




TO: Mayor Faith and City Council Members
FROM: Michael L. Spurgeon – Director of Administration 
DATE: February 20, 2014
SUBJECT: Department Director Activities Highlights for 2014

For the past two (2) years, the Administration has been providing the City Council with a quarterly update on department activities. The goal is to keep the governing body informed on more of the day-to-day activities that happen. We definitely appreciate the feedback that you have provided.

Please accept this year-end report from the Administration on Department activities for 2014.

Administration -

- **General Administration:**

Administration staff worked closely with Public Works, Facilities Maintenance, Economic Development, and the Media Department during the City Hall Parking Garage closure and rehabilitation project – providing communication and maps to the businesses on Main Street, general public and special event folks, as well as keeping the City & County employees informed. Time was also spent overseeing the coordination of the temporary shuttle system and shelters for City and County employees, jurors, etc., and the Grand Re-Opening ceremony which involved landscaping efforts with the Parks Department and Facilities Maintenance staff. Developed a Vehicle & Equipment Replacement Policy for all departments. Partnered with the St. Charles School District's Community Based Vocational Education staff to initiate an internship program whereby students could shadow City staff in several departments and work in a variety of capacities.

- **Personnel:**

Put the newly created Performance Evaluation System for the organization into place for 2014. Employees started being evaluated and Department Directors are expected to complete all evaluations by February 28, 2015. Provided guidance for the Voluntary Retirement Incentive Program (VRIP). Hired three (3) new Department Directors: Fire Chief Mike Myers, C & VB Director Joe Ward, and Public Works Director Jerry Hurlbert. Provided guidance and oversight to several interns.

Michael L. Spurgeon, MPA
Director of Administration

- **Labor Negotiations:**
Finalized negotiations with Local 757 of the International Association of Firefighters to reach a new three (3) year Collective Bargaining Agreement. Finalized negotiations with the newly formed FOP union for PST, Dispatchers, and Records Clerks in Police Department. Negotiations with Local 148 of the International Union of Operating Engineers are currently underway.
- **Economic Development:**
Spent a good portion of each week on such important projects as University Commons (finalizing Exchange Agreement between USPS and SSM to include West Clay Extension Road Project), Cullinan's Streets of St. Charles, Bass Pro, Elm Point Industrial Park TIF, New Town and Carriage Crossing Developments, I-70 Bridge Bike/Pedestrian Crossing, Side Channel Chute Initiative (acquisition of Bangert Island), Fifth Street Gateway Project, and Public Works Facility Design Meetings.

City Clerk –

- **Creation and Adoption of a Record Retention Policy for the City**
On November 18, 2014 The City Council approved Resolution R14-033, a Resolution adopting a Record Retention Policy for the City of St. Charles. This comprehensive Policy was established by the City Clerk to provide guidelines to control the retention and destruction of City records and includes a directive for the designation of a departmental representative to coordinate Records Management for each Department.
- **Coordination and Implementation of a Sunshine Law Training Class which was offered to and attended by City Officials, Board/Commission Members and Staff**
In an effort to focus attention on the importance of transparency in Municipal Government, City Clerk, Laura Whitehead reached out to the Missouri Attorney General's Office, specifically to Mr. Koster's Public Education Director, Tom Durkin. The ultimate goal was to provide our City's Elected Officials, Volunteers and Staff with valuable and relevant information, creating a better understanding of our State's Sunshine Law. Mr. Durkin's Presentation took place on Thursday, September 25 in the City Council Chambers.
- **City Clerk, Laura Whitehead Receives MRCC Certification**
In September, 2014, received the official announcement that Laura received her Missouri Registered City Clerk (MRCC) Certification from the Missouri City Clerks and Finance Officers Association (MoCCFOA). Laura's accumulated knowledge and learned methods to execute the duties of her office are a combined and comprehensive benefit to The Clerk's Office, and the value of this Certification is realized by the entire staff.
- **Hosted the MoCCFOA Eastern Division Meeting**
The Region VII Eastern Division of the MoCCFOA convenes on a monthly basis, and cities all over the region alternate the hosting responsibilities. We had the pleasure of hosting the February Luncheon at our Foundry Art Centre. Our guests were impressed with the catering that was provided by Spiro's and expressed great admiration for the unique venue that is the Foundry.
- **Hosted/Coordinated Youth in Government Day**
This annual event gives our City's young people the valuable opportunity to gain

first-hand knowledge about the day-to-day operations of their hometown's Local Government. The Optimist Club, hosts of Youth in Government Day, invite 10 area high school students to spend an entire day shadowing City Staff within several participating departments. This is a special day for the kids, highlighted by an Appreciation Luncheon at Pio's Restaurant with Optimist Club Members and City Officials. 2014's Youth in Government Day was Tuesday, November 18.

- **Supplemental Fourth Quarter Highlights:**

During the last quarter of 2014 we wrapped up the Budget and CIP discussions and began the preparation of the substantial amount of necessary documentation for the 2015 Municipal Elections for Mayor and Municipal Judge.

The evidence of our productivity is apparent as total the numbers of documents that were processed during a complete year in the Clerk's Office. In 2014 our office processed 873 Contracts, 282 Ordinances, 36 Resolutions and 83 Requests for Documents/Sunshine Law Requests (not including internal or pending requests).

Our microfilming project is well underway, and its success continues. To date, we have microfilmed five complete years of the City's Ordinances – more than 2,050 files. This project commands a significant amount of prep work and follow-up.

The end of the year brings an annual and all-inclusive review of the scores of documents and files that are stored here. Timely data destruction is a priority for us, and our 2014 review and destruction process has helped free up some much

Finally, our entire office enjoys the opportunities we are given to be involved with the Missouri City Clerks and Finance Officers Association (MOCCFOA) and the Missouri Municipal League (MML). In 2014 we attended the MML Annual Conference, the MOCCFOA Spring Institute Conference, the Region VII Eastern Division of the MOCCFOA Conference and the Region's monthly meetings.

Community Development -

- The Department added the position of **Fire Code Officer** to our staff. This position combined duties formerly performed by the Fire Marshall with duties already being performed by Community Development. The Fire Code Officer is the City's primary official dealing with enforcement of the fire code. He serves as the Department's liaison to the Fire Department on all matters related to the fire code and he participates in plan review and inspections to insure compliance with the code. The addition of this position strengthened the Department's code enforcement effort and improved the manner in which both Departments provide fire prevention.
- The Department successfully nominated the **Midtown Neighborhood** to the National Register of Historic Places. The nomination required the Department to perform a detailed survey of all structures in the Midtown Neighborhood and create a permanent record of each structure. The Department was also required to hold two (2) public hearings at the beginning and end of the process to receive input from residents of the new district. The nomination was approved by the

Landmarks Board, the State Historic Preservation Office and the US Department of the Interior. Adding the Midtown Neighborhood to the National Register strengthens the City's historic preservation program and reaffirms our commitment to preserve the City's history and heritage. The Midtown Neighborhood is the City's seventh historic preservation district.

- The Department implemented the City's **Commercial Inspection Program**. In December 2013 the City Council approved an ordinance creating a commercial inspection program. This ordinance requires all commercial buildings and units in the City to be inspected each time the tenant changes. The program is based on the residential rental inspection program, which has been in place since 2000. The purpose of the program is to make sure commercial buildings and spaces are properly maintained and are not allowed to deteriorate or decline, as well as protect the health and safety of individuals who work in or visit the occupant. The landlord cannot permit a tenant to move into a vacant commercial space until it has been inspected. The Department began requiring commercial unit inspections in March 2014 and we are receiving good cooperation from commercial landlords.
- The Department prepared for the adoption of the **2015 Building Code**. The City is currently enforcing the 2006 edition of the building and fire code and needs to adopt a newer edition. Staff reviewed the three (3) editions of the code issued since 2006 (the 2009, 2012 and 2015 editions) to identify changes and prepare amendments appropriate for St. Charles. Throughout this process we consulted with the Home Builders Association (HBA) to receive their input. Bills adopting the 2015 Building and Fire Code were introduced by the City Council on January 20, 2015 and are expected to be approved on April 21, 2015.
- The Department reorganized the **St. Charles Neighborhood Preservation Partnership (SCNPP)**. The Partnership is a non-profit organization formed to assist residents who are not able to properly maintain their home due to advanced age, poor health or limited means. The Partnership uses a network of volunteers to complete needed repair and maintenance projects at residents' homes. The volunteers use tools and equipment that were donated to the Partnership or purchased with monetary donations. The Partnership was inactive at the beginning of the year and had been for some time. Its tax exempt status had expired and it had not undertaken a project in over two (2) years. In 2014 the Partnership was reorganized and refocused with a new Board of Directors that meets monthly. The Partnership's tax exempt status was renewed and an insurance policy covering the board and volunteers was purchased. The Partnership hopes to undertake fund raising and new home improvement projects for deserving residents in spring 2015.

CVB/Tourism -

- Along with a new C & VB Director, the City also hired Assistant Director, Elizabeth Phelps, who started on October 6, 2014. She began streamlining our marketing process by developing a direct line of communication with internal staff and marketing sales people; started attending stakeholder meetings in an effort to build bridges and create an easy dialog between the CVB and Merchants; and began working closely with the Foundry Arts Center to strengthen our relationship.

- Hosted three (3) staff members from the Missouri Division of Tourism for Christmas Traditions, resulting in significant social media exposure.
- Conducted the first market research intercept studies for Christmas Traditions. 425 surveys were completed giving us economic impact data on visitor demographics.
- The Director attended the Missouri Governor's Conference on Tourism, as well as the Missouri Association of Convention and Visitors Bureau's annual meeting, establishing new contacts with tourism colleagues throughout the state.
- Asked to serve on a regional branding committee by the St. Louis Regional Chamber of Commerce in response to recent negative media exposure for the St. Louis region in national media.
- Developed and advertised a RFP for research and strategic planning services.
- Located space for temporary offices and coordination of move from 230 S. Main.

SPECIAL EVENTS

- Managed a very successful Christmas Traditions season.
 - With SMPS, developed and supported the 1st annual Strings and Straw event in October.
- GROUP SALES - Surpassed sales goal of \$2,900,000 (3 markets) with actual sales of \$2,910,498.**
- October 13 – 16, 2014: Joanie Ohlms attended IMEX (MPI) in Las Vegas with Saint Charles Convention Center (Shura Garnett and Katie Conoyer). Promoted Saint Charles at a booth with Global Spectrum representatives. Met 25 planners and obtained 1 lead and a possible 2nd lead.
 - November 24, 2014: Arranged a site tour of SCCC and Embassy Suites with lunch. Prior to site tour, Joanie sent lead to SCCC and hotel partners to present combined proposals to the planner. This group has verbally agreed to come to Saint Charles in 2017 with 525 room nights with \$75,000 in room revenue and \$50,000+ in convention center revenue.
 - December 3, 2014: Educon (St. Louis Chapter of MPI) – on SLMPI Educon Committee. Attended monthly meetings to plan the 1 day educational conference at the Ritz Carlton in Clayton. There were 185 attendees including corporate and association meeting planners and suppliers. Many of our clients, like Monsanto planners, attend this annual conference.
 - Karen Fraser attended Rejuvenate Marketplace in Atlanta in October. She had 32 appointments and brought back 6 potential leads and is working on 2 leads for 2016. One group is 475 total room nights and the other group 1,700 total room nights.
 - Missouri District Youth is returning to St. Charles this April for the 3rd year, bringing in 800+ total room nights each year. They would like to return and have sent them proposals for 2016-2018. This is a city wide event.
 - Some of the larger conventions coming in 2015 that Karen has booked are:
 - Ecological Fresh Water Mollusk for 600 room nights,
 - National Genealogical Society for 2,873 rooms,
 - Contemporary Ceramic Studio Society for 768 rooms,
 - Church of God for 500 room nights.
 - Attended the TEAMS conference in Las Vegas through the Show-Me Missouri Sports co-op. The group met with 56 sports event rights holders.

- Coordinated visit for Freshmen State of Missouri legislators gathering at First State Capitol on 12/17.
- Planned the American Bus Association familiarization tour on 1/8.

Economic Development Department –

- University Commons Opened
- Unveiled “Grow St. Charles” website
- Acquired AEDO Designation
- IEDC Presents “Gold Award for Excellence” to Economic Development Website
- Streets of St. Charles Opened The Residence, Dewey’s Pizza, AMC Theater, Bar Louie
- Expansion of Patterson Mold
- Completed Chapter 100 Agreement with Pharma Medica
- Completed Agreement with Bob Millstone to extend West 370 TIF
- St. Charles Rated One of the Top 50 Places to Live by 24/7 Wall Street
- Work on Old Post Office (OPO) Started
- 375 Business Visits
- Completed 4 Power Breakfasts and 3 Small Business Breakfasts
- Held Another Successful Regional Investors Breakfast
- Joint Host of Broker Event with Cassidy Turley
- Expansion for Super Walmart

Finance Department –

- Worked with St. Charles County to set up the billing for New town NID assessments on County tax bills, resulting in a 99.3% collection rate as of 12/31/14.
- Worked with Commerce Bank to implement electronic receipt of on-line banking payments. Result is more timely posting of electronic payments to customer’s accounts and a reduced volume of incoming calls to check on the status of their payment.
- Designed a customized utility billing statement which is more readable and provides better information to customers. New World is in the process of completing the customization for roll-out in Spring 2015.
- Completed compilation of 2015-2020 Capital Improvement Program
- Completed compilation of 2015 Operating Budget
- Created a new Budget Book format and received the City’s first Distinguished Budget Presentation Award for the new Budget Book.
- Implemented the Voluntary Retirement Incentive Program (VRIP)
- Currently working on setting up the Fixed Asset Module within New World Systems
- Currently working on water and sewer rate setting project

Fire Department –

- Many strategic highlights occurred in 2014. The City of St Charles Fire Department participated in a Voluntary Retirement Incentive Program which allowed the Department to lower its operating costs while providing an influx of new talent and creative thoughts. Along with the hiring of a new Fire Chief, the department also selected Craig Dodson as the new Deputy Chief. With 30 years experience, Craig Dodson brings a strong tactical background and solid command presence.

Statistically, the Department had a total of 8,409 response incidents and 20,268 total training hours.

- St. Charles Fire Department was nominated and chosen by the East Central Regional EMS Committee for the “exceptional care provided” that restored the pulse and respirations to a lifeless one-year old female. Additionally, the Department was recognized for its “exemplary skill level” when crew’s intervention prevented the certain death of a 19-year old who suffered a traumatic life threatening event.
- The Department was also recognized for its exceptional heart attack care. The Department met the American Heart Association’s required metrics in 100% of its patients. Twenty three percent (23%) of the patients who suffered a witnessed cardiac arrest in the City of St. Charles survived and walked out of the hospital neurologically intact in 2014.
- The City of St. Charles opened the new Public Safety Facility at 3201 Boschertown Road in October of 2014. This facility houses Fire Station #4 and provides training rooms, Police Department office space, a Community Room, and hosts the office of the Fire Chief and Deputy Chief. The location of the new Station #4 replaces the old Station #4 (previously located at 400 North Drive) and is strategically located to support our goal of arriving on scene to your emergency in four (4) minutes or less 90% of the time.
- The International Association of Fire Fighters Local 757 agreed on a contract with the City after a lengthy negotiation process. The agreement was ratified at the City Council in December 2014.
- The Department began a daily Fire Prevention and Fire Hazard Awareness campaign using Twitter as our social media platform. Be sure to follow us @ChiefMyers as we keep you up to date on fire safety tips, City news and local area issues.

Human Resources –

- The HR Dept through all of its turnover and adversity processed 3500 applications; interviewed, tested, processed and hired 46 employees - this does not include 200 Parks employees as well as 67 Christmas Traditions employees; processed 58 employees out of the organization and set up retirement and or assisted with Medicare benefits; as well as conducted five (5) promotional exams.
- The HR Dept implemented a new orientation process and welcome system to ensure all employees entering the organization are armed with the information to make their career here successful. This includes a new employee checkup timetable with 30, 60, 90 day reviews; as well as a welcoming packet for each employee consisting of marketing products with the City logo and signage and introduction to all departments by way of pictured circular.
- The HR Dept participated and facilitated the VRIP program and its many phases for 47 employees exiting the organization to include assisting each of these individuals with retirement benefits, supplement benefits and continuation of life insurance and deferred contribution changes. HR staff prepped all paperwork and payments for potential retirees and training opportunities to assist with the transition to retirement.

- The HR Department took the lead with the hiring of three (3) new Department Directors for Fire, Tourism and Public Works. This involved a national search for each director, processing resume's, conducting extensive phone and video interviews, coordinating accommodations for the out of town candidates chosen for face-to-face interviews, conducting background searches, facilitating tours of the City and welcoming receptions to meet and greet the candidates, and finally processing the chosen candidates for hire and orientation.

Information Technology –

- Radio Migration project to new countywide system
- City involvement in the New 911 System RFP writing process, technical overview process and overall selection process
- Redesign of the City website which came in on time and under budget
- Migrating all police vehicles to AT&T air cards which are faster and allow the officer to do more work in the vehicle
- Complete migration to a one card door access/parking garage system

Legal Department –

- Pharma Medica Chapter 100 Bond Transaction
- West 370 Tax Increment Finance District Note extension
- New Town Gateway Neighborhood Improvement District Bond Issuance
- Completion of Police Department dispatchers, records clerks and police service officers labor agreement
- Completion of Local 757 of the International Association of Firefighters labor agreement
- Refunding of Certificates of Participation
- Voluntary Retirement Incentive Program
- Parking Garage renovation related research and agreements
- Labor meeting Local 148 of International Brotherhood of Operating Engineers
- Completed in the second quarter collection of over \$30,000 of delinquent City taxes.
- Preparation of guidance memorandum for Prompt Pay Act revisions enacted by Missouri legislature
- Land acquisition for water tower
- Bangert Island acquisition
- Liability Claim Review
- Charlestowne Crossing
- Police and Fire Department related employment matters
- Re-Negotiation of Cellular Tower Lease
- Shadow Wood/Quiet Brook Real Estate Transactions
- Building Code Adoption and Fire Code Adoption.
- These activities were in addition to the daily counsel and advice provided to elected officials and employees, litigation, ordinance preparation, correspondence, contract drafting and review, legal opinions, and employment law, real estate and privileged matters.

Media Department -

- The Media Department met with staff members in each department during 1QTR14 to assess communication plans and identify areas where the team could further assist on the communications front. These meetings will be the basis for our communications plan in 2015. In addition, the team wrapped up a number of large-scale communication projects and publicity efforts. Here's a brief summary of accomplishments in 2014:
- . **Video Production** – Christmas Traditions documentary (40th anniversary), Parks & Recreation documentary (100th anniversary), City Talk, City Profiles, Discover St. Charles, Check Out St. Charles and Coffee with the Mayor. We also reintroduced Work'in Wheels (Public Works program), and initiated the Main Street Minute.
- . **Publications** – staff worked diligently to prepare editorial content for *City News* and also initiated a weekly *City eNews* in June 2014. In addition, further efforts were made to assist departments internally with script writing services for Discover St. Charles segments in order to generate additional video content for use on the City's YouTube channel and additionally for broadcast purposes on the Media channel.
- . **Events & Projects** – staff promoted City events and activities across the board, but the key highlights for 2014 included the Parks Centennial (Illumination), Missouri Municipal League and Christmas Traditions (40th anniversary). Media staff were also intrinsically involved in publicity efforts related to the garage renovation providing support via *City News*, *City eNews*, electronic billboards, Discover St. Charles (YouTube), external news media, social media and the City's Media channel.
- . **St. Charles Online** – several members of the Media team participated in the planning and implementation effort for the City's new website, which launched in October. Efforts on this front will continue into 2015 supporting internal communication and training opportunities, along with efforts to engage the external community in online conversation. Staff members continued social media efforts and support throughout 2014 coordinating key contacts in all departments citywide to ensure robust content on Twitter and YouTube.
- . **Media Server** – staff members researched plans to proceed with purchasing a new server for the City's Media channel. Bids were let in 4QTR14 and ISG was selected as the vendor to manage equipment installation and server transition from D.Co in 1QTR15 (CIP funding).

Parks Department –

Priority Accomplishments:

Infrastructure

- Blanchette Restrooms renovations completed. Work included: Installation of interior and exterior LED lights, installation of programmable locks, painting interior walls and trim, staining and sealing floors.
- Wapelhorst Concession Addition at Ball Field Complex completed with a 30'x30' indoor dining facility. Work included: New roof on entire building, stained concrete

flooring, bead board finishes, new interior and exterior LED lights, stainless steel tables and seating, new HVAC, utility hook-up for food trailer, updated electric service to building including new transformer, stained/sealed restroom floors, painted restroom walls, ceiling.

- Wapelhorst Athletic Field Infield renovation project completed. Work included: installation of additional infield irrigation heads, laser grading infields, installation of 79 tons of engineered soils per infield, and installing 35' (+/-) width of sod along edge of infield.
- Wapelhorst Athletic Field Spectator Area renovation completed. Work Included: Removal of gravel, addition of drainage and concrete to entire area.
- Jaycee Park Athletic Field infield renovation. Work included: Laser graded infields and installed dirt additive to assist with drainage and improve playability.
- Game Day Gourmet Concessions Trailer completed. Work included: Conversion of the concessions food trailer for use at the various tournaments and parks where concessions are not offered.
- Blanchette Park Horseshoe Court Facility Improvements led to successful sanctioning by the by the National Horseshoe Pit Association and ability to host sanctioned tournaments.
- Fountain Lakes North Trail/Lake Stabilization Project completed. Work Included: Removal of 2 feet of the trail, sloping the bank from the trail to the water, addition of dredge of 2 areas of Cole Creek with the addition of rock for stabilization and resurfacing the trail with rock.
- Webster/Heatherbrook Park Improvements in progress. Work for 2014 included: Cleared, graded and installed rock base to Webster Trail. At Heatherbrook Park, installed playground and safety surfacing, cleared, expanded and installed rock base to entrance drive providing a wider buffer between park entrance and neighbor, expanded the parking lot and installed rock base.
- Katy Depot structural analysis has begun for Capital Improvement Plans in 2015 to replace the deck, roof, windows, add insulation and tuck pointing of the chimneys. After approval by Historic Landmarks Board and Planning and Zoning Commission in 2015, renovations will be staged in the Spring around the various special events as to not interfere and be completed as quickly as possible.

Efficiency

- Installed programmable locks at restrooms at Gould Building, McNair Park, Schaefer Park and Fountain Lakes Park.
- Purchased 6 new mowers powered by propane and converted a walk behind mower, a utility vehicle and a turbo blower to propone.
- Completed installation of 1000 gallon propane tank for equipment fueling. Project included: grading and installing and grading rock base for fuel tank pad, installing new explosion proof electric service, installation of safety bollards, state inspections, and staff certification.

- Replacement began of street light retrofit project from high pressure sodium lights to energy efficient LED fixtures. In this multiple year project, lights within Blanchette were replaced. These are the same lights used temporarily during Illumination to light up the park and then permanently within the parks.

Aquatics Comprehensive Plan

- Aquatics Comprehensive Plan by Kimley Horn and Associates and Counsilman-Hunsaker and Associates of the Aquatic Facilities was substantially completed with a final plan to be presented at a Joint City Council, Mayor and Parks and Recreation Board meeting in the first quarter of 2015.

Community Outreach

- Focus on Recreation Programming for active Adults by adding a full time Recreation Supervisor position.
- Created a free Walking Club focusing on people walking 100 miles on City trails.
- Continued outreach for the volunteer program registering 10 large groups to assist this spring with mulching of trees, spreading playground mulch and painting parking curbs.
- COPS Camp for the 3rd year has reached maximum capacity with a waiting list of participants. Exploring options to increase enrollment for 2015. Thanks to the Fire and Police Department's for their continued support and leadership of the Camp.
- The lap pool at Blanchette Park Aquatic Facility remained open until Labor Day from 6am to 10am daily for adult swim and exercise. The additional 4 weeks of operation was very well received by the adult residents and plans for the same in 2015 will be marketed for larger attendance and awareness.

Illumination

- The event was held September 12 through the 15 and the 100 year celebration was a success. Many visitors to the event throughout the 4 days enjoying Luehr's Ideal Rides, musical entertainment, free activities, food trucks, antique cars, scavenger hunts, tile wall art, Illumirun 5k and glowing with us. Thanks to all who volunteered and helped celebrate 100 years of parks and recreation in the City of St. Charles!
- Red Carpet 100 Year Anniversary party was held in December showcasing the premier of the educational DVD of parks and recreation for the last 100 years.

Other Department Accomplishments:

- Risk Assessment and Internal Controls review was completed by Brown, Smith and Wallace. Recommendations continue to be a priority for completion of potential policy additions with assistance from Finance and Legal Departments.
- Presented an Educational Session at the Missouri Parks and Recreation Association Annual Conference in February pertaining to recruiting, retaining and training seasonal staff.
- All full time and seasonal parks and recreation staff were trained for inclement weather, active shooter/perpetrator threatening situations, documentation of

situations involving liability and report writing, reporting of suspicious person or suspicious incidents.

Police Department –

- This has been a very successful yet challenging year for the Police Department. The VRIP has created a lot of movement, opportunity and challenges for the police administration. Because of the seniority of those that chose to take advantage of this program, 17 of our staff members retired between April 2014 and January 1, 2015. This has had very little effect on patrol operations as they have been the least impacted. We have however been delayed in replacing sworn sergeant positions and one (1) Lieutenant position due to the fact we had yet to test for an eligibility list. That is underway and scheduled for the following two (2) weeks.
- Staff reductions for budgetary purposes came from the administrative level and top command structure. The Chief's executive secretary position was eliminated as was one (1) captain position and one (1) lieutenant position. We have moved a part time employee into the physical location of the administrative offices to help with some of those regular duties. Within the next three (3) weeks we will have completed the transitions throughout the patrol and administrative duties to handle the reduction in top staff.
- Our PIO position has been held for the past two (2) years by a patrol officer. I have moved the position back to road patrol. The remaining captain position will assume responsibility of the Office of Professional responsibility, training management, and assist the administration with Public Information duties. Once promotions and training are completed additional movement will occur.

Highlights:

- We have finally completed our transition to our new radio system. This was a tremendous amount of work internally completed by now retired Lieutenant David Simpson and currently by Sergeant George Grove. This took about 2 1/2 years and our entire communications center has been remodeled and is state of the art. Work continues in this area.
- Our new fleet plan was implemented thanks to the Council passing a new ordinance that over a period of the next few years will allow us to update some aging fleet and keep them rotating in a more acceptable manner for emergency response vehicles.
- Over the past year we began researching and testing body cameras for our officers to replace an outdated analog in-car system that has been steadily failing for the past three (3) years. The selection was made to go with Taser Body cameras for 90 of our first responders and their immediate supervisors. We have secured a five (5) year contract that allows us to replace these cameras twice during the life of the contract to the latest equipment. We are in the process of completing our order now.

- Completion of rezoning our city for CAD and operations purposes. We have completed a new zone configuration that takes into account more than just geographical areas of the city, and closer manages calls for service, types of calls and should help even out officer work load and response times to the less critical incidents. Priority one incidents as always will remain a top priority.
- Total reorganization of Operational staff to include a traffic unit, a problem property Community Development liaison officer, a business liaison officer to name a few of these changes. The selection for these specialized positions was decided by command staff after looking at officer activity, interests, and productivity. Those that are high producers were given the opportunity to serve in these special areas.
- Our Investigations Bureau opened a 1984 unsolved homicide case and thanks to DNA testing and some very good work two (2) brothers Brian and Cecil McBenge were convicted of killing Elenora Knoernschild. Terrific work by all.

Public Works Department –

Numerous highlights occurred during 2014 in the Public Works Department. Amidst all of them, a new Public Works Director was hired, a number of promotions were made, and new faces have replaced some of those employees that participated in the Voluntary Retirement Incentive Program. It has been a very busy year as Public Works continues through its largest, most comprehensive planning and construction programs in the history of the Department, starting in 2012 and planned to continue until 2016. Listed below are just a few of the major highlights for 2014:

- **Start of the Public Works Facility**

In 2011, the City purchased 8.56 acres of land adjacent to the Coca-Cola distribution center between Mueller Road and Elm Point Industrial Park Drive for the purpose of constructing a new Public Work Facility. General Obligation Bonds to finance the construction of the new facility was approved by voters in the November 6, 2012 elections.

The new facility will include: additional service bays to maintain over 150 trucks, SCAT buses, and various heavy equipment; an indoor storage area for weather sensitive equipment, tools, and materials; an outdoor bulk storage area for the street construction, lighting and landscape materials; on-site storage for trucks, construction equipment and snow plows; an area to house and storm sewer pipe, manhole structures and components; signs and traffic control barricades storage; and administrative offices and a training room for Public Works personnel.

Construction on the new Public Works Facility began in September and is anticipated to continue through September 2015. Structural framing for the Fleet Maintenance building is approximately 90% complete. The Administrative Building has been dried in at this point. Exterior brick will be added in the coming weeks. Interior drywall and painting will also take place.

- **Substantial Completion of the Parking Garage**

Constructed in 1975, the Public Parking Garage attached to St. Charles City Hall has not had structural maintenance performed during its first 20 years of existence. The garage holds 420 parking spaces, 390 of which are available for use on daily basis. Voters approved renovations to the parking garage in April 2013. The garage was shutdown in entirety on Tuesday, March 18, due to safety reasons and to allow repairs to take place in a shorter time span.

A membrane coating was added to seal the concrete parking deck and stairwells after concrete and tendon repairs were made. This coating protects the concrete and repairs from water and salt damage. City Hall remained ADA accessible for the duration of the renovation. Two (2) late additions were included in the project as repairs were needed on two (2) plaza deck support beams, one of which was structurally completed in December. The grand reopening for the garage was held in September 2014, with substantial completion of the project.

Work has been suspended due to cold weather. The remaining work is temperature dependent and includes waterproofing the new planters at the main stairwell, one section of parking deck membrane on G3 below the main stairway, striping, continuation of repairs on plaza deck support Beam 16, and punch list items. The remaining work is temperature dependent and includes waterproofing the new planters at the main stairwell, one section of parking deck membrane on G3 below the main stairway, striping, continuation of repairs on plaza deck support Beam 16, and punch list items. The contractor will return when the ambient temperature of the concrete is above 40 degrees for a sustained period.

- **Developing a Community Relations Program**

A Community Relations Program was developed within the Public Works Department to improve the culture and flow of communication to Council, Administration and the public. The Department's new communication philosophy is based on what has become known as the **3 R's**:

REALIZE:

- What Public Works is and does impacts people.
- The community's experience with Public Works is directly linked to its perception of the City.

RELATE:

- People interact with Public Works because they have a need or desire that is real to them.
- We've all been there.

RESPOND:

- Seek solutions.
- Everyone should be better for the interaction they've had.

New communications strategies have been implemented; such as the Ward Update (distributed to Council Members and Administration monthly with project updates and other highlights), usage of social media, and website improvements. Usage of Enterprise Asset Management (EAM) has allowed for tracking of all service requests

from City officials and residents within the department. Reporting on service requests, contract tracking measures, and project communication plans have also been utilized.

- **Bid of the Fifth Street Gateway Project**

The City of Saint Charles is planning on roadway and streetscape improvements along Fifth Street, from Bass Pro Drive to First Capitol Drive. This is a legacy project for the future of the City focused on enhancing the aesthetics of Fifth Street, improving the flow of traffic and safety, and promoting pedestrian activity. Improvements include updates to the pavement, attention to ADA guidelines, and landscaping additions.

An improved project management approach was used to deliver the bidding of the project 6 months earlier than originally estimated. The project was bid on November 14, 2014, with R.V. Wagner winning the contract. Roadway construction is anticipated to begin in February, 2015 once the schedule has been finalized. The work will continue through June 2016. Utility relocation has already begun.

- **Countywide Pavement Inventory and Management**

The Countywide Pavement Inventory project was completed in partnership with the Cities of Saint Peters, Wentzville, O'Fallon, and Lake Saint Louis. Through a collective application, these five municipalities obtained \$478,000 in County Road Board funding resulting in a participatory cost generally less than \$20,000 for each municipality. Data was collected on all the streets to determine pavement conditions and additionally collect GIS features like street signs, sidewalks, street lights, guardrails, and retaining walls. Data collection began in late 2013 and was completed in February 2014. Results were shared among the participating municipalities.

A consistent system of pavement condition rating and planning across all municipalities was created. The project deliverables allow municipalities to move from a worst-first approach to an optimized savings approach for pavement maintenance. Municipalities will be able to forecast pavement maintenance based upon the life-cycle of the pavement; thereby better optimizing desired service levels and funding needs. The data can also be used to forecast funding levels and programs for the additional street features collected.