

2009 City of Longmont Major Accomplishments

City Manager's Office/City Clerk's Office

- Created a new publication, *Longmont Life*, mailed directly to residents every other month
- Conducted coordinated municipal election and assisted with new Council member transition, coordination and orientation
- Revised and amended the Fair Campaign Practices ordinance and facilitated committee meetings
- Planned the Community Involvement workplan for 2009 – 2011 and held several involvement trainings, including “Reaching a Multicultural Audience” and “Introduction to Appreciative Inquiry”
- Created a new “Make a Difference” volunteer recruitment advertising campaign
- Coordinated additional City Council outreach, including booths at all major City events and parades, Coffee with Council and Town Meetings
- Read and analyzed over 800 state legislative bills for municipal impact; lobbied on those of significant importance
- Facilitated the City's reorganization project and changed focus of former Administration Department functions
- Researched and coordinated grant applications for American Recovery and Reinvestment Act (ARRA) funding
- Completed analysis of Council packets and implemented changes to streamline the process

Community Services Department

Administration

- Partnered with Boulder County and the City of Boulder to launch an effort to create a countywide plan to end homelessness
- Completed strategy handbook and collateral materials for the LifeLongmontLearning campaign, which will launch in 2010
- Initiated organizational alignment efforts in all divisions to enhance the efficiency and effectiveness of our operations and service delivery

Art in Public Places

- Installed and dedicated *Bouquet* by Donald Mitchell in Clark Centennial Park as a tribute to teachers in collaboration with the St. Vrain Valley School District and St. Vrain Education Foundation
- Purchased and installed *Uptown* by Barb and Ed Seiffert at the Safety & Justice Center
- Coordinated selection process, installation and dedication of *On the Go* by Daniel Glanz at the Longmont Humane Society
- Coordinated installation and dedication of *Wings of Change* by Douwe Blumberg at Vance Brand Airport in collaboration with Airport staff and volunteers
- Worked closely with CDOT, City staff, artist and community for successful installation and dedication of the DiagonArt Project, now known as *Spirit of Longmont* by Rafe Ropek, located at the City's west entryway
- Offered interactive public and various events as part of "Art Explosion," which celebrated 50 public art pieces in 20 years throughout Longmont.
- Installed five new pieces as part of Art on the Move and held dedication and artists' reception in association with the July ArtLink

Children and Youth Resources

- Created several new programs for teens and families, including a Teen Theatre group ("Stage Fright"), a "life skills" curriculum to work with youth at Heritage Middle School, a curriculum and classes to help parents and teens communicate about difficult issues, an anger management curriculum to work with local middle school students, a curriculum to work with teen moms who are gang involved
- Provided early literacy programs through partnerships with the Sylvan Learning Center and the Longmont Public Library

Community Development Block Grant Program/Affordable Housing

- Completed The Lodge at Hover Crossing, providing housing for 50 extremely low-income seniors
- Completed "The Homeless Plan – Working Together to End Homelessness in Longmont"
- Coordinated the Digital Divide project and provided free wireless Internet accounts to 40 families with school-aged children; 20 families also received computers so they can access the Internet

- Applied for and received economic stimulus funding to complete energy efficiency improvements at St. Vrain Manor; this provided utility savings to the nonprofit management company as well as provided a much more energy-efficient delivery system for its low-income senior residents
- Funded computer lab and lighting projects in Mountain View Mobile Home Park and code enforcement efforts in midtown and began comprehensive investment efforts in midtown
- Worked with Boulder County, City of Boulder and City and County of Broomfield to prepare a regional consolidated plan for both CDBG and HOME programs.
- Worked with Habitat for Humanity and Boulder County Housing Authority to provide post-purchase classes for all affordable housing clients

Community and Neighborhood Resources

- Initiated Midtown Revitalization Project, in partnership with CDBG, which has included several kick-off events, newsletters, neighborhood meetings, neighborhood clean-up activities, and energy sweeps; two neighborhoods within the midtown area are now organizing to address issues within their neighborhoods
- Integrated the Code Enforcement service into the division
- Initiated “Building Inclusive Communities School Reading Program” in partnership with the Multicultural Action Committee and reached over 400 students at Spangler and Burlington elementary schools

Library

- Initiated a Small Balance Recovery Program for fines and fees owed of from \$10 to \$24.99
- Joined the Front Range Downloadable Library Consortium (with Boulder, Broomfield, Louisville, Lafayette, Westminster and Loveland), which provides participating libraries with the leading download service for audio books, music and video
- Developed several technological enhancements including self checkout in the Children's area (shortens the wait in the checkout line, reduces lobby congestion, and lessens the noise level in the lobby); coin and bill acceptor on lobby self-check machine (credit card payments will follow in 2010); e-commerce that allows credit card payment for fines and fees via the Internet from home; PC Reservation that takes the place of paper and pencil in managing the queue for Internet access in the Adult Computer Lab; and print management software that ensures that all print jobs are paid for
- Wrote and received grants from Praxair Foundation (\$16,100 for servers and technology) and Picturing America (posters that tell the story of America through art); received donation from LexMark International (3 mono and 2 color networked duplex laser printers)
- Offered several community reading programs and events: One Book, One Boulder County: *Bridge to Terabithia* by Katherine Patterson; One book, One Longmont: *The Things They Carried* by Tim O’Brian; National Library Week celebration; and Read Across America Celebration

Museum

- Opened 8 new special exhibits, including *The Last Polar Bear*, *John H. Empson: Robber Baron*, and *Connecting Threads: Traditional and Contemporary Quilts*
- Posted 2,000 images from the Museum's photograph collection on the Internet for searching
- Served more than 11,000 children and their parents in the *Little Builders* interactive children's exhibit during the summer months

Recreation Services

- Offered 50 new outdoor recreation, fitness, preschool, athletic, aquatic, leisure, drop-in and youth programs and classes to meet gaps in community recreation needs, address additional demands for activities, and target audiences that are underserved or that have unique needs
- Installed several energy efficiency systems at City recreation facilities, including solar and new lighting at Centennial Pool and the Longmont Recreation Center, new heating and cooling system at Centennial Pool, and an air curtain in the front entrance doorway at the Recreation Center
- Constructed an Express Desk at the Recreation Center, which not only allows the staff to greet and scan our customers who are pass holders more quickly but also serves as a security watch point
- Installed new pool drain covers at all pools to be Virginia Graeme Baker compliant; staff was able to complete this project, which helps ensure the safety of our aquatic customers, without closing any of the facilities
- Enhanced the 14th annual Rhythm on the River event by expanding the World Beat Stage and craft area to cover eight hours of great entertainment and regional artists; expanding the Discovery District with more local vendors; adding and expanding the outdoor area with a kayak tank, climbing wall and bicycle course; and combining the Kids Day Out area with the Police Safety Zone. The Friday night concert line up had double the attendance from 2008, and this year's event drew crowds of over 34,000
- Offered six downtown concerts in collaboration with the Longmont Downtown Development Authority; 6,601 people attended these concerts
- Hosted 22 weekend tournaments in collaboration with Parks; these tournaments ranged in participation from 5 to 48 teams, with 83% of the teams coming from outside of Longmont

Senior Services

- Launched "CONNECT!," which is the product of a countywide information and assistance consortium offering a countywide information and referral phone number and Web-based, comprehensive and up-to-date resource directory; there has been an average of 4,000 hits to this Web site each day since the launch on March 30, 2009
- Worked with the Senior Citizens Advisory Board and Multicultural Action Committee to conduct a very successful "Tamales and Talk," which focused on enhancing the welcome at the Senior Center; over 70 participants of various ages and ethnicities actively participated and offered ideas

- Developed a new partnership with Workforce Boulder County to offer an educational series for older adults seeking employment
- Added several evening fitness classes such as tai chi, yoga, and Feldenkrais, as well as the weekend seminar “Aging to Saging” to accommodate working older adults
- Offered several new programs to enhance “the welcome” to our Spanish-speaking older adults, including a Spanish Club for English speakers to improve their Spanish with native Spanish speakers, two English as a Second Language programs, a chronic illness series in Spanish, an End of Life series and Alzheimer’s education program in Spanish

Economic Development Department

Economic Development Administration

- Completed reorganization of the newly formed Economic Development Department
- Adopted new incentive program for commercial development along Main Street and downtown
- Coordinated the Economic Development Incentive program, including fee rebates and private activity bonds
- Completed quarterly and annual Quality of Life Benchmark reports

Planning Division

- Worked on a variety of transportation programs and issues, including FasTracks, Boulder County on-demand task force, and RTD bus stop issues
- Completed development code amendments dealing with backyard chicken standards and Mixed Use Development regulations
- Amended intergovernmental agreement (IGA) with the Longmont Downtown Development Authority to administer the façade improvement program, and completed a blight study for downtown
- Formed 2010 Census Complete Count Committee
- Completed a variety of reports: Indicators, Un-built Dwelling Units, Historic Building Permits, and *Did You Know?* poster series
- Completed Adrian open space purchase in cooperation with the Public Works and Natural Resource Department
- Engaged the University of Colorado at Denver graduate student program to prepare recommendations for the St. Vrain River Corridor
- Annexed 84 acres of City-owned properties

Development Services Division

- Authored three contractor newsletters, issued 82 new contractor licenses, processed 132 license renewals, and administered 14 contractor license tests
- Conducted 14 meetings of the Board of Adjustment and Appeals and Master Board of Appeals involving 32 cases to the Board of Adjustment and eight appeals cases to the Master Board
- Council adopted the 2009 International Building and Fire Safety codes after a recommendation from the Master Board of Appeals, Historic Preservation Board, Board of Environmental Affairs, two public hearings and four ad hoc committee meetings
- Provided timely Development Service Center assistance to customers by reviewing 100 major development applications and holding 70 pre-application conferences
- Assisted 2,960 walk-in customers who requested planning-related information
- Issued 2,827 building permits and performed 23,359 inspections and 1,301 plan reviews
- Pursued 92 substandard housing complaints, verified compliance on 150 previous cases and monitored 206 cases in non-compliance

- Adopted and are implementing a mandatory revised local Green Points program
- Adopted and are implementing the 2008 National Green Building Standard
- Hosted the Colorado Association of Permit Technicians meeting in May that was attended by 53 permit technicians from throughout the state and included a tour of Blue Vista, a green building project in Longmont
- Co-hosted a disaster training class on damage assessment procedures over two days attended by building inspectors who then were certified by the state

Economic Vitality Division

- Designed and implemented the Business Start-up Grant providing up to a \$2,000 reimbursement for legitimate costs associated with starting a business
- Developed “Shop Longmont” campaign as an educational and marketing tool to promote the benefits of shopping locally and supporting the goal of economic sustainability
- Awarded 10 Tourism grants for events and activities, including Longmont Lights, Festival on Main, Cinco de Mayo, Air Expo, Peruvian Festival, ArtLink, Rhythm on the River, Longmont Open Tennis Tournament, Oktoberfest, and the Longmont Jazz Festival
- Coordinated the Downtown Summer Concert Series with LDDA and the Recreation Division for six concerts representing a variety of musical types from June through August
- In conjunction with the Community Services Department established a project-based loan program using \$36,000 of CDBG stimulus funds for two companies with ready projects with measurable job creation that were selected as loan candidates

Redevelopment Program Division

- Coordinated Twin Peaks Mall area urban renewal planning process with Leland Consulting Group, which included regular meetings with property owners and interested citizens; Council adopted plan July 28
- Worked with flour mill property owners and developer regarding proposed plans for a mixed use phased redevelopment plan for the area
- Worked with the sugar factory property owner to prepare a Targeted Brownfields Assessment application that would identify the extent of environmental clean up and mitigation costs as a prerequisite to applying for an EPA Cleanup Grant
- Updated City’s Web site to include information regarding the Redevelopment Program
- Worked with Colorado Brownfields Foundation, which held several meetings in Longmont attended by other cities and abandoned sugar factory property owners to identify environmental cleanup and redevelopment opportunities

Finance and Support Services Department

- Prepared and adopted 2010 Budget
- Prepared and adopted 11 supplemental appropriations and 14 capital improvement project amendments
- Prepared and adopted 2010-2014 Capital Improvement Program
- Received GFOA Distinguished Budget Presentation Award for 2009 Operating Budget
- Received GFOA Certificate of Achievement in Financial Reporting award for the 2008 Comprehensive Annual Financial Report
- Produced 2009 Financial Assessment Report
- Planned, designed and conducted a 2010 budget prioritization process for the General Fund including three community involvement phases
- Recommended and implemented interest calculation for developer deposits in Subdividers Escrow Fund freeing up \$1.36 million excess fund balance for transfer to the General Fund
- Yielded over \$712,000 due to sales tax compliance efforts
- Offered four after-hour sales tax seminars
- Completed audit services RFP, selecting a new audit firm
- Completed RFP for pension actuarial services selecting a new actuary firm
- Successfully negotiated the Comcast franchise agreement
- Successfully negotiated collective bargaining agreements with FOP and IAFF
- Completed the redesign of the Performance Management system
- Completed the 2010 pay plan
- Completed Citywide volunteer manual
- Renewed contract with Kaiser for medical plans with 0% increase in 2010
- Implemented a virtual desktop system to save \$120,000 in desktop replacements and potentially more in energy and maintenance costs for desktops
- Developed and implemented a new subpoena system
- Implemented the Utility Billing Integrated Voice Response System, which allows callers to make credit card payments over the phone without employee assistance
- Worked with Kaiser Permanente prevention program to coordinate the best use of their wellness opportunities in conjunction with the City wellness program
- Coordinated with Work Well Longmont to enhance City/community wellness opportunities
- Held a Wellness Fair attended by over 300 employees.
- Purchased 51 replacement and new addition vehicles for a total of \$2,867,755
- Salvaged vehicles: Traded in six vehicles against the purchase or replacements totaling \$28,850, sent 69 units to auction with gross sales of \$367,826, recovered \$56,931 from accident or warranty reimbursement and steel salvage, and the total savings was \$453,607
- Attained ASE Blue Seal shop certification in Fleet Services for the fourth year in a row

- Completed a contract to hedge purchase fuel futures for the City, which resulted in significant savings in 2010
- Completed construction of fleet wash facility at the Service Center and the fueling facility at the new Fire Station #1
- Designed and implemented a new local purchasing preference, including revision of all solicitation documents, training of 200 city staff in four sessions and 20 vendors in two sessions
- Conducted efforts to make it easier to do business with the City, including participating in the Rocky Mountain Governmental Purchasing Association's Reverse Vendor Trade Show; presenting at the Chamber of Commerce Small Biz Net; hosting a vendor outreach event with 35 key city staff attended by 130 vendors; and hosting with the St. Vrain Valley School District a "how to do business with us" training for vendors
- Increased use of city purchasing cards to reach the threshold to receive a rebate on expenses
- Installed handicap signs for existing businesses that were not compliant with ADA standards
- Conducted training for City employees, including iSeries inquiry tools and financial reporting resources; compensation and performance management; online bidding system for issuing and receiving quotes; Purchasing 101; Project Manager meetings and numerous risk, wellness and safety trainings

Longmont Power & Communications

Departmentwide

- Provided engineering support for the design of 142 construction projects, including service extension projects for customers, system reliability improvements and street lighting
- Developed new ECIF model and methodology
- Developed emergency plan to provide all electric services from sites other than the Service Center
- Contracted with a utility call center and implemented new answering/dispatch service procedures resulting in enhanced customer services after hours
- Conducted residential satisfaction survey: 9.0 overall satisfaction rating (2009 goal is 8.8); 95% excellent/good value rating (2009 goal is 95%); 95% very/somewhat satisfied for reliability (2009 goal is 95%); 98% very/somewhat professional LPC employee rating; 80% very/fairly reasonable rates; and 80% very/somewhat satisfied on energy efficiency and renewable energy programs
- Conducted key account survey: 8.72 overall satisfaction rating (2009 goal is 9.0); 96% excellent/good value (2009 goal is 100%); and 92% excellent/good reliability (2009 goal is 100%)
- Conducted recent customer contact survey: Overall satisfaction rating of 99% (2009 goal is 97%)

Administration

Business

- Updated cost of service study and rate development model for 2010 electric rates. Included new rate classes, custom rates, alternative scenarios, and an update of load survey meter representation across customer classes
- Developed, obtained approval for, and implemented requirements related to the Energy Independence and Security Act
- Enhanced reports and accuracy of electric usage data base with Symbiotic Engineering and ETS, which will be used on an ongoing basis to provide analysis of electric customer usage trends, effects of weather and efficiency programs

Load Research and Meter Reading

- Completed planning, testing, and implementation of software upgrades to MV-90, Pervasive, and MVRS, including all associated standard operating procedures. Upgrades were required by vendor to qualify for continued support and enabled numerous efficiency and product enhancements
- Postponed replacement of a major meter reading equipment piece, saving \$40,000 in 2009 by working with the vendor to use spare equipment at no charge
- Maintained database and provided various reports of detailed electric load/usage for approximately 400 specialized meters
- Completed approximately 66,000 electric and water meter reads per month with 99.9% accuracy

Administrative

- Effectively handled approximately 18,000 customer calls with related survey results of 99% overall customer contact satisfaction

Engineering

- Completed upgrades to the Outage Management System (OMS) to facilitate LPC and call center staff during outage call taking
- Participated in numerous vendor demonstrations of Smart Grid equipment and systems and participated with Ft. Collins on the application for a Department of Energy grant for Smart Grid development, which was awarded in 2009
- Initiated a review and enhancement of the LPC response to customer concerns about power quality, including printed materials and service checklists
- Participated in numerous vendor demonstrations of LED street lighting equipment and developed pilot applications for evaluation

Marketing and Energy Services

- Completed 16 residential and two commercial solar PV system installations and paid out \$163,000 in solar incentives including \$81,500 in GEO matching grants
- Developed and implemented a new Commercial Efficiency Matching Grant Program; paid about \$30,000 in incentives on 12 projects to improve efficiency in commercial buildings
- Implemented and managed the \$2.8 million Energy Services Performance Contract (ESPC) with McKinstry for energy efficiency upgrades, operations improvements and renewable energy installations in six City facilities; estimated annual energy savings of 32%, annual cost savings of \$165,000, and emissions reduction of 4.7 million pounds of CO₂
- Facilitated no-cost improvements worth more than \$25,000 to as-built conditions in City facilities as part of the ESPC project
- Substantially increased participation in the Commercial Energy Efficiency Program and LightenUp Program for commercial and industrial customers in partnership with PRPA. About 53 Longmont projects (10 projects in 2008) will receive about \$643,000 in rebates for energy efficiency improvements. Estimated demand reduction is 823 kW, estimated annual energy savings is 3,058,00 kWh, and estimated annual customer electricity cost savings is \$275,691
- Participated in or sponsored 56 community and business events with presentations and educational materials (21 more than in 2008)
- Developed and implemented a new Small Commercial Energy Audit Program for LDDA (DOLA grant) and non-LDDA businesses in Longmont; collaborated with Xcel Energy to leverage audit costs for both electric and gas customers; selected audit contractor and improved audit report and follow-up consultation with customer; completed 24 audits in less than six months
- Obtained \$15,000 in matching grant funds for the Insulate and Seal Program in partnership with Boulder County and other communities
- Hosted 10 ClimateSmart Loan workshops in Longmont; 104 Longmont residents received \$1,520,512 in loans for energy efficiency and renewable energy home improvements

- Worked with 12 key accounts on facility expansion or remodels, energy efficiency improvement projects and other special projects

Operations

- Completed five commercial projects; one residential subdivision project; and three feeder projects for S. Sunset Underground Conversion, Feeder loop FS 9424 and Martin St. relocation
- Improved system reliability with these projects: completed the duplicated vault project; trimmed or removed 2,340 trees; cleared 16.28 miles of line; cleared 3.5 main feeders (TS9326, TS9325 TS9316 and half of TS9332)
- Accessed and verified 1,480 instrument transformer locations
- Completed 45 requests for quotes (RFQ) resulting in \$33,132 in purchase savings
- Reduced inventory by \$555,006 from 2008 inventory levels
- Actively participated in the Boulder County Multi-Agency Coordinating System (MACS), Created Emergency Support Function (ESF) #12 for Boulder County disaster response and responded to Olde Stage Fire

Public Safety Department

Public Safety Administration

- Conducted biennial survey of community members regarding their sense of safety and disorder. The survey revealed that our community's sense of safety increased significantly and that our community's sense of disorder decreased considerably
- Developed and merged Police and Fire Information Technology, Police and Fire Volunteer Programs, aspects of Police and Fire Public Education programs, Police and Fire Research and Development Unit
- Initiated strategic planning process for Fire Department

Longmont Emergency Communications Center

- Launched an Emergency Notification System that alerts residents of an emergency situation in a variety of ways, including on their cell phones, home and work phones and by text messaging and e-mail
- Completed the purchase and construction of a new radio tower and associated maintenance building to comply with the move to the state's DTRS (digital trunked radio system)
- Acquired almost \$1 million in grant money through the Department of Homeland Security for building a radio tower and purchasing mobile and portable DTRS radios for Police, Fire and EMS
- Initiated a contract with TriTech for the purchase of a new countywide CAD (computer-aided dispatch) system that will move us into the next generation of public safety dispatching

Office of Emergency Management

- Created separate division of Public Safety – Office of Emergency Management, which reports directly to Public Safety Chief
- Upgraded Emergency Operations Center to include citizen call center
- Managed over \$2 million dollars of grants for Public Safety
- Activated outdoor Emergency Warning System and tested 95% accuracy during 6 activations
- Council adopted new Emergency Operations Plan

Police

Patrol Division

- Enhanced police services to the elderly by creating a partnership with Senior Services and the county elder protection group
- Strengthened the partnership between Police and Parks for enhanced park safety by establishing a Parks Beat to provide better problem solving in City parks
- Improved prisoner handling by streamlining the booking process and by implementing a more efficient jail cell checking system
- Created a Crime Free Multi-Housing Program to enhance safety in apartment complexes

- Automated the patrol briefing room and purchased digital recorders for all officers

Support Services

- Implemented a plan to host nationally recognized police trainers and police training companies within the training facility, saving approximately \$29,000 in tuition and travel costs. These classes were filled by approximately 240 law enforcement officers from various agencies throughout the surrounding area and the state. Approximately 30% of the students were from significantly out of area and required lodging, food and entertainment during their stay in Longmont
- Coached three lateral hires so they could challenge the Colorado Police Officer Standards Test (POST), saving \$12,000 in academy costs. Mentored nine officers as they successfully progressed through the Adams County Police Academy, a 22-week training program
- Expanded the role of Training Unit officers to assist with some professional standards investigations (PSI) and internal audits. In addition, the PSU completed a selection process and training for two new citizen members of the PSU Citizen Review Panel
- Added in-service training videos to the M drive. This allowed members of the department better after-hours access to training classes they could not attend

Special Operations

- Reduced Animal Control-related calls at Countryside Village, 1400 S. Collyer Street, by 25% through proactive problem-solving efforts
- Involved the Gang and Crime Suppression Unit in several significant gang-related investigations and arrests during the year, including the arrest within 24 hours of an attempted murder suspect following a New Year's Day shooting and the arrest of five suspects on attempted murder charges following a stabbing assault in July with multiple victims
- Presented education programs (by the School Resource Officer Unit) to approximately 2,000 middle school students on such topics as Teen Dating Violence, Teens in the Media, Internet Safety and Substance Abuse (Project Alert), and approximately 200 students completed semester-long Student Police Academies held at each high school
- Implemented (by Traffic Unit) a Motor Carrier Truck Safety Program for commercial vehicles traveling in Longmont, which required the purchase of specialized inspection equipment and certifying traffic officers as federal motor carrier (truck) inspectors
- Provided (by Bomb Squad) significant assistance with the investigation of a major homemade explosives laboratory found in northwest Longmont in July, which required assistance from and coordination with the Boulder County Hazardous Materials Team, the Larimer County Bomb Squad, the Denver Division of the FBI, and FBI Laboratory Services in Washington, DC
- Provided (by SWAT Team) officer safety-related instruction throughout the year on the following topics: rapid emergency deployment, mobile field force, Taser, high-risk vehicle stops, pepper spray, specialty impact sunitions, and building searches

Detectives

- Investigated homicide of Logan Sisson with very few initial leads, and developed the case from the ground up, leading to the arrest of four suspects
- Developed responses for detectives in the Property Unit to identify and react to emerging trends related to property crimes, which led to the increase in arrests of suspects committing burglaries and criminal trespasses to vehicles
- Investigated the stabbing of five victims in a gang fight on Wright Court in July 2009. Detectives worked with uncooperative witnesses and victims to build a case and identify three Lakewood suspects who later were arrested
- Worked with Colorado Springs Police Department detectives on a case involving a Longmont male who was using the Internet to arrange for the suspect to have sex with an adult mother and her six-year-old daughter. Thousands of images of child pornography were discovered on the suspect's home computer
- Partnered on several cases with state and federal investigators using state and federal wire taps to shut down major cocaine and methamphetamine rings working from Mexico into the central U.S. leading to the arrest of more than 80 suspects and resulting in large cocaine and methamphetamine seizures

Public Safety Information and Technology (IT, Records and Crime Analysis):

- Implemented new gang database
- Received verification of National Incident Based Reporting System (NIBRS) certification from the Colorado Bureau of Investigation (CBI)
- Implemented fee collection for sex offender registration and abandoned vehicles
- Implemented distribution of weekly stolen vehicle hot sheet and biweekly crime analysis bulletin

Fire

Fire Support Services

- Prepared the 2009 fire codes and local amendments for adoption
- Consolidated all Fire Department staff within one central area in the Safety & Justice Center
- Completed construction and opened Fire Station #1 at 11th Avenue and Terry Street

Fire Operations

- Reorganized Fire Department staff within Department of Public Safety
- Prepared and bid five new fire engines for delivery in 2010
- Hired and trained eight new firefighters
- Opened a new engine company #6, which resulted in promotions for three lieutenants and three engineers

Emergency Medical Services

- Sponsored two firefighters through completion of Paramedic School
- Contacted 4,151 patients; transported 3,441 to hospital
- Received inaugural Pediatric Lifesaving Award sponsored by Children's Hospital and presented at the Colorado State EMS Conference
- Renewed successful AMR contract
- Delivered over 180 hours of EMS continuing education for personnel

Public Works & Water Utilities Department

Departmentwide

- Completed structural reorganization of the Public Works and Natural Resources Department
- Supported the development of the Integrated Environmental Program Sustainability Plan and process, including obtaining a \$785,000 federal stimulus grant
- Completed the purchase of the Adrian property near Union Reservoir in a joint effort with the Economic Development Department
- Prepared the factual information campaign associated with the extension of street sales tax and approval to issue sanitary sewer bonds at the Wastewater Treatment Plant
- Began cross-training of administrative staff

Business Services & Strategic Planning Division

- Completed HVAC improvements at several locations
- Hosted the 9th Annual Children's Water Festival; 750 students from the SVVSD attended
- Implemented a pilot program for automated vehicle location
- Continued GIS population of signs, pavement markings and water meters
- Completed GeoMetric networks on the water, sanitary sewer and storm sewer systems

Engineering Services Division

- Completed improvements to Hover Street and Highway 66 intersection; received \$2 million in state funding from CDOT
- Completed County Line Road, Phase 1 Improvement Project
- Completed replacement and rehabilitation of Water Line, Sanitary Sewer Line and Price Park Transmission Line Programs
- Completed St. Vrain Greenway, Phase 7B and 8
- Finalized the Dry Creek Master Plan Report
- Restriped the downtown area, creating an additional 110 on-street parking spaces

Environmental Services Division

- Created a new "Sustainability" Web page
- Assisted Longmont United Hospital with a third pharmaceutical collection and disposal event that collected over 700 pounds of pharmaceuticals
- Expanded the watershed monitoring and assessment program to include additional sampling of open space ponds and lakes and began analysis of data from reservoir sampling
- Worked with CU to collect and sample the upper watershed for micropollutants, including endocrine disrupting compounds (EDCs)
- Completed various laboratory studies for the wastewater treatment plant, including nutrient removal, return flows from sludge dewatering and grease deposition in pipelines

- As part of the Keep It Clean Partnership, received an award from the Colorado Association of Stormwater and Floodplain Managers (CASFM) for sponsoring a study identifying barriers to implementing low-impact development in local municipalities

Natural Resources Division

- Organized and participated in the Denver Golf Expo promotion, selling approximately \$60,000 in Golf Longmont product to regional customers with a redemption rate of approximately 58%
- Completed multiple wildlife management projects, including prairie dog barrier at Quail Campus, Blue Skies and Vance Brand Airport; mitigation for Phases 7 and 8 of the St. Vrain Greenway and Martin Street Extension. Completed bat mitigation at the Library, Callahan House and Centennial Pool
- Managed the Mosquito Management/Abatement Program
- Implemented the recently adopted Greenway Maintenance Standards to reduce water consumption and ongoing maintenance to promote sustainable practices
- Assumed maintenance of 3rd Avenue Improvement, Shadow Grass Greenway, and Fox Meadow Greenway
- Hosted the 29th Arbor Day/Tree City USA Celebration and planted 1,400 trees throughout the City

Operations Division

- Assumed operation of the City's Recycle Center on November 1, 2009
- Completed significant improvements to automation of the water and wastewater plants allowing for further implementation of unattended operation of the wastewater treatment plant. This created opportunities to reduce labor costs (via normal staff attrition) and to further enhance staff productivity
- Achieved treatment process improvements that reduced power usage by approximately 150,000 kWh per month at an annual cost savings of around \$70,000
- Successfully placed new digester into service
- Revised the meter maintenance program with a long-term goal to provide a balanced work load year-in and year-out
- Undertook the ditch superintendent role for several irrigation companies after the retirement of several ditch superintendents, which resulted in better maintenance and operations of these facilities