to reduce future cost increase trends. The Wellness Program continues to focus on consumerism and personal accountability and addresses risk areas through screenings, educational classes and programs. The Biggest Loser Challenge is currently underway with large participation and a focus of healthier habits resulting in healthier individuals and healthier claims, thus reducing our liability.
2012	NEW: Improve employee communication	Debbie Mitchell (GS), Dee Martin (GS), Lisa Chrisman (GS)	---	Ongoing	Ongoing	Staff are creating a communication strategy, defining delivery methods and unifying communication messages. Messages to reinforce the strategic plan and mission will be utilized and incorporated into all aspects of HR. Communication tools that may be utilized include: face to face meetings, focus groups, JDE system and Intranet, Brent for key organizational messaging, and COW Talk. Also included are more effective communication from supervisors. The primary purpose of the plan will be to enhance employee communications with the objectives of removing assumptions, getting supervisors to more effectively communicate key messages, partnering for communication, consistency in messages, and the reinforcement of our mission and values. In 2012, employee communication will focus on best practices to enhance internal communications on areas including compensation, benefits, training and development opportunities, mission and values, plus important organizational initiatives and developments.

Initiated	Actions	Assigned To	Projected Cost	Percent Complete	Target Completion Date	Notes
Objective 6: Institutionalize the core services process in budgeting and decision making						
2010	Core Services Assessment	Brent McFall, Steve Smithers, Barbara Opie (CMO)	--	Ongoing	Ongoing	Commencing in November 2009, Staff developed and implemented the core services assessment to identify areas of focus for funding and areas that might be reduced or eliminated as a result of service duplication and limited funding availability. City Council and Staff successfully worked together to identify and prioritize City services as part of the 2011/2012 budget process, better positioning the City for long term financial sustainability. Staff updated the Core Services inventory document to reflect the changes made to the 2010 - 2012 budget and reviewed with City Council in 2011. In 2012, focus on level of service analysis is underway in preparation for the 2013 - 2014 budget development.
Objective 7: Maintain and enhance employee morale and confidence in City Council and management						
2010	Employee Recognition Efforts	Debbie Mitchell (GS), Dee Martin (GS), Lisa Chrisman (GS)	\$35,000	Ongoing	Ongoing	Recognition efforts include two Teams in Actions awards luncheons recognizing departmental and interdepartmental team efforts; Customer Service Champions Internal and External; Length of Service milestones; and SPIRIT individual recognition for ongoing demonstration of the SPIRIT values. The first Teams in Action Awards Luncheon in 2012 was held in March and nominations for the SPIRIT award are being reviewed and finalized for a June Awards Luncheon. Additionally, one Length of Service Luncheon was held and employees were recognized for their long tenure with the organization in 5 year increments of time. Council recognizes employees with 20 years or more length of service at Council Meetings held each quarter. Tenured employees were honored at a City Council meeting on April 9, 2012.
2011	Competitive Total Compensation Package	Debbie Mitchell (GS), Dee Martin (GS), Lisa Chrisman (GS)	\$2,500	Ongoing	Ongoing	Staff are involved in salary survey and benefits survey analysis to determine potential classification change recommendations and potential benefit changes within the 2013/2014 budget. A focus on comprehensive compensation and market based pay and benefits remain priorities for the organization. Staff are also projecting salaries as part of the 2013/2014 budget process. A comprehensive compensation communication plan is being developed, with delivery and implementation scheduled for the second quarter. Staff are refining a pay philosophy that meets the goals of the organization and remains market based while being sustainable and fiscally responsible. Part of this analysis involves market research, the creation of a comprehensive communication plan involving supervisors and managers, the creation of a one to two year approach on our current pay and merit/rewards systems.

Initiated	Actions	Assigned To	Projected Cost	Percent Complete	Target Completion Date	Notes
2010	Inclusive Management Practices	Debbie Mitchell (GS), Dee Martin (GS), Lisa Chrisman (GS)	--	Ongoing	Ongoing	Staff continues efforts to train all supervisors in collaborative management practices that reflect our SPIRIT values with the Supervisory Academy. The foundational classes include seminars in teambuilding, communication, conflict management, partnering, coaching, systems thinking and building relationships with other supervisors. HR continues to assist department heads, division managers and supervisors with employee relations issues, and by suggesting ways to make our employees teams more effective. HR staff are also integrally involved in executive, department head and management discussions regarding the organization and its workforce.
2010	Employee Relations Consultation	Debbie Mitchell (GS), Dee Martin (GS), Lisa Chrisman (GS)	--	Ongoing	Ongoing	Ongoing work with departments on employee performance issues, discipline, conflict, EEOC concerns, etc. continues to be a key focus for HR. Work to ensure consistent and fair treatment of all employees in a respectful, honoring manner reinforces our SPIRIT values. Employees are given opportunities to correct behavior and are held accountable through various methods of behavior modification including coaching, performance expectations and discipline. In the first quarter of 2012, HR has been involved in an ADA interactive process as well as a harassment investigation. Several high exposure disciplines were effectively addressed without grievances to the Personnel Board.
2010	Organizational Development and Change	Debbie Mitchell (GS), Dee Martin (GS), Lisa Chrisman (GS)	--	Ongoing	Ongoing	Consultation with departments on Core Services to ensure efficiency and an effective organizational structure to meet staffing needs has been a focus for HR. Staff have developed various strategies that will address resource and strategic management goals. Staff are involved with Level of Service reviews and discussions as part of the 2013/2014 budget.

Objective 8: Invest in tools, training and technology to increase organization productivity and efficiency

2012	NEW: Continue implementation of new Risk Management databases	Martee Erichson (GS), Jackie Bonavida (GS), Carey Jensen (GS)	--	30%	4Q 2012	Staff are currently fine tuning the Workers' Comp database within the City's financial management platform and are creating a property and liability database and environmental audit database.
2012	NEW: Deployment of iPads in the organization when a need is demonstrated	David Puttney (IT)	--	Ongoing	Ongoing	Staff is evaluating various operation throughout the City for opportunities to improve efficiency and customer services with the integration iPad. IT Staff has deployed iPads to City Council and some managers, but is now working with the Building Division on a field deployment of the devices.
2012	NEW: Provide training courses that educate employees on Risk Management processes, safety and how to reduce general liability claim exposure	Martee Erichson (GS), Jackie Bonavida (GS)	--	30%	3Q 2012	Staff is developing a general liability class in partnership with the City Attorney's Office, Infectious Disease Control Plan in partnership with the Fire Department, and continuing the Risk Management Road show.

Capital Improvement Projects Relating to Strategic Plan Goal: FINANCIALLY SUSTAINABLE CITY GOVERNMENT PROVIDING EXCEPTIONAL SERVICES

Various Street and Intersection Improvements, Water and Sewer Line Replacements and Rehabilitation, Fire Station Major Modifications, BO&M major maintenance, Arterial Roadway Rehabilitations and Improvements, Bridge

2012 Citywide Goals & Objectives

First Period Update



GOAL 2: STRONG, BALANCED LOCAL ECONOMY

Initiated	Actions	Assigned To	Projected Cost	Percent Complete	Target Completion Date	Notes
Objective 1: Maintain/expand healthy retail base, increasing sales tax receipts						
2006	Attract retailers to I-25 Corridor: 136th Avenue and 144th Avenue	Susan Grafton (CMO)	--	Ongoing	Ongoing	Continuing efforts. Retail project at southwest corner of Huron is constructed. The Orchard is over 80% leased.
2008	Work with real estate community to encourage the filling of empty space throughout the City	Susan Grafton (CMO)	--	Ongoing	Ongoing	Continuing efforts. Worked with Cabella's for location at 144th Avenue. Both Albertson stores are under contract, as is the Builders Square.
Objective 2: Attract new targeted businesses, focusing on primary employers and higher paying jobs						
2000	Attend trade shows, site selection conferences and make contacts with key people and businesses to encourage new business development	Susan Grafton (CMO)	--	Ongoing	Ongoing	Staff regularly meets and talks with the commercial real estate community concerning space available and new tenants.
2009	Increase marketing presence in targeted industry groups	Susan Grafton (CMO)	--	Ongoing	Ongoing	Staff actively participated in the Colorado BioScience Association (CBSA), Colorado Software Association (CSIA), and the Energy Coalition and meetings and activities.
Objective 3: Develop business-oriented mixed use development in accordance with Comprehensive Land Use Plan						
2002	Pursue economic development prospects for the I-25 corridor and US 36 corridors	Susan Grafton (CMO)	--	Ongoing	Ongoing	Staff continues to meet with potential developers. Trimble Navigation announced their new 125,000 sf office building in Westmoor. Staff is working with 20 active prospects.
Objective 4: Retain and expand current businesses						
1991	Work to eliminate vacancies and encourage new development in City offices and business parks	Susan Grafton (CMO)	--	Ongoing	Ongoing	Office vacancy rate is up .5% to approximately 15.8%.
2002	Promote the sale and development of key City-owned parcels	Susan Grafton (CMO)	--	Ongoing	Ongoing	A purchase and sale agreement for the 14 acre parcel (located just north of The Promenade) is currently being negotiated. No activity has occurred on the 20 acre parcel (which is part of Circle Point Technology Park, just west of the railroad) or 5 acre parcel (located at the northeast corner of 104th Avenue and Westminster Boulevard).
2012	NEW: Maintain efficient business licensing processes within the City Clerk's Office	Linda Yeager	--	Ongoing	Ongoing	Staff is updating license renewal forms and screens to collect additional information gathered for citywide purposes. Staff is also updating the website with Title 5 revisions and cross-train staff for continuity of license processing.

Initiated	Actions	Assigned To	Projected Cost	Percent Complete	Target Completion Date	Notes
Objective 5: Develop multi-modal transportation system that provides access to shopping, to employment centers						
2005	Work with RTD on FasTracks implementation plans for the City's three commuter rail stations	John Carpenter (CD)	\$10,000	50%	4Q 2012	Staff has been progressively working with consultants and RTD representatives on fine-tuning station locations, developing station and station-area plans and parking strategies for the Westminster and Westminster Center stations. A plan was prepared for additional development at the Shops at Walnut Creek Commuter rail station. Staff is actively involved in the Northwest Rail planning efforts. A station area plan for the Westminster Station has been finalized and presented to City Council. An IGA with RTD for the Westminster Station was approved by City Council in December.
Objective 6: Develop a reputation as a great place for small and/or local businesses						
1998	Nurture and provide support to existing business to help them grow and prosper in Westminster	Susan Grafton (CMO)	--	Ongoing	Ongoing	During the months January through March 2012, two (2) applications for training reimbursement were filed for a total of \$97.50; and for the Capital Project Grant Program, three (3) applications were received and two grants have been issued for a total of \$6,934.75. Nine (9) primary businesses were visited during the 1st quarter to better understand the City's economic drives.
Objective 7: Revitalize Westminster Center Urban Reinvestment Area						
2003	Facilitate a major transformation of the Westminster Mall property into a mixed use urban center	Brent McFall (CMO), Susan Grafton (CMO)	TBD	Ongoing	Ongoing	WEDA now owns about 90% of the 105 acre site. Acquisition of Sears was completed and it is currently closing down business activity. All major demolition has been completed. Removal of foundations, rubble and reseeded is all that must be completed. Demolition of Sears is expected to occur Summer 2012. JCPenney, Sears, Brunswick Zone, Olive Garden, US Bank, and the dental offices currently open for business.

Capital Improvement Projects Relating to Strategic Plan Goal: STRONG, BALANCED LOCAL ECONOMY
Westminster Retail Initiative, Business Capital Project Grant Program, South Westminster Revitalization, Westminster Station TOD

2012 Citywide Goals & Objectives

First Period Update



GOAL 3: SAFE AND SECURE COMMUNITY

Initiated	Actions	Assigned To	Projected Cost	Percent Complete	Target Completion Date	Notes
<i>Objective 1: Citizens are safe anywhere in the city</i>						
2012	NEW: Enforcement of Statutes related to Driving Under the Influence of Drugs and/or Alcohol	T. Carlson (Police) and T. Reeves (Police)	\$0	33%	4Q 2012	<p>During this reporting period, the PD added an additional certified Drug Recognition Expert (DRE) to our program allowing us to have 3 fully certified DRE's. The PD also participated in 2 High Visibility Impaired Driver Enforcements (HVIDE) that deployed 17 officers on Driving Under the Influence (DUI) specific enforcements for a period of no less than 4 hours and conducted 1 common day DUI Checkpoint using graveyard officers throughout the City as well as conducted 1 saturation patrol using only the traffic officers. The PD also had 4 officers attend training on advanced field sobriety testing.</p> <p>Plans are in place for additional impaired driving enforcement throughout the year. The PD anticipates that the overall number of DUI arrests for the year will increase due to proactive enforcement and required enforcement as an active participant of future HVIDE, DUI Checkpoints and Law Enforcement Assistance Fund grant programs focusing on impaired driving offenses. During the reporting period, there were a total of DUI arrests 149. When compared to the same time period in 2011, it is a 16% increase.</p>

Initiated	Actions	Assigned To	Projected Cost	Percent Complete	Target Completion Date	Notes
<i>Objective 2: Public Safety Departments: well equipped and authorized staffing levels staffed with quality personnel</i>						
2012	Order and equip a replacement ambulance for 2012	Rick Spahn (Fire)	\$124,229	50%	3Q 2012	Ambulance has been ordered with a prepayment incentive; delivery date anticipated by 3Q. This unit replaces reserve unit #5212.
2011	Conduct the annual fitness testing and medical screenings for all commissioned personnel	Bill Work (Fire), Fire Department Fitness Team	\$52,850	20%	4Q 2012	These two programs have been inherent in the Fire Department operations for over thirty years. Program benefits include improved morale, stronger, healthier personnel, reduced injuries, and ultimately improved customer service. JSPA assessments began in March and will be completed by the end of May. Medical physicals are scheduled to start in mid-summer, and fitness testing is scheduled to start in September.
2011	Rebid key contracts for the EMS program including disposable supplies, ambulance billing, and delinquent collections	Rick Spahn (Fire), Harrison Davis (Fire), Tina Takahashi (Fire), Amy Goetz (Fire)	\$222,000	95%	2Q 2012	Disposable medical supplies budget is \$112,000. Council approved a one year contract renewable up to two additional years, with Bound Tree Medical. This portion of the project was completed in 4Q 2011. The ambulance billing budget is \$110,000. Ambulance billing and collections contracts will expire in April 2012. RFP proposals were received from vendors for ambulance billing and collections; due to the number of proposals, the current agreements were extended to July 9, 2012. Proposals are being evaluated; anticipating Council consideration in June.
2011	Pursue a Homeland Security Grant for the replacement of self contained breathing apparatus used by the department	Mike Reddy (Fire), Tracy Haze (Fire)	--	100%	2Q 2012	All SCBA equipment has been received and placed in inventory. The Fire Department received new state of the art SCBA equipment from the UASI/NCR grant process in 2012. All existing SCBA will be turned in as part of the agreement. No match funds were required. Completed.
2011	NEW: Manage Municipal Court records in an efficient manner that assures compliance with applicable regulations	Carol Barnhardt (GS)	--	On-going	On-going	Open file audits began April 2, 2012, with lists divided among the 8 clerks and 2 probation officers. FULLCOURT ENTERPRISE - Staff continues to work closely with the vendor and IT project manager to correct issues with the new upgrade. On April 20, revisions to the system were released correcting several issues and adding additional enhancements.
2012	NEW: Assure Municipal Court process flow is appropriately documented and current to assure compliance with applicable regulations	Carol Barnhardt (GS)	--	On-going	On-going	This is an on-going project. With the implementation of the new RMS, all procedures will need to be modified or changed to reflect the new processes required by the new system. This project is overseen by the supervisors and changes or modifications are submitted by the staff. For this quarter, only a very few procedures have been updated since we just went live in mid-February and we are all still learning how the system works and identifying changes that need to be implemented.
2012	NEW: Revise vehicle replacement process	Jeff Bowman (GS)	--	40%	3Q 2012	Vehicle replacement accuracy and timeliness are important factors that impact vehicle operation costs. Fleet is partnering with Purchasing to develop an SOP that identifies the steps and responsibilities for each purchase.

Initiated	Actions	Assigned To	Projected Cost	Percent Complete	Target Completion Date	Notes
<i>Objective 3: Timely response to emergency calls</i>						
2010	Implement Closest Unit Dispatching (CUD) through Public Safety Communication Center	Alan Kassen (Fire), Rich Welz (Fire)	--	25%	3Q 2012	Revisit the feasibility of implementing CUD for dispatching fire and EMS units. If warranted, work with City staff to develop a plan of action to implement in 2012 and 2013. CUD Project temporarily postponed until completion of pending public safety CAD system upgrade and implementation of FD RMS System. Anticipate 3Q 2012.
2010	Develop and deliver on-going training to 911 dispatchers regarding Fire Department operations	Paul Spellman (Fire), Derik Minard (Fire), Ron McCuiston (Fire)	--	Ongoing	Ongoing	These trainings have occurred for several years and is an ongoing training to help to keep FD personnel and dispatch personnel on the same page. Training for 2012 is expected to occur in 2nd and 4th quarters.
2010	Develop and delivery on-going training to the Police patrol group regarding Fire Department operations	Paul Spellman (Fire), Derik Minard (Fire), Ron McCuiston (Fire)	--	Ongoing	Ongoing	These trainings have occurred for several years and is an ongoing training to help to keep FD personnel and Police personnel on the same page. These trainings are conducted as a part of the police academy. To date, two training sessions were accomplished in the 1st and 4th quarters of 2011. For 2012, the classes will be held in conjunction with police academy scheduling.
2012	NEW: Average a 5 minute or less response time to a Top Priority 1 Call for Service	T. Carlson (Police), R. Bowers (Police) and JJ Elliott (Police)	\$0	33%	4Q 2012	The goal of 5 minute or less response time is to ultimately be within the "best practices" for a police department responding to Top Priority 1 Calls for Service. In order to achieve this goal, data is reviewed and analyzed on a monthly basis, with the emphasis on calls that take over a 10 minute response time. Through a process of the Senior Management Analyst identifying longer than average response times, a Communication Supervisor evaluating the longer than average responses times via Computer Aided Dispatch (CAD) notes and/or applicable radio traffic and the final review from Patrol Staff, patterns easily become evident. Patrol staff looks at the time of day and staffing issues to determine what actually impacted the response times. Once Staff identifies the problem using this step-by-step analysis, they are able to successfully define the problem and/or issue and make decisions to help find the solutions that might fall within either dispatch or patrol protocols. Those protocols can ultimately effect who responds and when, officer effort and discretion in responding with lights and sirens, and evaluation of staffing levels at certain times of the day. During this reporting period, the average response time to Top Priority 1 Calls for Service was 5 minutes and 19 seconds. When compared to the same time period in 2011, the average response time to Top Priority 1 Calls remained the same.

Initiated	Actions	Assigned To	Projected Cost	Percent Complete	Target Completion Date	Notes
Objective 4: Citizens taking responsibility for their own safety and well-being						
2009	Conduct the 2012 Westminster Fire Department Citizen Academy	Sherrie Leeka (Fire)	\$1,000	40%	Ongoing	This 13-week free course give participants "hands on" opportunity to learn more about Fire Department services and operations. 2012 Academy runs from March 1 through May 24. A total of 23 participants, including 5 city employees, are scheduled to graduate on May 24.
2010	Private Hydrant Systems Maintenance and Testing Program	Gary E. Pedigo (Fire)	--	95%	2Q 2012	Documentation received for testing for all listed private fire hydrant systems within the City. Currently attempting to define ability to require testing of hydrants owned by outside water systems.
Objective 5: Manage disaster mitigation, preparedness, response and recovery						
2006	Work with adjoining Fire Districts and cities to enhance mutual and automatic aid system	Alan Kassen (Fire), FD Battalion Chiefs (Fire), Fire Chief	--	Ongoing	Ongoing	Conversations continue with surrounding jurisdictions such as Federal Heights, North Metro and Arvada. Work is also being done at the North Area Operations Chiefs level to improve on inter-jurisdictional communications and operations. Additional meetings will continue throughout 2012. Investigating compatibility with Arvada's AVL and InterGraph software this quarter to streamline multiple unit dispatching. Meetings have been set up with Thornton, North Metro, SWAC and Fed Heights to review current policies.
Objective 6: Maintain safe buildings and homes						
2010	Business inspection program	Gary Pedigo (FD)	--	Ongoing	Ongoing	Business inspection are conducted by Fire crews for fire safety and crew familiarity in case of a fire. The Fire Department benchmark average is a 85% completion rate for business inspections. 2011 business inspection completion rate was 86.4%. The self inspections completion rate for Self-Inspection low-hazard business for 2011 was 92.4%, which is a slight decrease from the target benchmark of 95% due to staffing reductions that reduced follow-up capability.
2010	Senior Home Safety Survey Program	Sherrie Leeka (FD)	--	Ongoing	Ongoing	Conduct home safety survey for fire and other safety hazards, ensuring home has operating smoke alarms. A total of 17 inspections were completed for 2011. For 2012, quarterly inspections were increased to 5 times per year.
2010	Maintain above average ratings for building inspector performance based on post project contractor surveys	Dave Horras (CD)	--	Ongoing	Ongoing	Surveys are sent out to our customers asking for feedback on our plan review and permitting process and our inspection and permit completion process. 82% of respondents rated the plan review process as excellent and 76% of respondents rated the inspection services excellent ALL categories.
Objective 7: Protect people, homes, and buildings from flooding through a stormwater management program						
2010	Continue proactive floodplain administration and stormwater management programs	John Burke (CD)	--	Ongoing	Ongoing	Following significant storm events from July 2011, the City hired a consultant to design a reasonable solution to alleviate nuisance flooding at 94th and Lowell and 4008 W. 99th Place. A contractor will be hired in mid 2012 to begin construction to fix these concerns.

Capital Improvement Projects Relating to Strategic Plan Goal: SAFE AND SECURE COMMUNITY
New Traffic Signals, Fire Station Major Maintenance/Remodel, Firefighting Simulator/Burn Building, Miscellaneous Stormwater Projects, Radio Replacement System, and EMS Records Management System



2012 Citywide Goals & Objectives

First Period Update

GOAL 4: VIBRANT NEIGHBORHOODS In One Livable Community

Initiated	Actions	Assigned To	Projected Cost	Percent Complete	Target Completion Date	Notes
Objective 1: Develop TOD around commuter rail stations						
2005	Evaluate public infrastructure needs in South Westminster TOD Area	Andy Walsh (PW&U)	TBD	Ongoing	Ongoing	Staff is preparing final design plans for the relocation of the Little Dry Creek interceptor in the area of the Little Dry Creek Park, south of the Westminster Station. Staff is also preparing easements for RTD and coordinating the relocation of sewer mains around the Westminster Station. Furthermore, staff is coordinating the relocation of the Little Dry Creek sewer interceptor east of Federal Blvd. with RTD and the City will pay betterments for this work. The Target Completion Date for some of these projects cannot be defined at this time since we are relying on RTD and other outside entities to complete their work.
2005	Facilitate the development projects within the South Westminster transit oriented development (TOD) area	Tony Chacon (CD)	TBD	Ongoing	Ongoing	Follow up discussions with property owners have been held regarding possible acquisition and construction of a street to serve Westminster Commuter Rail Station. Plans are being finalized for the Westminster Station Plaza areas and the Little Dry Creek Park. Hired appraiser to assist in purchase of property.
Objective 2: Maintain and improve neighborhood infrastructure and housing						
2005	Work to protect federal Community Development Block Grant funding	Tony Chacon (CD),	--	Ongoing	Ongoing	The City received the CDBG allocation for FY 2012 of \$523,309, which is \$16,402 more than 2011 levels. Staff anticipates possible funding cuts in upcoming years.
2003	Commence and complete Holly Park redevelopment project	Dave Loseman (CD)	TBD	80%	TBD	The site has been stabilized and is being maintained until the real estate market improves. The only remaining expenditures include maintenance of the vacant property. The property is currently listed with "CoStar" in an effort to sell the property to a potential developer.
Objective 3: Preserve and restore historic assets						
2010	Restore/rehabilitate north porch and second story balcony along with restoration of chimney at Bowles House	Jerry Cinkosky (GS)	--	100%	4Q 2011	Completed. Restoration of the north porch/balcony and the brick chimney was completed in December 2011.

Initiated	Actions	Assigned To	Projected Cost	Percent Complete	Target Completion Date	Notes
Objective 4: Have Home Owners Association's and residents taking responsibility for neighborhood private infrastructure						
2010	Neighborhood Grant Program as part of the Community Enhancement Program	Kathy Piper (PRL)	\$50,000	Ongoing	Ongoing	The 2012 applications have been received and will be reviewed by the Parks, Recreation and Libraries Board on April 23. There were 17 applications requesting over \$136,000. Upon review and awarding of grants, Staff will provide City Council with a Staff Report on the communities that received funding for a neighborhood grant.
Objective 5: Develop Westminster as a cultural art community						
2010	Complete stabilization of Shoenberg Farm Concrete Silo	Tony Chacon (CD)	\$94,410	80%	2Q 2012	Rehabilitation work on upper section of the concrete silo is underway with completion expected by end of May 2012.
Objective 6: Have a range of quality homes for all stages of life (type, price) throughout the City						
2010	Provide a range of housing options in the community	Mac Cummins (CD)	--	Ongoing	Ongoing	City staff coordinates with various county, state and federal agencies on programs that help implement a variety of housing programs. Additionally, staff monitors how the City's percentage of low and moderate income housing relates to the north Denver metro region.
Objective 7: Strong community events and active civic engagement						
2010	Maintain quality community events	Peggy Boccard (PRL)	TBD	Ongoing	Ongoing	Continue to provide community oriented special events to enhance quality of life and support convenient choices for an active, healthy lifestyle. Examples of events include: 4th of July; Westminster Faire; Community Pride Day; Holiday Tree Lighting and numerous other community enhancing activities.
Capital Improvement Projects Relating to Strategic Plan Goal: VIBRANT NEIGHBORHOODS AND COMMERCIAL AREAS						
Holly Park, Lowell Boulevard Corridor Enhancement, Roadway Master Plan Update, South Westminster Revitalization Projects, Lift Station Improvements, Little Dry Creek Regional Detention						



2012 Citywide Goals & Objectives

First Period Update

GOAL 5: BEAUTIFUL AND ENVIRONMENTALLY SENSITIVE CITY

Initiated	Actions	Assigned To	Projected Cost	Percent Complete	Target Completion Date	Notes
<i>Objective 1: Have energy efficient, environmentally sensitive city operations</i>						
2005	Continue to provide education opportunities for water conservation landscaping options in residential and business developments	Stu Feinglas (PW&U)	--	Ongoing	Ongoing	A workshop on Water Efficient Landscaping occurred on April 21, 2012, as a part of the City's Earth Day celebration. In 2012 the City, through the Center for Resource Conservation, is accepting orders for Garden in a Box low water-use gardens. The gardens will be available for pick up by the Standley Lake Visitors Center on Saturday, May 12. Single family irrigation audit requests are being accepted for the 2012 Slow the Flow irrigation audit program. The 2012 Water Festival will take place at Front Range Community College on May 15, 2012 with over 1,100 students and teachers attending. The annual Water Festival is coordinated and sponsored by the Cities of Westminster, Thornton, and Northglenn.
2012	NEW: Develop citywide Waste Management Plan	Carey Jensen (GS), Martee Erichson (GS)	--	Ongoing	Ongoing	Staff completed a comprehensive Waste Management plan instead of operation specific including updates when regulations and operations change. This item will be an on-going item because the plan must be updated to reflect new regulations or operational changes.
2012	NEW: Through the Green Team, work in partnership with departments to implement measures within operations that are energy efficient and environmentally sensitive	Rachel Harlow-Schalk (GS)	--	Ongoing	Ongoing	The Green Team was established in April of 2008. Since this time, the Team has implemented several projects and improved operational awareness on how to be green. In 2012, the Team will be focused on running the 2011 greenhouse gas inventory for comparison with 2006's data, coordinating several education events (Earth Week, Earth Hour, Pride Day and America Recycles Day), completing an employee commuting survey, networking activities with neighboring communities and businesses. The Team supported the EAB's commemoration of Earth Hour in March by turning off the clock tower during the hour. During Earth Week (April 16-19), several Olympic themed departmental challenges took place and an Olympic donation program took place resulting in the collection of 742 pairs of shoes for donation to the non-profit Soles 4 Souls, 120 cell phones for seniors in the community to use for emergencies, 190 pairs of glasses for reuse in the city through a local church, 133 watches for the Denver Mission and 89 yards of fabric for the non-profit Mission Wear.

Initiated	Actions	Assigned To	Projected Cost	Percent Complete	Target Completion Date	Notes
Objective 2: Reduce energy consumption citywide						
2009	Phase II Energy Performance Contracts approved by City Council in May 2010	Jerry Cinkosky (BO&M), Brian Grucelski (BO&M), Thomas Ochterski (BO&M)	US Bank \$2,517,094 ARRA \$468,700	US Bank - 100% ARRA - 100%	4Q 2013	Completed--Measurement and Verification Phase (M&V). The work for both the Capital and ARRA (American Recovery and Reinvestment Act) funded contract is done as of December 2011 and the funding has been expended completely. The M&V phase is in contract review because of a reduced price negotiation and will continue through November of 2013. M&V funding will come from BO&M operational accounts.
Objective 3: Increase and maintain greenspace (parks, open space, etc.) consistent with defined goals						
2007	Work with surrounding communities to build support for a regional trail system linking to the Rocky Flats Wildlife Refuge	Heather Cronenberg (CD), Rich Dahl (PRL)	--	80%	TBD	Staff has been working with the surrounding communities to form a coalition to protect open space and construct trails around and into Rocky Flats. All surrounding communities have expressed support for the trail connection idea. Westminster was awarded \$488,000 from Natural Resource Damage Funds associated with Rocky Flats towards the acquisition of the Sisters of the New Covenant property in the Westminster Hills Open Space area was acquired in 2011. The opening of Rocky Flats is currently on hold due to other priorities within the US Fish and Wildlife Service. Staff is working separately with the Department of the Interior to plan a "Refuge to Refuge Trail" from Rocky Flats National Wildlife Refuge to the Rocky Mountain Arsenal National Wildlife Refuge.
2004	Participate in the wildlife refuge planning process for the Rocky Flats National Wildlife Refuge (RFNWR) with RFSC and Fish and Wildlife Service on mineral rights acquisition and proposals for the use of the NRD funds set aside for the RFNWR; work with the recently organized community "Friends Group" name Friends of the Front Range Wildlife Refuges, with SPC helped organize in 2008 to provide support and assistance to the USFWS	Heather Cronenberg (CD)	--	Ongoing	Ongoing	The state trustees for the \$4.5M Natural Resource Damage Funds awarded \$488,000 to Westminster for the acquisition of the Sisters of the New Covenant parcel in the Westminster Hills Open Space area which was acquired in 2011. The City continues to work with US Fish & Wildlife Service staff to encourage additional and timely funding for the Rocky Flats National Wildlife Refuge to implement the Comprehensive Conservation Plan (the master plan for the development of facilities, trails & other visitor features at the Refuge).

Initiated	Actions	Assigned To	Projected Cost	Percent Complete	Target Completion Date	Notes
Objective 4: Preserve vistas and view corridors						
2003	Apply for grants from Adams County, Jefferson County, GOCO and others	Heather Cronenberg (CD), Rich Dahl (PRL), Becky Eades (PRL), Kathy Piper (PRL), Sarah Washburn (PRL)	--	Ongoing	Ongoing	The City was awarded the following grants from Adams County: \$448,700 for the acquisition of the McKay Lake Overlook parcels, \$1,538,670 towards the construction of Little Dry Creek Park, and \$87,500 towards the construction of a trail along Federal Boulevard between 92nd and 97th Avenue and 115th and 119th Avenue. The City also received \$200,000 from Jefferson County towards the acquisition of the Bonnie Stewart parcel.
Objective 5: A convenient recycling program for businesses and residents with a high level of participation						
2002	City-wide recycling drop off locations	Jerry Cinkosky (GS), Rachel Harlow-Schalk (GS)	\$32,493 Annually	On-going	Ongoing	In 2010, the City spent \$21,700 to provide the drop-off locations, had budgeted \$6,000 for the program and received \$11,000 as a rebate from the State for offering the drop-offs. Additionally, an estimated \$11,000 was spent in staff time cleaning up areas and disposing of trash left at sites (including rebates and budget, a \$15,700 deficit). In 2011, the City spent \$24,500 to provide the drop-off locations, had budgeted \$6,000 to provide the program and received \$7,600 in rebates from the State for offering the program. Additionally, an estimated \$11,000 was spent cleaning up areas by Staff and disposing of trash left at sites (including rebates and budget a \$21,900 deficit). In 2012, the budget for the program was improved to \$11,500 and spending for recycling collection, trash disposal and site cleanup by staff continues to rise. Additionally, staff anticipates rebates from the State to continue to shrink based on competition for these funds statewide. It is anticipate that Council should have a recommendation from the EAB in June on community recycling overall including the drop-offs.
2012	NEW: Run environmental education campaign focused externally on recycling in the community and promotion of operational environmental efforts	Rachel Harlow-Schalk (GS)	\$15,000 first year, \$5,000 annually	0%	Ongoing	The Green Team and the Environmental Advisory Board (EAB) will work in partnership on this education campaign. It is anticipated that the program will be launched by the end of 2012.
2012	NEW: Continue programs for disposal of household hazardous waste and hard to recycle materials	Carey Jensen (GS), Martee Erichson (GS)	\$49,000 first year, \$43,000 annually	100%	2Q 2012	Develop print copy and interactive on-line Hard To Recycle Guide to be distributed among staff and residents for alternative disposal and recycling options.

Capital Improvement Projects Relating to Strategic Plan Goal: BEAUTIFUL AND ENVIRONMENTALLY SENSITIVE CITY
Standley Lake Regional Park, Community Enhancement Program, Open Space Land Acquisition, Parks Renovation Program, Recreation Facility Improvements



WESTMINSTER

Staff Report

Information Only Staff Report
June 11, 2012



SUBJECT: Smart911 System

PREPARED BY: Lee Birk, Chief of Police
Missy Saggau, Communications Supervisor

Summary Statement

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

In 2011, the Jefferson County Emergency Communications Authority Board (E911) determined that funding would be provided for the Smart911 system for agencies within the Jefferson County area. This system provides additional service to the community in the event of an actual 911 emergency.

Background Information

Rave Mobile Safety approached the Jefferson County Emergency Communications Authority Board and law enforcement agencies to present their new product, Smart911. Smart911 is a free, voluntary Web based system that is available to all citizens and allows them to log onto the Smart 911 secure Website and enter information associated with phone numbers they might utilize to call 911. Information that can be provided would be: PIN, name, photo, family profile, photos of children or at risk loved ones, household access, pet information, medical information, vehicle information, restraining order or special situation information, and any additional notes that could help responders in an emergency.

The database is not maintained by the City, County nor any 911 entity, but solely by Rave Mobile Safety. All information is verified via an email to each customer every six months and requires a response. If no email response is received, Rave Mobile Safety will follow up with an actual phone call. If there is still no response, the customer is notified that their information will be blocked and not accessible by public safety until it is updated. Citizens sign an agreement to that effect when they register on line. This helps to ensure information is current. The information is only made available when the registered phone number calls 911 for assistance. Dispatchers and first responders will have access to this information for only 45 minutes after the call to 911 is placed. The police agencies cannot access the database, otherwise. Calls to 911 automatically display at the Communications Center call takers' work station and is also made available to Police, Fire and EMS in the field; thereby allowing them to respond more quickly and effectively.

The Smart911 system has received recognition and awards from a variety of public safety entities, such as the Association of Public Safety Communications Officers (APCO), National Emergency Number Association (NENA), and the International Association of Chiefs of Police (IACP).

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The Westminster Communications Center has recently installed the system and will be working with the media to inform the community in June 2012, of its availability. The Smart911 system is another tool for Public Safety to provide a “Safe and Secure Community.”

Respectfully submitted,

J. Brent McFall
City Manager