

CITY OF LONGMONT 2003 ACCOMPLISHMENTS

ADMINISTRATION DEPARTMENT

- Collaborated with City Council in developing a Citizen Satisfaction Survey. Worked with the National Research Center to implement and analyze the survey results.
- Completed Council Ward redistricting project
- Implemented a successful public information campaign on concerns associated with the West Nile virus outbreak in Longmont and Boulder County
- Provided Harassment training for all supervisors, Violence in the Workplace training for all employees, HIPPA training for impacted employees, and HR policies and procedures training for supervisors
- Collaborated with Criminal Justice team to select and begin implementation of a Criminal Records Management system
- Conducted Regular Municipal Election by mail
- Redesigned *City Line* with enhanced aesthetic appeal
- Completed 2004 City Salary Survey process and created 2004 Pay Plan
- Received continuation of Juvenile Accountability Incentive Block Grant for 2003-2004 which provides community service crews to the organization and the community
- Organized Youth Art Contest as part of Race Equality Week
- Enhanced the Automated Customer Information System (ACIS)
- Developed and presented an Early Retirement Window program and educated affected employees on the program
- Improved internal communications through development of an intranet system that will become the central location for organization wide information
- Improved municipal court tracking systems for licensing, alias information, temporary employees, probation/complaint orders and court mandated class programs
- Designed and implemented a statistical reporting system for the municipal court

- Developed new electronic format for Employee Connections saving significant paper and printing costs
- Researched, and created new medical and prescription programs and conducted 22 benefit and compensation meetings to present to employees
- Utilized community involvement techniques to collect input on various community issues such as Ward redistricting and smoking ordinance.
- Created Citywide Wellness Committee focused on employee health and safety education and well being to help address rising costs of health insurance
- Tracked state legislation and communicated with legislators on matters of municipal interest as directed by City Council
- Conducted 49 recruitments, 174 background checks, 29 employee investigations, 10 job classification audits, 2 unemployment appeal hearings, and 4 internal department assessments

COMMUNITY DEVELOPMENT DEPARTMENT

Non-Divisional

- Adopted the Boulder County Super Intergovernmental Agreement that allows for increased coordination of land use development plans among all cities and Boulder County
- Completed the Flour Mill Redevelopment Plan that establishes a mixed use development project for the property. The Council directed staff to prepare an incentive package for the private sector to use to help accelerate the project.
- Coordinated Transportation Saturday that included presentations from City staff, RTD and North Front Range MPO
- Presented quarterly Quality of Life Benchmarks and present quarterly reports to the Council
- Prepared an RFP for the City's 11th and Terry Street property. The City is seeking an entity to construct affordable housing units compatible with the existing neighborhood.
- Conducted a Strategic Assessment for the Public Works Operations Division which contained recommendations on how to improve those services
- Presented information to the City Council regarding possible annexation of enclaves
- Submitted brownfields grant application for Sugar Mill assessment and redevelopment

Planning Division

- Compiled the update of the Longmont Area Comprehensive Plan (LACP)
- Refined the LACP "Parking Lot" issues with City Council and scoped for 2004 work plan discussion
- Updated the Historic Preservation Code
- Completed the initial setup of the Travel Management Organization (TMO)
- Completed the Amgen development and vesting agreement

- Held national American Planning Association mobile workshop in Longmont showcasing “new urban” developments
- Reached the milestone of 100 locally designated historically landmarked buildings in Longmont
- Hosted the Colorado Rail Project in Longmont
- Completed structure survey of Historic Eastside Neighborhood. This used grant money from the Colorado State Historical Society
- Completed south Hover area traffic study and presented to City Council
- Completed preparation of amendments to Development Code and presented them to P/Z for their review
- Participated in the DRCOG’s Freestanding Communities Work Group (part of the updating of Metro Vision 2020) and presented findings to City Council
- Completed conversion of Longmont transportation model to new TransCAD modeling software
- Processed 387 development applications

Building Inspection Division

- Issued 3430 permits, performed 46,866 inspections and 1,724 plan reviews and performed 8,262 code enforcement inspections
- Adopted the 2002 edition of the National Electrical Code and updated the handouts, web page information, City Source messages and applications associated with this code
- Submitted the 2003 International Energy Conservation Code to the Master Board of Appeals for review and recommendations for adoption
- Conducted code review classes for 246 licensed Class A, B, C, and Mechanical contractors in May on the 2000 codes
- Developed a proactive inspection program utilizing existing staff and contract inspectors to respond to housing complaints

- Held 23 meetings of the Board of Adjustment and Appeals, Master Board of Appeals and Board of Environmental Affairs involving 37 cases to the BOA, 6 appeals, code review meetings and contractor hearings with the MBA and 8 meetings on Built Green and air quality programs with the BEA
- Authored and sent 4 mailings of our Contractor Newsletter, issued 256 new licenses, processed 1013 license renewals and gave 176 license tests
- Worked on a Green Building program with the BEA and MBA for eventual recommendations to the Council
- Reviewed 77 Use of Public Places applications and prepared revocable agreements on those that needed them

Parks & Open Space Division

- Completed Tennis court rebuilds at Affolter, Dawson and Hover Parks
- Completed the design and construction of for the raw water pump station at Clark Park
- Acquired land for 3 neighborhood parks and one community park which include: Fall River neighborhood park (east Longmont), Spring Valley neighborhood park (east Longmont), Meadow Mountain neighborhood park (southwest Longmont), and Sisters of St. Francis community park (south Longmont)
- Completed the master plan design for Fall River neighborhood park, which included significant public process
- Completed construction of Sandstone Ranch Phase 2 community park and district park
- Completed the Lefthand Creek Trail and Underpass project from S. Pratt Parkway to the east side of Main Street
- Completed design of the Third Avenue Entryway project for trail and landscaping along this street frontage from Martin St. to the new Ken Pratt Boulevard extension intersection
- Completed Computer system to identify irrigation line or head breakage that will greatly reduce water loss
- Maintained City Parks, including:

- Clark Park: Replaced doors due to vandalism; Paved Clark Centennial Pool parking area; Move Skateboard from YMCA; Completed Pump Design to include pond
- Roosevelt Park: Planted 200 Roses; Installed electric locks on rest-room doors; replaced some of the concrete walks near picnic shelter.
- Union Reservoir: Conversion of rest - rooms from composting to vault; Hosted 6 sailboat regattas; Hosted 75 company picnics; Extended public access along west shore line
- Installed xeriscape garden at Quail Campus
- Removed fence at south end of Kensington and replaced with shrubs as per Neighborhood Program
- Received Tree City USA award
- Improved Golf Services web site.
- Developed Master Plan for Lake McIntosh, with Phase I construction to begin in Spring of 2004.
- Fight the Bite mosquito abatement program successfully reduced mosquito population to combat West Nile Virus.
- Acquired 380 acres of open space.
- Participated in Boulder County's masterplan for St Vrain Greenway, west of Longmont to Lyons.

Public Works Division

- Completed Airport Master Plan
- Initiated and/or completed numerous street projects, including:
 - Completion and opening of SH 119/Ken Pratt Boulevard Extension Project
 - 9th Avenue Improvements – Alpine to County Line Road
 - Nelson Road Improvements – Airport to 75th Street
 - Pike Road/Lefthand Creek Pedestrian Underpass
 - Grandview Meadows Drive Construction

- Street Rehabilitation and Concrete Repair Programs
- Completed construction of Airport Road from the SH 119 to Pike Road.
- Completed Transportation System Management (TSM) Projects, including:
 - High Accident Locations – Turn Lane Realignment
 - Hover/Nelson
 - Hover/Bent Way
 - Hover/Clover Basin
 - Missing Sidewalk Segments
 - 3rd Avenue (Hover to Crestridge)
 - Sunset Street (3rd to Short)
 - Airport Road (North of Quail)
 - Sunset Street RR Crossing Replacement
- Constructed Price Road Pedestrian Bridge
- Updated Neighborhood Traffic Mitigation Process to make it simpler for Neighborhoods to move through the process
- Applied for and received federal National Pollutant Discharge Elimination System Permit
- Received American Council of Engineering Companies of Colorado's 2004 award for Engineering Excellence for the Lefthand Creek Project.
- Completed Design of Loomiller Phase 4 and 5 Storm Sewer Projects to be bid and constructed in the winter/spring of 2004
- Development
 - 13 Public Improvement Agreements Executed
 - 22 Construction Acceptances Granted
 - 21 Final Acceptances Granted
- GIS Accomplishments
 - Creation of electronic Centerline of Streets Map
 - Creation of electronic Storm Sewer Base Map
 - Purchase of ESRI GIS Software
 - ARCIMS for Public Works
 - Digital File Submittal
 - 5 staff members received GIS Training
 - 4 staff Members received Hansen Training and Hansen Data base
- Established a City-wide Energy Conservation Program. The committee conducted a formal survey of current conservation efforts, developed a policy, and purchased software to track energy conservation.

- Jetted and vac-cleaned in excess of 218,576.0 ft. of service lines. Additionally, jetted and vac-cleaned 273 catch basins, basin vaults, manholes and sumps.
- Manually cleaned 18,985 ft. of open channels and ditches; 2,063 basin grates, catch basins and trash racks
- Installed six new manholes, two type R inlets, and three hooded curb inlets throughout the City of Longmont
- Performed 3,766 utility locates, 10 plan reviews, 37 permit reviews and 16 construction inspections over the last 10 months
- Installed over 1,250 ft. of new service line
- Eliminated two repeat complaint areas (16th and Pratt, 12th and Baker St.) by adding new system components to handle ground water and flooding issues
- Installed over 358.75 yds. of concrete (sidewalk, curb, gutter) throughout the City of Longmont.
- Chip sealed 46,722 square yards in 52 alleys and street surfaces
- Placed 1,974 tons of new hot-mix asphalt, and 37 tons of cold mix asphalt on the streets and alleys throughout the City
- Treated 16,351 lane miles with 903 tons of Ice Slicer and 17,038 gallons of Caliber 1000 to remove snow and ice
- Swept 10,069 lane miles, collecting 1,737 loads of debris. Actual sweeping hours were 2,020 hours
- Conducted five Stop-N-Drop Programs at the Public Works Maintenance Facility. In the months of January, April, June, August and October, a total of 3,200 vehicles participated in the program. This is an increase of 233 vehicles over 2002. A total of 4,470 cubic yards of refuse was collected at the five Stop-N-Drop days this year for an increase of 695 cubic yards over last year.
- Conducted two free landfill days at the Denver Regional Landfill. In the months of May and September, 472 loads were brought to the landfill.
- Conducted annual Household Chemical Drop at the Public Works Maintenance Facility. This event, held on September 27, 2003, brought in 501 vehicles with a total of 37,055 pounds of material collected.

COMMUNITY SERVICES DEPARTMENT

Administration

- Provided technical support and coordination to the Latino Community Strategic Plan effort
- Continued to coordinate implementation of the City's Community Involvement Plan
- Continued to coordinate implementation of the Community Services Department Strategic Plan

Affordable Housing

- Helped 19 low-income Longmont families to purchase their own homes in 2003 through the Down Payment Assistance Program. 47% of these were Hispanic families and 16% were single parent households.
- Completed the second year of the Community Housing Program, which resulted in the processing of 56 total applications, 20 families purchasing homes and an additional 15 homes under contract. 38 total homes were available from 5 developers which translates to a 92% sales rate. 3 families have been Income Certified, but have not chosen homes and 9 additional families are in the income certification process.
- Held Latino/Bi-lingual Housing Fair in March with participation increase of about 60% from previous year. Over 20 vendors representing lenders, realtors, title companies, federal and state agencies. Fair is a collaborative effort with Boulder County Housing Counseling Program, Community Relations, El Comité and the CDBG Office.
- Solicited, reviewed and presented affordable housing fund. A total of 100 new affordable homeownership opportunities will be made available with this funding. The AH Funds were leveraged at a \$1.10 to \$1 (other funds to AH Funds) ratio.
- Worked with 18 inclusionary Zoning projects for a total of 411 affordable owner units and 566 affordable renter units. 528 rental units and 116 owner units have been completed to date for a total of 644 affordable units or 65% completed.

- Completed 14 total rehabilitation projects to date in 2003, with six projects in process.
- Processed applications for four families to rehabilitate their homes. The average loan amount was \$13,840. Six emergency grants were made to replace a failed water line, furnaces, and water heaters, and 4 households with disabled family members had their homes made accessible.
- Painted the houses of two elderly, very low income persons. This work was done in partnership with Longmont Senior Services staff and various volunteers.

Art in Public Places

- Dedicated *Take Me out to the Game*, a 22 foot arched steel entryway to the baseball fields at Sandstone Ranch by Denver artist Tony Ortega. With his design, Ortega portrayed people from all walks of life in silhouette as a way to illustrate how the entire community comes together at community sporting events in one of Longmont's newest community parks.
- Added *First Teacher*, a bronze sculpture of a girl teaching younger child to read, by Ann LaRose, to the Art in Public Places collection. This sculpture graces the corner of 4th and Emery just outside the Longmont Public Library and was a gift to the City of Longmont by the Lonnie Nixon Family in memory of teacher, civic activist, and community volunteer Nancy Louise Nixon.
- Dedicated *Dawson Silverwood* by Steve Jensen of Seattle, Washington. Jensen's 16 ft. abstract tree of aluminum and steel is situated among the spruces, oaks and crabapples of Dawson Park. Envisioned as a "community" tree, this sculpture was developed in partnership with the children of Longmont. Fallen leaves drawn by children and containing messages depicting their hopes for the world and their favorite activities, were fabricated by the artists and affixed about the base of the sculpture.
- Launched its first ever one-day public tour of the entire Art in Public Places collection. Eleven of the artists whose work is represented in the collection talked about their work to members of the community and participated in this day-long self-guided tour of 30 pieces acquired by the city over the past twelve years.
- Initiated a collaborative partnership with the owner of Roosevelt Place at the corner of Longs Peak Avenue and Coffman Street

Community Development Block Grant Program

- Funded the rehabilitation of 60+ rental units at Parkville and English Village apartment complexes and 12 transitional housing units at the Inn Between
- Completed the construction of the Boulder Shelter for the Homeless and installation of new freezer/cooler at the OUR Center

Community Relations

- Collaborated with other entities to sponsor the Fourth Annual Bilingual Housing Fair
- Continued collaboration with Longmont Municipal Court by providing volunteer mediators as Hearing Officers for Parking Enforcement Appeal Hearings
- Partnered with the Planning Division in organizing the Latino Business Breakfast to outreach to Latino businesses regarding the targeted Comprehensive Plan update
- Partnered with the Museum and other community organizations in planning the Día de los Muertos event
- Facilitated and assessed SOMOS cases
- Participated in a group coordinated by The Volunteer Connection to plan diversity training for non-profits and prospective board and commission members from ethnically diverse communities
- Participated in the planning of Festival de las Culturas in honor of Cinco de Mayo celebration
- Conducted the 9th annual Casa Kids School Supply Drive
- Conducted the 9th annual Casa Kids Holiday Gift Drive
- Continued outreach mediation/facilitation services with El Comité one evening a week
- Continued outreach mediation services with Boulder County Courts, Boulder and Longmont sites
- Continue outreach to Skyline High School/VORP (Victim Offender Reconciliation Program) mediations for suspended students
- Established a new program in conjunction with Boulder County Social Services to provide mediation for never married parents in the development of their parenting agreements

- Collaborated with CCMO-Boulder and VORP-Boulder to offer ongoing training and education to volunteer mediators
- Participated in the Knight Foundation Community decision-making effort to assess and fund early childhood programs in Longmont and eastern Boulder County
- Participated in an effort with the State of Colorado Office of Dispute Resolution/University of Denver to develop a statewide data collection and study the impact of community mediation programs throughout Colorado
- Received a DRCOG Cooperative Service Delivery Award for the Boulder County Court Referral Program
- Received an innovations award from the National Association of Counties for the Boulder County Court Referral Program
- Revised Landlord/Tenant Handbook and expanded Landlord/Tenant Symposium to include Longmont Latino Strategic Plan Housing and Health Task Force and Neighborhood Resources efforts to address rental housing issues

Library

- Completed a major remodel of the library within budget and with minimum disruption to the public
- Increased circulation by nearly 10% over 2002. The number of circulation transactions exceeded one million for the first time ever
- Reduced late check-ins by more than 50% this year as a result of the voice notification system. The electronic system is able to notify patrons of late materials several days sooner than was possible with regular mail.
- Added a service to allow patrons to self-renew books from home by computer. Renewals have increased by 55% over 2002
- Accomplished a 37% increase in use of public computers. On average, there are over 300 computer sessions every day in the library.
- Received a grant to begin digitizing and indexing selected historical newspapers using the latest technology
- Launched a new program using grant funds called "Read to Me", which encourages parents to register newborn infants for a library card

- Provided 110 special programs for adults, teens, and children, without relying on city funds. All of the funding for programs was provided by the Friends of the Library.
- Completed the second summer reading program for adults. This consisted of encouraging the reading of Ray Bradbury's "Fahrenheit 451". The program included book discussion groups and a film showing.
- Completed a summer reading program for children that had more than 2,500 participants. The summer reading program for teens had more than 500 participants.

Museum

- Opened nine exhibits as well as maintaining its two core history exhibits, *History Under Construction* and the *Longs Peak Room Interactive Gallery*. Highlights include:
 - *Of Samurai and Chrysanthemums* brought a collection of Japanese block prints and bronze sculptures from the Amarillo Museum of Art to Longmont, and provided residents an opportunity to acquaint themselves with the cultural heritage of its own Japanese community
 - *Latin Jazz: La Combinación Perfecta*, a block-buster bilingual exhibition from the Smithsonian Institute featuring Dizzy Gillespie's trumpet and Tito Puente's timbales is attracting extensive press attention and visitorship from up and down the Front Range
- Developed three other exhibits in collaboration with community partners:
 - *Summertime Artists: Practicing What We Teach*, displayed the work of St. Vrain Valley School District art teachers and demonstrated how fortunate our children are to be taught by such fine artists
 - Served as the venue for Longmont Studio Tours Annual Studio Tours Preview Exhibition, featuring the work of 61 of Longmont's top artists
 - *A Stitch in Time*, showing 30 traditional quilts made by or owned by Longmont residents
- Offered several education programs to accompany our exhibits, including:
 - A class on the Sogetsu School of Japanese flower arranging and a lecture on Japanese block prints by the curator of Japanese art at the Denver Art Museum
 - The Jazz Café program series of lectures, live music and film, as well as a drum-making workshop is accompanying the *Latin Jazz* exhibit
 - St. Vrain Valley School art teachers joined with Museum staff to offer a week-long summer art camp to children

- Area experts on traditional quilts conducted programs on researching and repairing your family quilt
- Served almost 20,000 children through the Museum's week-long summer camps, Discovery Kits, school tour programs, after-school science programs and Discovery Days programs
- Implemented a new series of school tour programs. The newest tour, "History with a View," was rolled out and tested in spring 2003
- Offered the Museum's first ever classroom series for adults – the Art of Nature – and brought adults to the Museum to take lessons in a variety of media from some of Longmont's top artists
- Sponsored the summer "Evening at the Museum" series brought 1,498 people to its summer concert/lecture programs
- Sponsored the third annual Day of the Dead (Día del los Muertos) celebration – the Mexican and Latin American cultural holiday where families recognize and honor their ancestors through a series of both formal and humorous observation – in partnership with several community organizations, significantly increasing Museum collaboration, outreach and service to the Latino community.
- Added some significant historical items to its permanent collections: of note, the Museum received two soap box derby cars, dated 1939 and 1976, built by father and son, each of which won the local soap box derby in the year they entered
- Completed a \$49,568 Institute of Museum and Library Services (IMLS) Conservation Project grant that funded the rehousing of the textile, art, doll and photograph collections that had been moved into the new Museum in 2002

Neighborhood Resources

- Coordinated the neighborhood planning process as part of the Kensington Neighborhood Revitalization project
- Published a new Neighborhood Problem Resource Guide in English and Spanish
- Worked in partnership with Building Inspection to develop a Rental Housing Inspection Program, based on direction from City Council. As part of this program, developed and published a Rental Housing Standards brochure in English and Spanish.

- Conducted a community-based Neighborhood Leadership Program
- Conducted a Homeowner Association Roundtable discussion about legal, management, and insurance issues impacting HOAs, in partnership with the Community Association Institute
- Developed a Crime Prevention through Environmental Design (CPTED) inspection form and conducted training for City staff in using this form
- Worked with the community to form two new neighborhood groups, which brings the total of registered neighborhood groups to 53

Recreation Services

- Completed first full year of operation at the Longmont Recreation Center. Annual attendance is estimated to be over 330,000
- Assumed operations of the Ice Pavilion operations at Roosevelt Park
- Participated in the Colorado Parks and Recreation Association's Recreation Facilities Design and Management School tour, where the Longmont Recreation Center was showcased
- Realized several enhancements in our Aquatics programs: 1) added Junior Water Polo, Teen & Tween, Prenatal, Hydroga programs, 2) increased participation in the Masters swim program by 50%, 3) expanded swim lessons at Recreation Center, and 4) updated staff in Lifeguard management
- Created a new Pool Technician position, whose work has resulted in significant savings in our pool facility and equipment repair budgets due to using fewer contractor hours
- Expanded babysitting, First Aid and CPR classes
- Installed new liner and main drain replacement at Sunset Pool, and replaced the skylight at Centennial Pool
- Initiated a cooperative effort between Parks and Recreation to design and build a new restroom and changing facility at Kanemoto pool

Senior Services

- Received four awards from the Colorado Association of Senior Centers for 1) Wellness Challenge program, 2) Domestic Violence Engaging the HeART program, 3) Newsletter for a community over 50,000, and 4) Best Board Member
- Received a Create Our Future Award for Physical Well-being for the Wellness Challenge program
- Implemented several new outreach and educational activities for caregivers: 1) created web pages dedicated to caregiver information and referral, and purchased ads and added website buttons drawing caregivers attention to the website, 2) organized a Longmont-based coalition focusing on caregiving, 3) purchased newspapers for distribution at the hospital with specialized notice regarding the caregiver website, 4) co-sponsored a Caregiver Wellness Day for area caregivers
- Sponsored "Celebrating, The Good Life", an art, photo, and essay contest focusing on positive aging and celebrating older adult volunteer contributions to the community
- Increased the variety of and participation in wellness programs. Initiated the Wellness Challenge, a step program, and had 380 participants. All fitness programs including yoga, strengths training, and aerobics saw significant increases in participant numbers. Wellness Wednesday education events surpassed expected participation by 50%.
- Increased the number of peer counselor volunteers by 25%
- Instituted a new trip registration system which is more customer-friendly, more equitable, and easier to manage
- Participation in the Grandparenting and the Engaging the HeArt support programs increased by 100%
- Offered two new support-oriented groups for divorced women and for those grieving a loss
- Helped coordinate the national Veterans' History Program and coordinated a special event for veterans on Veterans' Day
- Increased participation in the volleyball program by 33%

- Offered six Cultural Affairs Programs, which were attended by over 300 people. These are available at no charge to participants because of the support of the Friends program.
- Increased monthly participation in Senior Services programs and activities by 7.5% from 6737 per month to 7233 per month. In two specific months, participated exceeded 8,000 people.
- Received community funding for several special programs and events: 1) Wells Fargo funded hands-on therapies at Spring to Life, 2) Longmont Community Foundation funded program scholarships for low income older adults, 3) Lynn and Helen Clark funded building equipment, and 4) Boulder County funded Domestic Violence in Later Life programs

Youth Services

- Started an African American student support group at Heritage Middle School
- Partnered with Boulder and St. Vrain Watersheds to develop a community service project where youth stencil storm drains to warn against illegal dumping as a means of protecting watersheds
- Trained and supervised 5 youth on the Ride the Rockies 2003 Bike Tour. All youth completed the 404-mile bike ride with training and chaperone assistance from Councilman Marty Block.
- Participated with the school district on the Safe Schools Coalition aimed at reducing bullying occurring in the schools
- Implemented a 4-elements of hip hop showcase for Rhythm on the River with the objective of increasing more teen participation in this event
- Coordinated a community-wide task force to intervene with youth and families involved in gang activity in our community
- Started a mural project with Starbucks allowing youth to provide cultural awareness art in a Starbucks store
- Completed construction and opened Club Breakdown
- Planned and implemented two community celebrations: Cinco de Mayo and Dies y Seis de Septiembre

- Toured 625 people, in three nights, through the Youth Services "House on Lashley Hill" haunted house
- Worked with the Kensington neighborhood to identify the positive and negative attributes youth see in their neighborhood
- Made recommendations to City Council regarding the use of motorized scooters
- Collaborated with the Museum to develop and implement a project where graffiti as a form of art is explored. Exhibit opening is scheduled for January 2004.
- Worked with 3 local graffiti artists to create a graffiti mural at the dance club. Channel 31 did a news feature on the piece.

FINANCE DEPARTMENT

Finance Administration

- Administered the financing of \$19 million for the new Water Treatment Plant project through the Colorado Water Resources and Power Development Authority.
- Administered the refinancing of the lease purchase for the Ute Creek Golf Course taking advantage of lower rates of interest.
- Created an Early Retirement Window option for the General Employees Defined Benefit Retirement Plan.
- Worked with various City staff on a public process to review and choose budget balancing options for the 2004 proposed budget.

Accounting Division

- Sales Tax
 - Converted monthly licensee list to email distribution, improving service, decreasing costs
 - Processed code changes to remove barrier in working with building inspection staff
 - Audit & compliance efforts yielded well over \$500,000
- Accounting
 - Continued implementation of electronic timesheets, currently with 620 employees active
 - Implemented electronic check records from bank, reducing paper, and increasing response time to produce a cancelled check copy
 - Presented GASB 34 compliant CAFR to City Council July 22
 - Improved 1099 reporting to interface with risk management system
- Treasury
 - Resolved safekeeping issues to assure a true third party relationship
 - Accommodated credit card payment process for utility billing customers
 - Worked with Library and Museum to bring all outlying areas with major revenues to process daily deposits
 - Reduced the UB receipt printing time to under 10 seconds, from 2 minutes worst case, reducing customer wait time significantly

Budget Division

- Received GFOA Distinguished Budget Presentation Award for 2003 Operating Budget
- Prepared and adopted 2004 Budget
- Prepared and adopted 2004-2008 Capital Improvement Program
- Produced 2002 Financial Assessment Report
- Produced 2002 Revenue Manual
- Updated Financial Policies for 2003
- Prepared and adopted 7 supplemental appropriations
- Amended 29 Capital Improvement Projects

Fleet Division

- Purchased 62 vehicles. 58 units were replacements and 4 were capital additions. Replacement units totaled \$2,395,182. New capital equipment totaled \$447,007. Approved upgrades to replacements totaled \$119,200.
- Acquired significant equipment replacements including the new 100' platform for Fire, delivery of the new HAZMAT truck for Fire, the new pumper for Fire, three additional trailers and a tractor for Sanitation. Also purchased a sweeper, front end loader and patch truck for Public Works.
- Analyzed 158 units benchmarked for replacement in 2004 and 107 were deferred
- Traded in five vehicles against the purchase of replacements totaling \$82,000. 54 units were sent to auction with gross sales of \$237,165. A bobcat and two front end loaders were sold separately totaling \$133,500. Total salvage was \$370,665.
- Reduced the Fleet inventory by 16 vehicles in 2003 due to a usage review conducted on the entire fleet. Those vehicles were sold off separately or went to the auction. Year end inventory at the end of 2003 will total approximately 640 units.
- Instituted e-mail notification for vehicle service completion

- Calculated the Fleet Lease Rates for the 2004 budget. O & M and depreciation show a 0% overall increase.
- Prepared an operating and maintenance budget for 2004 at a decrease of approximately 3% from the 2003 level
- Completed 2,331 work orders to date for 2003
- Experienced no lost time accidents in Fleet this year

MIS/GIS Division

- MIS
 - Eliminated Metro lines saving \$17,000 annually
 - Completed Telephone Line Contract with Mcleod with potential annual savings of \$50K - \$55K
 - Upgraded voice mail system to new software release
 - Mediated 20 citizen cable complaints with respect to cable TV service
 - Upgraded sandstone ranch telephone system using wireless technology eliminating Qwest lines charges with annual savings of \$5,000
 - Formed IT Strategic Planning committee using staff and Regis University Graduate students to assist in developing IT strategic plan
 - Eliminated MCI Long distance access charges on DID lines saving \$500 annually
 - Acquired additional radio frequencies for Police/fire, Parks, Water and Sanitation eliminating congestion and improved radio communications
 - Installed additional radio tower at sunset and on fire station #4 to support new radio frequencies
- GIS
 - Acquired and installed Arcims for web browser mapping support
 - Completed longmont_view intranet mapping application
 - Acquired and installed Accela GIS permits plus application linking GIS to the Permits Plus database
 - Upgraded esri arcGIS to latest version 8.3
 - Completed loading of a new street centerline layer into ArcSDE in geodatabase format
 - Introduced a development tracking application being used by public works engineering staff to capture GIS layers from new development within the City
 - Created a map template for the Police Department that will be used for future crime maps to be published in the Times-Call
 - Provided support for the City Ward redistricting project

- Installed ESRI's DS Map book extension application
- Provided support throughout the update of the Longmont Area Comprehensive Plan including compiling GIS data for use by Clarion Associates

Information Services Division:

- Completed the re-wiring of Service Center and Safety and Justice Center
- Completed connectivity to the following:
 - Implement VPN connectivity for Golf Twin Peaks
 - Wireless connectivity to Water Treatment Plants completed
 - T1 connectivity to Police substation on 600 Martin
 - Wireless connectivity to Roosevelt Park Ice Rink
 - Sandstone Ranch phone connectivity using our IP network
 - Police CBI upgrade and installation
- Installed replacement servers for Imaging system, Fleet Server, Public Works Engineering and Windows Domain controller
- Installed Novell Zenworks software to push out upgrades of Office XP and Adobe Acrobat 6 for 600 PCs.
- Installed 71 PCs and performed 16 Windows 2000 upgrades
- Installed Internet filtering software to block inappropriate web site access
- Completed Novell Netware upgrade to version 6
- Completed upgrades of all Windows servers to Windows 2000
- Implemented the Tivoli backup process and disaster recovery procedures for multiple servers
- Continued implementation of the Financial Re-engineering including:
 - Electronic Timesheets for 562 employees
 - Electronic Purchase Order Requisitions
 - Electronic payroll information to be viewed from the Intranet
 - Accounting reports to PDF format
 - Employee personal information update
 - Enhanced benefit tracking system
 - EEO enhancements
 - Open enrollment process enhancements

- Completed design and development of an intranet using the Iseries Websphere engine
- Migrated the Banner CIS to new version of software
- Implemented software upgrades to Hansen work order system, Building Inspection, Recreation, Fleet, Imaging document management

Print Shop Division

- Created and implemented an electronic printing requisition form.
- Installed Publisher 2003 and Adobe Acrobat Professional.

Purchasing Division

- Issued a total of 6,601 purchase orders for a combined total dollar amount of \$59,616,803.93 through November 2003
- Processed a total of 63 Request for Bids and Proposals combined through November
- Participated with MIS in the solicitation and negotiation of CLEC services
- Lead a negotiation process for the purchase of Toro brand grounds maintenance equipment that resulted in a savings of \$25,000
- Executed the City's largest contract on January 30, 2003, for the design build of a new Water Treatment Plant for \$42,287,421.00.
- Implemented new enhancement to the Purchasing Card program
- Worked with City departments to increase direct deliveries, decreasing warehousing needs
- Implemented an Electronic Requisitioning system

Risk Management and Safety Division

- Revitalized the city-wide safety committee to institute an Organizational Risk and Safety Management Program

- Instituted two new programs on the Risk Management Information System including Bloodborne Pathogens Tracking and a Property Loss tracking
- Developed and delivered several wellness opportunities
- Instituted a work comp pharmacy program which is saving the work comp self insurance between 8 – 10% on prescriptions

Utility Billing Division

- Began accepting credit cards for payment of residential utility bills in January, 2003
- Implemented new Banner CIS version, moving up 3 versions at one time
- Implemented new trash and water rates in place at beginning of 2003, extensive testing of new proposed electric rates to make sure base Banner would handle these formulas
- Installed and began tracking of Sanitation inventory in Banner system
- Worked with Water, Electric and PW staff to develop brochure about connecting utilities with general information on all of our services for new customers
- Developed a training booklet for Handicapped Parking Patrol volunteers

Warehouse Division

- Started implementing strategic recommendations to improve the operations of the warehouse
- Continued working with Water/Wastewater on service level agreements
- Reduced commodities in the inventory that can be purchased with better service directly from the private sector
- Worked with St. Vrain Valley School on the "Preparing Youth for the World of Work"

FIRE DEPARTMENT

- Met Quality of Life Benchmark for response time of less than 4 minutes 59 seconds for over 5,000 calls for service
- Made safety presentations to over 4,000 school age children
- Provided over 200 presentations or station tours to 6,000 citizens
- Completed over 1,500 fire inspections
- Completed over 800 inspections or plan reviews
- Provided CPR and Fire Extinguisher training to City of Longmont employees and citizens
- Conducted a county-wide disaster drill in cooperation with the three major hospitals in Boulder County
- Acquired the following pieces of emergency response vehicles:
 - 100' Aerial Tower
 - Type 6 Wildland Fire Engine – acquired for \$1.00 from Mountain View FPD.
 - Hazardous Materials Truck – jointly purchased with Boulder County.
 - Replacement Fire Engine – Expected delivery in December of 2003

- Awarded Fire Act Grant for \$108,000 to purchase firefighter personal protective equipment
- Participated with Boulder in application and award of \$300,000+ Homeland Security Grant for equipment
- Began master planning process for the Emergency Outdoor Warning System
- Initiated work on the regional Fire Training Facility
- Hired and trained two replacement firefighters
- Continued state certification and program for fire department personnel
- Designated an official Child Passenger Safety Fitting Station by the State of Colorado. Installed over 40 car seats for donations to low income families and provided over 100 car seat checks in 2003.
- Participated with Multiple Agency Coordinating System (Boulder County Emergency Preparedness Committee)
 - Boulder County Haz Mat Team
 - Boulder County Bomb Squad

- Technical Rescue Team for Boulder County
 - Boulder Emergency Planning Committee
 - Fire Investigations Team
-
- Provided assistance to Jamestown and the Overland Fire
 - Conducted training on Bloodborne Pathogens and infection control to all field personnel
 - Provided Weapons of Mass Destruction training for Haz Mat Team Members
 - Continued Automatic and Mutual Aid with Boulder Fire Department and Mountain View Fire Protection District. Implemented a program to implement direct communications between our dispatch centers and the stations for reduced response time
 - Participated with Colorado Urban Search and Rescue Team, receiving specialized training and conducted numerous training sessions for department personnel

LONGMONT POWER AND COMMUNICATIONS DEPARTMENT

Business Division

- Developed unbundling electric cost of service rate study, revenue requirements forecasts, and required rates. City Council approved the new rates effective 1/1/04.
- Assisted in Accounting/Finance System Re-engineering
- Coordinated department Meter Re-engineering Committee
- Developed electronic presentations of LPC monthly financial analysis and quarterly goal updates
- Teamed with Engineering on ECIF methodology and rate update
- Teamed with Customer Service and Finance on various report developments/revisions to detect billing, reading, and set-up errors

Customer Services and Marketing Division

- Designed and printed 3 new LPC brochures:
 - 2002 Report to the Community
 - Customer Information and Services Guide (English and Spanish)
 - Residential Rates and Payment Options
- Coordinated LPC sponsorship and/or participation in 13 business and community events
- Sent 83,145 direct mail pieces to customers
- Scheduled and presented 4 public/customer meetings on LPC proposed rate changes (general public, neighborhood group leaders, LAEC board and joint LAEC/Chamber members)
- Developed/placed 34 print advertisements in the Daily Times-Call (26), the Chamber of Commerce Business Advocate (6), Chamber of Commerce Annual Directory (1), and the Boulder County Business Report (1)
- Created 22 new pages and updated 23 existing pages on LPC web site
- Sponsored the Longmont Ice Pavilion with Platte River Power Authority (PRPA) for the 2003-2004 season

- Maintained wind energy subscription level at 420 total customers (401 residential, 19 commercial) with average wind energy consumption of 254,000 kWh a month
- Presented five Live Line or Hazard Hamlet electric safety demonstrations
- Developed and implemented with W/WW an energy efficient washing machine and water efficient toilet rebate program
- Organized and presented an Energy Star workshop for city staff. Worked with other city departments to get approval for City Energy Star partnership and implement Energy Star resources as part of City Resource Conservation Plan.
- Offered a Cooling Rebate Program through PRPA for small commercial and residential customers. Approximately 350 participants received \$73,200 in rebate incentives for energy efficient central air conditioning.
- Conducted (with PRPA) annual customer satisfaction and opinion surveys for residential and key account customer markets
- Conducted the monthly customer satisfaction survey for recent contact customers
- Made hundreds of contacts with key accounts
- Presented seminars in conjunction with PRPA to customers
- Conducted a safety meeting for customer's employees using the "Live Line" demonstration
- Worked with the Engineering staff to assist customer's Environmental Manager to insure that potential transformer oil leaks were covered with a written plan and also were in compliance with EPA requirements
- Conducted monthly audit of Key Account customer invoices to insure billing accuracy
- Scheduled planned outages with Operations staff to enable customer personnel to conduct routine maintenance on their facilities
- Prepared numerous rate and consumption analyses for Key Account customers

- Worked with customers served by Terry Street substation to keep them informed about maintenance done by WAPA and PRPA as a result of the March, 2003 snow storm
- Worked with PRPA Customer Service engineers on energy audits, lighting retrofits and facility renovations for four Key Accounts

Engineering Division

- Completed approximately 250 construction projects
- Placed the overhead facilities along 9th Avenue, between Alpine Street and County Line Road, underground in conjunction with the Public Works road improvement
- Relocated main feeder lines in conjunction with the Ken Pratt Extension project
- Implemented the new SCADA system
- Completed system improvements that will save about \$20,000 per year in purchased power
- Purchased property for the new substation on the east side of the City
- Updated the oil spill regulations for compliance with EPA
- Completed a sound wall and a decorative wall at the Harvard Substation
- Completed the program for raptor protection
- Developed the City's Design and Construction Guidelines

Operations Division

- Enhanced the safety culture:
 - Extended the number of days without a lost time accident to 752 days
 - Trained 50 employees in Standard First Aide and CPR
 - Presented the Live Line Demonstration to approximately 300 people
 - Visited 57 jobsites and did safety inspections
 - Established an incident review committee to grow safety competencies

- Completed main feeder projects, including:
 - Highway 66
 - Highway 119 Bypass
 - 9th Ave.
 - Ute Creek and Hwy 66
 - Pace Street, 17th Ave North
 - Meadow Mountain Feeder Project
 - Re-conductor County Line Road Feeder

- Completed Residential Subdivisions, including:
 - Renaissance Subdivision, Phase 2
 - Meadow Mountain
 - Prospect Sub-division

- Improved reliability:
 - Inspected: 3,476 poles
 - Replaced: 36 poles
 - C-Trussed: 74 poles
 - Trimmed 1,910 and removed 884 trees

POLICE DEPARTMENT

Police Administration

- Submitted articles for publication in regional national journals. Articles have run in *Colorado Municipalities* (Colorado Municipal League publication), and in *Law Enforcement News* (a publication of the John Jay College of Criminal Justice/CUNY). Upcoming publication includes *Government West*.
- Completed 5th year of Behind the Badge Cable Television Show
- Involved with "Civics In Action" High School Project, which identified a community problem (with which Police are involved). Issues addressed to date include: Domestic Violence, the Impact of Illegal Drugs, and Poverty.
- Provided a quarterly publication in the Times Call created to inform, educate and involve citizens in partnering with Police to create a safer community
- Participated in Somos, a process to address and resolve issues involving the Hispanic community and Police
- Investigated professional standards complaints and use of force incidents involving police personnel
- Participated in L.E.V.I. (Longmont Ending Violence Initiative). LEVI was the 2003 NOVA Award recipient for the *Innovative Social Programs* category.
- Participated in the Kensington Revitalization Project
- Maintained the updated status on the Police Department Strategic Plan. Helped organize the Strategic Plan Planning Retreat held in November.
- Administered and analyzed the results of a Language Needs Assessment Survey for the City of Longmont
- Administered and analyzed the results of the Police-Community, Police-Business, and Police-Youth Survey

Police Community Services Division

- Continued the School Resource Officers (SRO) Program
- Had SROs serving in leadership positions at the state and national levels

- Continued sponsorship or participation in numerous education / prevention / awareness programs and events

Detective Services

- Increased the capacity of the Special Enforcement Unit (SEU) to investigate and process illegal methamphetamine labs:
 - Trained all department personnel, fire personnel, and some school personnel - in awareness, safety, and recognition
 - Investigated and processed 11 Methamphetamine
- Expanded the digital photography capability through Law Enforcement Block Grant purchases
- Upgraded Intelligence gathering, analysis, and dissemination:
 - Brought all intelligence systems into compliance with Federal Law
 - Implementation of a new computerized management system
- Completed significant investigations, including:
 - Charles Wilson murder
 - A large heavy construction equipment ring operating out of Longmont, Fort Morgan, and Larimer County. The investigation resulted in the arrests and indictments of numerous individuals and the recovery of approximately \$ 450,000 worth of stolen property.
 - A local spa suspected of illegal prostitution
 - An illegal chop shop operating north of Longmont, resulting in arrests of suspects involved in auto theft and drug manufacture and trafficking
 - An Asian group involved in vehicle thefts along the Front Range. The investigation tied the suspects into several crimes of burglary, theft and fraud as well.
 - A Con Agra Foods employee who stole more than \$8,000 worth of equipment and supplies
 - Three suspects responsible for over 400 cases of vandalism to motor vehicles in 2002
 - Two bank robberies involving a suspect using simulated explosive devices
 - Two suspects responsible for multiple auto thefts, burglaries, forgeries, and mail thefts

Longmont Emergency Communications Center

- Increased Reserve Communications Specialist positions to 5

- Participated in local, county and regional organizations and committees (Boulder County Emergency Communications Managers Group, Printrak Regional Users Group, Longmont GIS subcommittee, Longmont Radio Committee, Colorado APCO, NENA, Colorado 700mhz Interoperability Task Force, BRETSA)
- Participated in SWAT, SEU, Biker Gang intensified surveillance, warrant team saturations, Citizen Police Academy, Rhythm on The River; team building processes with Police and Fire

Patrol Division

- Animal Control
 - Made 28 community education/awareness presentations during the year
 - Handled increased large wildlife complaints, including capturing and relocating a mountain lion and a bear
 - Increased patrols of Longmont parks, golf courses, and open spaces through the use of bicycle patrols
- Police Service Technician - Report Taker Unit
 - Staffed the Twin Peaks Mall substation 76 times during the year
 - Revised the Sex Offender Registration procedures, in cooperation with the Records Section, leading to enhanced tracking of local sex offenders and reduced staff time to do so
 - Trained on the CBI NEWCOM system for CCIC/NCIC access, which reduced the demand on the Records Section
- Domestic Violence Unit
 - Provided presentations to city supervisors, high school students, school district staff, Longmont Coalition for Women in Crisis volunteers, Citizen Police Academies, and church groups concerning the effects of domestic violence.
 - Worked closely with the LEVI coordinator to develop programs to educate the public on domestic violence issues and resolutions.
 - Provided in-service training to LPD officers on Protection Orders, formerly known as Restraining Orders.
- K-9 Unit
 - Deployed their dogs 195 times, 17 of which were narcotics calls
- Traffic Unit
 - Developed and implemented a new traffic control plan for the 4th of July Fireworks display
 - Undertook 6 major accident investigations: two fatalities, two vehicular assaults, and two accidents involving serious bodily injury

- Presented 33 safety classes, or about 65 hours of safety education, to community members and city employees
- Have met or exceeded traffic complaint benchmarks. Response to 115 traffic complaints within 72 hours has taken place 95% of the time. These complaints were worked for a minimum of 2 hours 93% of the time
- Enhanced skills in accident reconstruction, Spanish language, LTI accident equipment, Child Passenger Safety and advanced driver instruction
- SWAT Team/Boulder County Bomb Squad
 - Responded to 11 call outs involving high-risk warrants or barricaded suspects. All incidents were successfully resolved
 - Responded to 12 explosive device call outs, inside and outside of Longmont. Three high-profile incidents, all in Longmont, involved two bank robberies and a hostage incident
 - Expanded the less lethal shotgun (beanbag) program with the purchase of five additional less lethal shotguns, plus the training of 19 more officers
 - Purchased additional protective clothing to protect tactical officers during Meth Lab operations
 - Created School Lock-Down Procedures for use by police personnel during critical incidents taking place near schools
 - Upgraded equipment shared with the Boulder County Bomb Squad
 - Provided and/or received training in special areas throughout the region
- Warrant Enforcement Team
 - Cleared 307 arrest warrants
 - Arrested 67 individuals on warrants
- Grants
 - Administered the *Bulletproof Vest Partnership Grant Program*, resulting in the reimbursement of \$12,524 to the department
 - Awarded almost \$400,000 from the 2003 State Homeland Security Grant Program for the joint LPD/Boulder County Bomb Squad
 - Awarded a \$30,000 LEAF Grant, used to pay overtime to combat DUI and DUID drivers. More than 400 DUI/DUID arrests were made.
 - The Traffic Unit received \$4,096 in grant money to fund seat belt enforcement
- Community Policing and Problem Solving Efforts
 - Established a substation in the Stonehedge Place apartment complex. The nearly \$80,000 in costs for construction and equipment were paid by the Eugene Burger Management Company.
 - Held an Abandoned and Junked Vehicle Saturation Enforcement Day, which resulted in nearly 50 vehicles being towed.

- Addressed approximately 33 neighborhood problems by beat officers, who resolved and/or mitigated the issues sufficiently to improve quality of life in the neighborhoods
- Referred 96 offenders to LCJP in 2003. \$6,677.44 in restitution has been paid to victims by the offenders, with 1,413 hours of community service completed
- Organized a Citizen Patrol, comprised of citizen volunteers who will serve as "eyes and ears" for the community and Patrol
- Initiated new noise enforcement efforts resulting in approximately 167 enforcement tickets written this year. Special details have included Main street and Kanemoto Park; two new noise meters were purchased.

WATER/WASTEWATER UTILITIES DEPARTMENT

Department-wide

- Prepared and implemented the 2003 Drought Response Plan which resulted in water savings and allowed the City maintain its reservoirs at near full capacity going into the winter months
- Continued to implement the Department Wide Strategic Planning Effort with annual operational savings of over \$800,000 in 2003 and projected annual savings of over \$1.2 million in 2004
- Implemented system-wide security enhancements including facility systems and operational procedures
- Hosted the 2003 Children's Water Festival with over 1,150 fifth-grade students from St. Vrain Valley schools attending
- Entered into a water service agreement with the Town of Lyons. Longmont will provide treated water to Lyons in lieu of Lyons building a new treatment plant, which will save Lyons several million dollars
- Completed the Department's Vulnerability Assessment and Update to the Emergency Preparedness Plan in accordance with the Federal Safe Drinking Water Act
- Worked with Finance and Legal staff in obtaining very competitive rates for \$19 million in loans from the State Water Resources and Power Development Authority for the construction of the new water treatment plant

Distribution & Collection Engineering Division

- Completed water line replacement and distribution system projects on Tyler Avenue, Tulip Street, Sumac Street, and Everitt Place.
- Installed a 24-inch water line in Grandview Meadows Drive from Dry Creek to Clover Basin Drive
- Upsized the sanitary sewer system in Lashley Street north of 9th Avenue to accommodate sanitary sewer flows better in Trunk 1
- Completed repair work to the North Tank
- Completed sanitary sewer system rehabilitation in various areas around the City utilizing the cured-in-place technology. This method of construction minimizes

disruption to the neighborhood by avoiding open trenching to replace the sewer mains.

- Completed the identification of the cathodic protection program and completed construction of a portion of the program on 9th Avenue and Hillside Court
- Continued the final design and easement acquisition work on the Clover Basin Transmission Line
- Purchased and implemented the integration of the Geoadministrator software which links the HANSEN database and the GIS Esri software
- Completed the annual update to the Design Standards and Construction Specifications
- Completed the Burch Lake perimeter drain rehabilitation project

Operations and Maintenance Division

Collection

- Video inspected 130,979 feet of collection lines
- Made 10 point repairs to bad sections of line
- Repaired 53 manholes
- Jetted (cleaned) 425,497 feet of collection lines
- Cut 59,886 feet of roots and chemically treated 62,975 feet
- Contracted for an additional 17,243 feet of sewer lines to be treated for roots reducing staff time for this function
- Investigated 37 sewer problem calls, 3 of which were main line problems
- Made 28 sewer taps
- Videoed a total of 14,573 feet for the 2003 Storm Drainage Utility by contract

Distribution

- Spot flushed certain areas of the distribution system to keep water quality high
- Repaired 29 water leaks
- Made 332 water taps
- Exercised 1,033 valves
- Maintained and inspected 1,563 fire hydrants
- Repaired 67 fire hydrants
- Replaced 13 fire hydrants
- Installed 5 sampling hydrants to be used for testing the water quality in the distribution system
- Repaired/replaced 11 valves

- Installed 2 new valves
- Purchased a pothole truck, trained on and developed procedures to become efficient at operating the truck. The truck has been utilized to pothole existing utilities, repair valve boxes and water leaks. We have performed between 85-90 potholes since purchasing the truck.
- Installed a dual acting PRV in Hygiene to reduce pressure spikes in the zone
- Replaced approximately 200 feet of 4" water line on 15th Avenue

Highlights not associated with a particular area include:

- Installed 552 new meters
- Replaced 1,488 meters and remotes for the meter maintenance program
- Issued 162 construction water permits and billed \$33,276 associated with these permits (consists of 8,971,261 gallons of raw and treated water)
- Responded to 3,900 service calls, locates or meter/backflow information calls
- Cleaned, performed repairs and camera work on lines at 8 million gallon tank and down the access road
- Completed repair work for both the distribution and collection systems at Mill Village subdivision

Administrative Services Division

- Completed the 2004 department budget. The budget reflects the department's ten-year financial plan and the results of the competitive assessment. Seven vacant FTE's were eliminated, reducing total FTE's from 99 to 92 in 2004.
- Published 2003 Water Quality Report and mailed to all households
- Prepared and mailed a water quality customer survey to all utility customers as an insert to the annual Water Quality Report and received 757 survey responses which provided valuable feedback to staff on services provided
- Conducted a rebate program for water-efficient clothes washers and toilets. Rebates of \$125 towards the purchase of clothes washers were used to purchase 182 washing machines, and rebates of \$100 towards the purchase of toilets were used to purchase 212 toilets.

Water Resources Division

- Developed a 2003 drought response plan, which included working with the Parks Department and the School District to continue to reduce amount of raw water used
- Completed an Update to the Raw Water Master Plan

- Completed a Forest Stewardship Plan for the Button Rock Preserve Area
- Continued to progress on the Windy Gap Firing project
- Began review and updating of the Raw Water Requirement Policy
- Worked to complete the Union Reservoir Exchange case decree
- Worked to secure additional water through various water leases and exchanges that included:
 - Public Service
 - Lower Latham
 - Graham Ditch Company
- Helped to facilitate numerous private ditch co. agreements with developers
- Completed design drawings and awarded a construction contract for the gravity portion of the Saint Vrain Creek Pump Station #1
- Negotiated the lease of approximately 100 acres of property surrounding Union Reservoir
- Processed approximately \$160,000.00 of Cash-in-Lieu of water rights received
- Purchased 7 units of C-BT water for exchange purposes for the new Water Treatment Plant
- Completed Button Rock Dam Emergency Preparedness Plan update
- Continued the project for acquisition of BLM lands along north pipeline

Water Quality Division

Wastewater Treatment Plant

- Completed the major portion of construction of the wastewater treatment plant expansion and started operation of the new activated sludge treatment system in March
- Completed construction and started up odor control facilities, which include covers on the primary clarifiers and biofiltration for odor scrubbing. Renovated the existing

biofilter at the headworks to provide odor collection and treatment of the new sludge storage tank.

- Entered into a contract with A-1 Organics for composting of our biosolids. About half of the biosolids generated by the wastewater treatment plant are now being treated by A-1. The compost facilities were shut down in February and placed into a standby condition in September. The composting employees have been assigned to other areas in the Department.

Industrial Pretreatment

- Completed all required annual inspections, monitoring and reviews. As needed, performed additional inspections and monitoring for completion of administrative orders.
- Revised local limits and submitted ordinance to EPA for approval
- Completed annual trunk line study and special studies for ammonia and COD in the sewer system
- Changed sewer ordinance to reflect new requirements for fats, oils and greases and grease trap/interceptor maintenance
- Inspected Seagate for sewer blockage
- Denied a request from Sygenta seeds to discharge hazardous materials
- Added 9 new businesses to surcharge program
- Added a new permitted industry, DisplayTech, to pretreatment program
- Entered into a contract with PACE (Partners for a Clean Environment) for pollution prevention services, including restaurant grease trap inspections, automotive shop inspections, a car care clinic and development of programs for public awareness of pollution prevention

Water Treatment Plants

- Started construction of a new 30 million gallon per day water treatment plant. Also started construction of the treated and raw water pipelines associated with the plant.

- Selected software and began setting up the computerized maintenance management system for both the water and wastewater plants
- Continued to use automation to allow less attended coverage during the fall and winter months
- Completed the entire year with no water quality violations
- Completed the first year of plant influent sampling for Long-term enhanced surface water regulations
- Completed construction of solids handling and backwash ponds at the Wade Gaddis plant
- Created a system to enter plant data on the city network so that the data can be accessed from various locations. This allows the administrative staff to work on the data at both the water and wastewater plants. (Strategic Plan).
- Treated record amounts of water in July (853.476 million gallons) and October (849.623 million gallons). The previous records were 849.623 million gallons in July of 2000 and 434.999 MG in October 2001.

Water Quality Laboratory

- Obtained EPA and State approval of the Total Maximum Daily Load (TMDL) Study for the St. Vrain and Boulder Creek watersheds. The TMDL study indicated that the City's ammonia limits can be increased and the stream standards will still be met. A request to modify the discharge permit has been submitted to the State.
- Worked with engineering and O&M to install sampling hydrants throughout distribution system
- Set up and implemented the Laboratory Information Management System that allows for improved customer service, tracking of data, and higher levels of quality control and assurance

Instrumentation and Control:

- Completed equipment installation at the wastewater plant associated with the expansion project
- Defined control and automation needs for the new water treatment plant in conjunction with design/build team and began ordering equipment

- Began programming for the control systems at the water treatment plant. Also investigated using the SCADA system to provide security features at the plant.