



TO: City Council Members

FROM: Michael L. Spurgeon – Director of Administration

DATE: February 21, 2014

SUBJECT: Department Director Activities Highlights for 2013

Last year, the Administration began providing the City Council with a quarterly update on department activities. The goal was 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 for 2013.

Administration -

- **General Administration:**
Spent considerable time assisting with development of a Smoke Free Air Act. Assisted various departments with implementation of Bond propositions passed by local voters in 2012 and 2013 respectively. Spent a great deal of time (on-going) on the development of a Social Media Policy in order to improve communications with the community.
- **Personnel:**
Completed updates to City's Personnel Policy, including new language addressing excessive absenteeism. Created a Performance Evaluation System for the organization; a System where all employees will eventually be evaluated. HR coordinated training for Directors and supervisors to evaluate and counsel employees. Also, put measures in place to evaluate "topped out" employees and help them be eligible for a salary increase if funds are available. Efforts were also put forth to eliminate steps for all non-union rank and file employees going forward.
- **Labor Negotiations:**
Finalized negotiations with St. Charles Police Officer's Association and Sergeants to reach a new three (3) year Collective Bargaining Agreement. Started negotiations with Fire Union and newly formed FOP union for PST, Dispatchers, and Records Clerks in Police Department.

Michael L. Spurgeon, MPA
Director of Administration

City of Saint Charles
200 North Second Street
Saint Charles, MO 63301
636.949.3262
Fax 636.949.3267
www.stcharlescitymo.gov

- **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, and Elm Point Industrial Park TIF.

City Clerk –

- During the last quarter of 2013 the City Clerk's Office wrapped up the Budget and CIP discussions and began the preparation of the substantial amount of necessary documentation for the April, 2014 City Council Election for Wards One through Five.
- They are happy to announce that their team welcomed a new member in May of 2013. Sandy Minter brought valuable IT and New World expertise to the Clerk's Office, and she is a great fit for them! Together, they are enjoying a cohesive productivity. In 2013 the office processed 697 Contracts, 263 Ordinances and 87 Requests for Documents (Sunshine Law Requests). Whew!
- The Clerk's Office is pleased to reiterate that their microfilming project is now well underway, and the success of the project continues. To date, they have microfilmed three (3) complete years of the City's Ordinances – more than 1,400 files. Although this project commands a significant amount of prep work and follow-up, it is gratifying to realize the results.....primarily the restoration of some much needed and valuable office space.
- The Clerk's Office is a busy place, and an organized environment is essential. 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 them, and their 2013 review and destruction process has helped free up some additional space.
- Finally, the entire office enjoys the opportunities they are given to be involved with the Missouri City Clerks and Finance Officers Association (MOCCFOA) and the Missouri Municipal League (MML). In 2013 staff 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 -

- **Department Reorganization:**
In April 2013 the City Council passed a bill that authorized four (4) divisions in the department: Building, Planning, Code Enforcement and Administrative Support. The reorganization separated the building and code enforcement functions into separate divisions and recognized the secretarial staff as their own division. Each division now has a sharpened focus and clearer mission. The reorganization is complete.
- **Commercial Inspections:**
In December 2013 the City Council passed a bill that created a commercial inspection program. Prior to this St. Charles was one of the few cities in the St.

Louis metropolitan area that did not inspect commercial buildings when the tenant changes. The new ordinance requires any commercial building or unit to be inspected each time the tenant changes. The unit must pass the inspection before a certificate of occupancy will be approved for the new tenant. This is a public health and safety measure intended to ensure that commercial spaces are safe before they are reoccupied. The department worked with the St. Charles County Board of Realtors in designing this program. The department is now publicizing the new requirement and finalizing the operational details of the program. Commercial inspections will begin on Monday March 3, 2014.

- **Implementation of New World Permit Software:**

The department implemented the permit module of the New World operating system in 2013. The HTE software previously used for permits was antiquated and inefficient. The New World software provides modern, efficient processing of building permits, zoning permits, inspections and contractors licenses. Implementation of the new software also allows residents to pay for their permit at Community Development, eliminating the need for them to make a second stop in Finance to make the payment. This conversion was a major undertaking that required a significant amount of staff time. Every type of permit issued by the department had to be set up in New World, staff had to be trained in the new permit approval process and procedures for the acceptance, processing and accounting of payments had to be created. The new system is up and running and is proving to be much more efficient.
- **Ward Redistricting:**

The City Charter requires that the City's 10 wards be redrawn after each national census to ensure that they are balanced and contain roughly the same number of residents. The 2010 Census revealed that, while the population of some wards had remained virtually unchanged since the last census, the populations of other wards had grown significantly. A redrawing of all the ward boundaries was necessary to re-establish balance. Using data from the 2010 Census, department staff prepared three (3) new ward alignment maps that equalized the populations of all 10 wards. The City Council approved the new ward map on November 5, 2013.
- **Major Developments:**

The department continued to process, approve and inspect several major projects underway in the City in 2013. These projects included:

 - Streets of St. Charles, including the residential component of the project that will contain approximately 400 apartments when completed.
 - University Commons, a 32 acre commercial development in the center of the City that will contain a Schnucks grocery, CVS pharmacy, restaurants and smaller retail shops.
 - New Town, including continuing construction in the City's primary residential development.
 - Walmart, which is undertaking a major expansion to become a supercenter.

In major projects such as these, the department assigns a single inspector to act as the primary inspector for the project. The inspector is on site every day to inspect work as it is completed, answer questions from the contractor and ensure that there are no delays. Our experience is that using a single inspector for a major project promotes clear, quick communication between the City and the contractor

and enables the inspector and the contractor to establish and maintain a good relationship, which in turn leads to a successful construction project.

CVB/Tourism -

- CVB's website visits for 2013 increased 50% over 2012 and its mobile website visits for 2013 increased 140% over 2012.
- Held the first annual Convention and Visitors Bureau Meeting at Ameristar on June 18, 2013 and 93 industry stakeholders attended the meeting. Gave an overview of the department's accomplishments and marketing plan. The guest speaker was Katie Steele Danner who is the director from the State of Missouri Division of Tourism. Katie gave an overview of their marketing efforts going forward for the year and also showcased their new logo and commercials.
- The CVB has made great strides with its efforts in Social Media. They now have over 7800 Facebook fans and the CVB newsletter has grown to 7500 subscribers over an 18 month timeframe.
- Several staff attended the Missouri Municipal League 2013 Annual Conference in Branson, Missouri and exhibited at their tradeshow. They manned a 10'x20' booth and the theme was Christmas Traditions. Santa was available in their booth to have photos taken with the attendees and Christmas Traditions carolers also were performing. Elf hats were given away and staff was definitely the hit of the tradeshow. Each convention delegate was encouraged to visit the City of St. Charles during the Christmas season and also to attend the MML 2014 Annual Conference that will be held in St Charles, September 14-17, 2014. A fun-filled evening for the MML attendees is being planned in Frontier Park, on Monday, September 15th!
- In 2013 a four-year contract was secured with Missouri State High School Activities Association to host their annual state baseball tournament, as well as a three-year bid to host the Dicks Sporting Goods Lacrosse Midwest Cup.

Economic Development Department –

- **Pharma Medica:**
Economic Development was intimately involved in landing this \$30 million 300 employee project for the City of St. Charles. We oversaw the negotiations for Chapter 100's and continued to be the conduit for questions and inquiries from the prospect. In fact, at the ribbon cutting, Pharma Medica praised the efforts of the Economic Development Department for helping them get through the intricacies of the project.
- **Eastern Metal Supply:**
This was a St. Louis County based company that needed additional space for their operation. They came to us for information and demographics. In the end, we secured a nearly \$4,000,000 project with 25 jobs and the potential for another 20 jobs. They cut the ribbon for their new operation in the Spring of 2014.
- **LMI Aerospace:**
Governor Jay Nixon came to LMI in late 2012 to announce the company's expansion plans and provide Quality Jobs Incentive. What few know about was the assistance Economic Development provided with the company's expansion a few months later due to their acquisition of small supplier company. Because of the

relationship Economic Development has established with LMI, company officials came to us to seek help in identifying necessary permits and approvals for both interior and exterior changes from the acquisition. Economic Development set up a meeting with company officials and our Community Development Department to go through what approvals were needed (and not needed) to move the project along in an expedited manner. In the end, Economic Development received great praise from LMI officials because of our swift action to address their concerns.

- **Brokers Meeting:**
After the 2012 Regional Investors Breakfast, Economic Development surveyed attendees to determine their concerns and needs. One overwhelming item was an improved communication plan between Brokers and zoning officials to address complaints by government inertia. In cooperation with the EDC of St. Charles County, the city organized a county wide meeting between all St. Charles County communities and commercial/industrial brokers to discuss major items of concern. In the end, both sides saw consensus on ways to improve the process and brokers better understood what they need to bring to the table. There was also joint discussion to change state public notification laws that would benefit all parties.
- **Continued Growth of Streets of St. Charles:**
We continue to be an active participant in the marketing and growth of Streets of St. Charles. Economic Development took the lead to address concerns from a number of new tenants and helped them identify the proper city or county official to make sure the construction timeline was maintained. We were also active participants in the securing of a new AMC Movie Theater that will open in November of 2014.

Finance Department –

- In 2013, the Finance Department had a busy year and resulted in several significant accomplishments. A restructure of the department was completed after the departure of a full-time employee in August. A necessary part of this restructures involved additional cross-training of all personnel. While this is generally complete, it is on-going as new processes are developed. As a result of the restructure and cross-training efforts, an overall cost savings was realized in 2013 and forward since the full-time position was not replaced.
- Staff was challenged to evaluate all processes and streamline wherever possible. The utility billing process was one that was carefully evaluated and, as a result, was streamlined by utilizing New World audits and reporting tools to eliminate many tasks that were not adding value to the overall process. Other process improvements occurred when the Community Development module was implemented, allowing receipt processing to be completed utilizing only one system for the first time since 2010 when the first New World modules were implemented.
- Finance also assisted with the implementation of GovDeals.com for disposal of City surplus property. This program ensures that a fair price is received for surplus property and largely eliminates the need to conduct an annual surplus sale. This saves time and money that was spent on staff and an outside auction firm each year.
- Additional cost savings are being realized through the supply purchase program

through Office Depot, which allows the City to take advantage of volume pricing to reduce costs of necessary purchases.

- Another significant Finance accomplishment in 2013 was the completion of the City fixed asset inventory. This was a very time-intensive and detailed process that will ensure the City's assets are accurately recorded and tracked going forward.

Fire Department –

- **Severe Weather:**

The severe weather outbreak in April-May, 2013 encompassed several different aspects that kept the Fire Department busy for a number of weeks during the spring of 2013.

- The Fire Dept. first dealt with the flooding issues along the Missouri River and the Mississippi River that necessitated interaction with the State of Missouri Emergency Management Agency, St. Charles County Emergency Management, The Army Corps of Engineers, the Missouri National Guard, the Elmpoint Levee District, St. Charles Public Works and several local agencies and businesses.
- In addition to the flooding, a tornado struck a glancing blow to the Southern edge of St. Charles in May, 2013. This incident required the coordination of Fire, Police and Public Works to stabilize and mitigate the effects of the storm.

While no deaths or significant injuries occurred during this weather outbreak, a significant amount of resources and time were expended in handling the aftermath. As part of the overall Fire Department response, documentation was gathered from other City agencies by Fire Department personnel for potential financial reimbursement from the Federal Emergency Management Agency (FEMA). This reimbursement request was submitted in 2013 and we are currently awaiting the outcome of the request.

- **Storm Shelters:**

In 2013, the Fire Department purchased four (4) pre-manufactured storm shelters. These shelters are approved by the Federal Emergency Management Agency (FEMA) for personnel sheltering purposes during severe storms. The four (4) shelters were placed at City firehouses that did not offer the protection of a basement during severe storms. The average cost of the shelters was approximately \$4000.00 dollars each. The shelters are bolted to an existing concrete pad and meet the FEMA standards established for severe storm shelters and will therefore withstand a 250 mile per hour wind. Two (2) of the shelters can accommodate up to six (6) people and the other two (2) shelters can accommodate up to eight (8) people. The shelters are manufactured at the vendor's site and transported to the end-user's location. The shelter is then located inside the existing firehouse and anchored to the apparatus floor. In the event of a severe storm warning, on-duty personnel are directed to the shelter until the immediate danger from the storm has passed. These shelters should greatly

enhance the overall protection afforded to on-duty crews from the effects of a severe storm.

- Spanish Class:

From September 19, 2013 through 12 December, 2013, personnel from the St. Charles Fire Department participated in a Tactical Spanish class. There were six (6) firefighters that completed the course. A second class is being planned for spring of 2014.

- 48/96 Hour Work Shift:

The 48/96 hour work shift for fire personnel was implemented in January of 2013. This work shift still has the firefighters working the same number of hours and work days as the previous shift but in a different format. In particular, the 48/96 hour work shift has fire personnel working a 48-hour stretch followed by a 96-hour stretch of time off from work. The process to go to this particular work shift was initiated in fall of 2012 by Local 757 of the International Association of Firefighters. The concept for the 48/96 hour work shift was presented to the City Council and approval to conduct a one year trial of the proposed work shift was provided. As mentioned earlier, the 48/96 hour work shift was implemented on January 1, 2013. Monthly evaluations of the 48/96 hour work shift have been provided to the Director of Administration since its implementation. In addition, quarterly summations of the work shift have also been provided so that problems could be identified as soon as possible. Thus far, the evaluations have not identified any significant problems related to the implementation of the 48/96 hour work shift.

The evaluations through the month of October, 2013 did indicate the following:

- The amount of money expended for unscheduled overtime in 2013 was less than the amount expended during the same time frames in 2011 and 2012.
- The amount of money expended on Fair Labor Standards Act overtime was slightly less than the amount expended during the same time frames in 2011 and 2012.
- No significant issues were identified in regard to patient care, receipt of complaints, personnel issues, accident rates or operational readiness.

In October, 2013, a survey was circulated among the firefighters assigned to the 48/96 hour work shift to determine their preference on keeping or abandoning the 48/96 hour work shift. The result of the survey was that 80% of the firefighters surveyed wanted to remain on the 48/96 hour work shift. In turn, a recommendation to remain on the 48/96 hour work shift was made to the Director of Administration by the Fire Chief.

- Protective Equipment:

The process of upgrading the fire department's self-contained breathing devices (SCBA) was begun in 2013. In particular, there were two specific upgrades that have already had a positive impact upon fire personnel. These particular upgrades were:

- Remove the 30-minute duration air cylinders from service and replace them with 45-minute duration air cylinders. This upgrade not only allowed an increased amount of work time to be had per cylinder, it also allowed for an increased margin of safety in the event an emergency were to take place on the emergency scene.
- Replace the standard SCBA face piece with a face piece that was rated to withstand exposure to higher temperatures before failure of the face piece would take place. These face pieces were received on 30 December 2013 and have not yet been placed into service.

Since the 45-minute air cylinders were placed into service, fire department personnel have had several opportunities to use the cylinders at different fires. In these instances, crews were able to work for a longer period in the fire area and leave the fire area with a larger reserve of air. This reserve of air allows firefighters to have a greater chance of survival when faced with unanticipated emergency situations.

Human Resources –

- Completing, distributing and implementing the updated and amended Personnel Manual
- Created, organized and facilitated performance evaluation training for all leadership in the City
- Helped create the new Social Media Policy and Overtime Policy
- Streamlining all processes for the day to day functional aspects of HR.
- Minimize the onboarding process by 4 hours by implementing new CBAS system
- Creating stability between HR and other departments by keeping lines of communication open better than they have been before.

Information Technology –

- Complete Implementation of the New World System ERP. All major department modules are being utilized. Small adjustments will be made in 2014 to assist users in paying for permits/utility billing online and reviewing Benefit information through an online portal.
- Completion of the Fiber project between City Hall and the Criminal Justice Facility. This connection eliminates a \$3,400 monthly fee to our internet service provider who was charging us to use their connection. It also connects to Fire Station #1, which saves an additional \$179 per month to the internet service provider.
- Replacement of the Core Switch at the Police Department. The replacement unit is a fully redundant unit which eliminates another single point of failure in the city's network infrastructure.
- Media Department re-wiring to eliminate non-essential pieces of equipment that were degrading video/audio quality.
- Thin Client deployment has been taking place which provides a cost savings for computer replacement due to the life of the units and the cost per unit.

- In the fourth quarter of 2013, the Information Technology Department has been working short-handed due to the resignation of Joe Brunk. As of 1/6/2014, the position has been filled by Drew Anderson.

Legal Department –

- 2013 was a busy and productive year for the Legal Department. Highlights of major activities include:
 - Revision of the Employee Personnel Manual
 - Creation of a Calendar of Procedural Deadlines
 - Negotiation of labor agreements
 - Drafting of an attendance policy
 - Drafting of a Voluntary Retirement Incentive Program
 - Drafting of the Title VI Policy
 - Revision of the standard form of construction contract used on vertical projects.
- Also, in 2013 the Legal Department assisted with a number of financing and real estate transactions. These activities were in addition to the daily counsel and advice provided to elected officials and employees and litigation matters.

Media Department -

- Social Media Committee:
Developed internal committee comprised of a core team (J. Dreyer, *chair*, J. Rasch, D. Rothermich, J. Wohldmann, C. Felzien), which meets monthly. Also cultivated a Citywide team comprising staff liaisons from each department (meets bi-monthly), and finalized a Social Media Policy distributed as an addendum to the IT Policy.
- Communication Overview:
Produced an overview video highlighting all the various communications vehicles readily available for City use. In 2014, we'll have the opportunity to showcase the piece internally and externally. On the internal side, we'll work with individual departments to seek additional ways to provide marketing/communication/ publicity support going forward.
- Main Street Documentary:
Finalized video highlighting the inception of the City's Historic District preservation and restoration (circa 1970s), and showcased during a public screening at City Hall. The documentary is currently on sale at the St. Charles County Historical Society.
- Discover Segments:
Continued to take the City's YouTube platform to the next level; Media staff will celebrate their third anniversary in May 2014. To date they are still averaging over 1,000 hits per month. By the end of the year, some 90% of all web traffic will be video. So the City of St. Charles is well-positioned to capitalize on this particular medium.

Parks Department –

- Implementation of Maintenance Software System:

The addition of electronic tracking has increased productivity, track ability, and creates a record keeping system at our finger tips through electronic devices. The MainTrac Software System works in conjunction with our recreation specific software system, RecTrac, to coordinate specific work orders such as athletic field reservations or pavilion rentals; and employee time keeping system, FinTrac, by tracking actual time to specific duties. MainTrac also provides a mobile work order system, preventative maintenance scheduler and history for repairs, purchases, project tracking and playground safety inspections.

- Webster Park:

On October 19, Webster Park was officially opened to the public with a ceremony including the Webster Family, City Officials, Parks and Recreation Board Members and guests. Features of Webster Park include a community building for private functions, a playground, pavilions, natural surroundings, wildlife and walking paths. While there were many obstacles to open the park to the public, including the May 31 tornado, Webster Park welcomed many guests in the last two (2) months of the year including six (6) weekend rentals of the Community Building.
- Athletic Field Improvements:
 - Lighting mechanics at Blanchette and Wapelhorst Fields were upgraded to programmable features for night time play. The lights automatically illuminate and turn off at specific times based upon scheduled play. Field light can also be turned on/off by a staff member logging into the system from anywhere.
 - Turf management remained a top priority for 2013. The types of fertilizer, seed and herbicides greatly increased playing conditions. Staff was trained and certified in the proper handling and best methods for use at the varying conditions of our fields.
 - Mowing practices were evaluated for best practices and altered. The types of mowers being used were changed as well as the directional mowing patterns to reduce compaction of the ground thereby helping overall turf quality and improve aesthetics of the area.
- Special Event Use Permit Manual:

Within Parks, many policies existed pertaining to special events, primarily in Frontier Park. Research was conducted to find the best methods by parks and recreation departments across the Country who are host to organizations using park land for public events. Data was analyzed for the various events held within our parks for better practices and expectations by event organizations and then compiled to create a new Special Event Use Permit Manual. The Manual was approved by the Parks and Recreation Board effective January 2014 and Special Use Fees effective January 2015. Because requests for new events remain high every year, a one page preliminary request form was included within the Special Event Use Permit Manual prior to submitting a complete application.
- Employee Recognition:

Employee advancement and training is a priority for the Parks and Recreation Board. Continuing the education of employees empowers us to be better at our careers thereby increasing effectiveness for the overall department. Below is a list of certifications, licenses and awards received in 2013:

- Maralee Britton, Certified Parks and Recreation Professional
- Chris Atkinson, Re-certification Certified Parks and Recreation Professional
- Nick Donze and Jim Woltering, Certified Pool Operators
- Missy Hollander, Re-Certification Certified Pool Operators
- Missy Hollander, Re-Certification Ellis and Associates Lifeguard Instructor License
- Gary Gerber, Tim Stoechner, and John Wimberly, Certified Playground Safety Inspectors
- Todd Clements, Certified Arborist re-certification
- Chris Atkinson and Nick Donze, FEMA emergency response levels ICS100 and ICS200
- Don Borgmeyer, Certified ServSafe Instructor and Registered Exam Proctor
- Teresa Martchink, Re-Certification American Red Cross CPR/First Aid Instructor Certification
- Gary Gerber and Teresa Martchink, Gateway Chapter of Sports Turf Management
- **2013 Outstanding Recreation Program Award** from the Recreation Council of Greater St. Louis for our Summer Fun Day Camp Program. A grandmother nominated our program for the award because of our attentiveness to children with special needs.

Police Department –

- Internal Communications within the Department:
In January 2013 as a new chief to this department Randy began the process of learning the needs of this agency and its employees. The thing that most stood out to him was the need for consistency and trust internally between the police administration and the employees. A continuous effort by all levels internally has opened lines of communications. Regular meetings have continued being held between the chief and association leaders on potential problems before they become major issues.
- Organizational changes within command staff:
Following the first few months of new leadership and learning the needs of the department the Chief instituted many changes in the upper and mid-level command structure of the department. This is a work in progress and will continue to be reevaluated as we move into 2014. There are nine (9) upper and mid-level officers consisting of two (2) Majors (Assistant Chiefs), two (2) Captains (Division Managers), and five (5) Lieutenants (Patrol and/or Unit Commanders). Each of these positions has been reorganized and reassigned over the first 11 months of

2013. The goal is not simply instituting change, but to place people where the Chief feels they can best serve the members of this agency.

- **Implementation of a true Problem Oriented Policing Model:**
This model of community policing allows for much more input from all levels of the agency for accountability and ownership of community problems. All of the staff has the autonomy to use direct police presence or action, or call on other city or community services to solve nuisance or crime problems. This is also a work in progress and will continuously be shaped to the needs of St Charles. An example that has been quite successful is the A and B Platoons working together with our retail establishments during this very busy holiday season. This was a program instituted by our command staff to help prevent retail theft and other crimes such as vehicle burglaries. Much praise has been received from our local merchants on the high presence of our uniformed staff during this very busy season.
- **Study and revamp of Departmental Policies and General Orders:**
Anytime a new administration comes into a police agency there are many changes that must take place. One of the most important is a review and revamp of hundreds of policies and General Orders. Randy brought with him firsthand experience with a private company called Lexipol. This is a company owned and managed by Attorneys and former law enforcement executives that focuses on policy and General Orders while establishing best practices based on Federal and individual state laws, and local ordinances. Our agency has contracted with Lexipol and we have just started the process of a complete overhaul of our policies. This process can take anywhere from several months to over a year to complete. Once we are finished our policies will be continuously updated based on current Missouri law. We will also receive daily training bulletins to share everyday with all of our employees on the most critical job duties performed by our staff. These are the duties that can get officers injured, sued, or terminated.
- **Fleet Study and Recommendations:**
Senior staff combined with line level officers and the Lead fleet service employee has completed a fleet study. The Chief requested this study as he found we have many vehicles that are in disrepair and older models. These vehicles many times are less efficient than more modern vehicles. Several of our older fleet vehicles have paint damage, seats and other equipment that are completely worn out. These vehicles are old enough that repairing or repainting them would cost more than the vehicle is worth. He asked staff to look at the actual number of vehicles we need to function efficiently. We have both resident officer vehicles and fleet vehicles. We have been able to reduce the number of vehicles in our fleet by eliminating through surplus, some of our oldest and most worn out vehicles without having to replace each of them with a new model. We are still working on our recommendations going forward on an ideal trade in mileage where the City can benefit the most on resale value. These vehicles are the officer's office and

work space anywhere from 8 to 12 hours a day. We must do our best to keep them in late model efficient and safe vehicles.

Public Works Department –

- **West Clay Extension Project:**
At the beginning of 2013, the goal for the West Clay Extension Project was to be substantially completed with construction by the end of December, 2013. Property exchange agreements between the developer, SSM, and USPS required the project be bid with two (2) phases. Phase I could proceed immediately and was substantially completed before the end of December, 2013. Phase 2 will proceed once USPS discussions are finalized and new property exchange agreements are established.
- **Wastewater Operations:**
December 31, 2013 was the termination date of the wastewater operations contract with American Water. Public Works managed the process of competitively bidding the multi-million annual operation services contract in 2013. Pre-qualification submittals were reviewed with a short list recommendation presented and approved by City Council. Request for Proposals were issued to approved pre-qualified contract operation firms in April, 2013 with proposals received on June 21, 2013. Recommendation to negotiate with Woodard & Curran was presented and approved by City Council on August 6, 2013. The contract negotiations commenced and a 10-year contract with Woodard & Curran was presented to the Board of Public Works on October 7, 2013. The Board of Public Works made recommendation to the City Council to enter into the contract with Woodard & Curran, with City Council final approval of the contract on November 12, 2013.
- In 2013, both Wastewater Treatment Plant Upgrade projects, Missouri Plant and Mississippi Plant, were substantially completed. This represents an infrastructure investment of \$45,000,000. While the upgrades are substantially complete, remaining close out work is underway.
- **Parking Garage Repair Project:**
The original proposition/initiative for the Parking garage Repair Project did not receive voter approval in 2012. Council approved presenting the proposal to voters again in 2013 due to the necessity of the project. Voters approved Proposition R in April, 2013. Public Works researched and presented options of construction scheduling for the repair project to the City Council. City Council supported full closure of the parking garage during the project for reasons of public safety and reduced time frame of inconvenience of the construction project; and for the project to be let in 2014 with anticipated construction time frame of March 2014 – August 2014. The project team completed the design plans and advertised the project for bid prior to the end of 2013 in line with the proposed construction schedule.

- **Snow Removal Operations:**
After the March 24, 2013 snow event, resulting in approximately 12” of snow, it was determined to be necessary to modify the Snow and Ice Removal Procedures and implement HOA Snow removal Agreements. Staff spent the summer months planning and revising the plans and procedures for snow removal. Discussion of the modified procedures for snow removal and revised snow route maps was held at the November 12, 2013 Council Work Session. The ordinance approving the template HOA agreement was approved at the November 12, 2013 Council Meeting. Eight (8) of 23 HOA’s have executed agreements for snow removal services.
- **Water Service Line Repair Program:**
In 2012, City residents passed a proposition for a new program to assist residents with the cost of repair/replacement of their private water service lines to their property to be effective January 1, 2014. The policies and procedures were prepared in 2013, presented to Council, and supporting ordinances passed creating the new program that is now underway.
- **Other Important Projects Completed:**
 - S. Fifth Street Improvement Project (CMAQ) was substantially completed November, 2013.
 - Completed new Long Range Comprehensive Plans for Bridges and Culverts and the Water Distribution System; and presented these plans to the Board of Public Works.
 - Presented the Water Tank Siting Study with recommendation of two (2) sites for consideration to City Council on November 12, 2013.
 - Completed a Comprehensive City Sidewalk Condition Inventory in August 2013, and presented rating recommendations to Street Committee in November 2013.
 - Received County Road Board funding for a County Wide Pavement Management Inventory Project of which the City is the lead agency among several St. Charles County municipalities to administer the project. Data collection was completed in 2013.
 - Public Works staff responded to three (3) major events in 2013:
 - May 20, 2013 – Major rain event causing Citywide flooding (operations response, claims analysis, modified scope of stormwater and sanitary sewer studies, acquired 14 Marie Dr.)
 - May 29-30, 2013 – Tornado (operations response and Citywide debris removal contract)
 - September 13-14, 2013 – 36” water main break – Joint Venture Main/Heritage Booster PS (operations response and repair, conservation and boil order notices coordinated with the City of St. Peters)