

PERFORMANCE REPORT 2019 – 2020

Mayor and
City Council



Clive, Iowa
August 2020



Lyle Sumek Associates, Inc.
9 Flagship Court
Palm Coast, FL 32137-3373

Phone: (386) 246-6250
Fax: (386) 246-6252
E-mail: sumekassoc@gmail.com

A

**Performance Rating for
2019 – 2020**

Performance Rating for 2019 – 2020 Mayor and City Council

8.7

Rationale for Rating:

- **AAA Bond Rating**
- **Strong Financial Position**
- **High Resident Satisfaction with City Services**
- **Community Trust and Confidence in City of Clive**
- **Flood Prone Property Buyouts**
- **Tax Rate**
- **Mayor and City Council Made Difficulty Decisions**
- **Expanded Communications with the Community**
- **Major Projects Moving Forward**
- **High Performing City Team**
- **City's Response to COVID-19**
- **Progress on the Clark Street Project**

Performance Rating for 2019 – 2020 Management Team

8.6

Rationale for Rating:

- **City Teamwork**
- **Quality of City**
- **Trail Development and Community Use**
- **Strategic Plan Followed and Delivering Results and Value to the Clive Community**
- **Mutual Trust between Mayor/City Council and City Manager/City Staff**
- **High Level of Satisfaction with City Services**
- **City’s Response to the COVID-19 “Curveball”**
- **Community Engagement**
- **City Communications with the Clive Community**
- **Communications with City Employees**
- **Major Projects and Planning Efforts Moving Forward**
- **University Corridor Planning**
- **86th Neighborhoods Planning**
- **Decision: New Clive Public Safety Center**
- **Fire Station 43: opening**
- **LOST Preparation and Success**
- **Learning from COVID-19**

B

Performance Report 2019 – 2020

Importance of the Performance Report

BOTTOM LINE: *Leaders being accountable for their decisions and actions*

1. LEADERSHIP WITH INTENTIONS

- Acting with a sense of purpose and direction
- Defining a vision, setting goals, using them to guide decisions
- Establishing criteria to judge success
- Demonstrating an institutionalized strategic planning process
- Instilling confidence in financial institutions, customers

2. CONNECTION WITH CUSTOMER'S LIVES

- Providing services that add value to the customers' lives
- Linking decisions and actions to improved services
- Linking decisions and actions to lower cost of service delivery
- Demonstrating the personal relevance of decisions and actions

3. CAPTURE OTHERS' ATTENTION

- Telling a story with a message
- Painting a picture
- Getting others to see it, to feel it
- Distinctive separating from the barrage of information

4. CELEBRATE – CREATE A MEMORY

- Developing a celebration that is unique-a standout experience
- Giving others a memento representing the success
- Saying "Thank You" to contributors to the success
- Demonstrating the significance of the achievement

5. PERSONAL CONTACT WITH A TAILORED MESSAGE

- Developing a message based upon the audience
- Making a few relevant points
- Reaching out to a variety of groups
- Delivering the message personally by you as a leader

**Clive
Vision 2035**

CLIVE 2035
is a *BEAUTIFUL and SAFE*
City with *GREAT RESIDENTIAL*
NEIGHBORHOODS.
through Buildout.

CLIVE 2035
provides *EXCEPTIONAL FAMILY LIVING*
and *OPPORTUNITIES FOR PERSONAL*
WELLNESS.

CLIVE 2035
has the *DISTINCTIVE CLIVE GREENBELT,*
and a *REVITALIZED 86th STREET*
CORRIDOR/NEIGHBORHOOD.

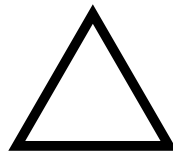
We take *PRIDE IN CLIVE!*

Clive City Government: Our Mission

OUR MISSION is to provide
**HIGH QUALITY, CUSTOMER VALUED
MUNICIPAL SERVICES** in a
FINANCIALLY RESPONSIBLE MANNER
through a **DEDICATED WORKFORCE**
resulting in **SATISFIED CUSTOMERS**
and a **SUSTAINABLE CLIVE COMMUNITY**

**COST
EFFECTIVE
DELIVERY**

**FORWARD
THINKING**



**CONTINUOUS
IMPROVEMENT**

Clive City Government: Core Beliefs

CLIVE TEAM

We S erve

We are P roductive

*We act
with I ntegrity*

We take R esponsibility

We are I nnovative

*We
practice T eamwork*

City of Clive Goals 2025

**Financially Sound City Providing Services
Valued by the Community**



Resilient City Facilities and Infrastructure



Distinctive Clive Greenbelt



**Great Place to Live:
The Premier Location for Families**

City of Clive Policy Agenda 2019 – 2020 Targets for Action

TOP PRIORITY

- ★→ Flood Prone Properties Buyouts:
Phase 2 Acquisition and Funding
- ★ Budget and Tax Rate
- ★ Residential Solid Waste Contract
- ★→ Stormwater Management Plan and Funding
- √→ Hickman Corridor – U.S. 6 Traffic
Management and Interchange Plan: Advocacy
- ★→ Invasive Plants and Vegetation Management Plan
- Eastern Neighborhoods Revitalization:
Strategic Plan and Tactical Plan

★= Completed/Achieved Milestone

√= Significant Progress

→ = Continue to 2019 -2020

HIGH PRIORITY

★→ University Corridor Plan (with the City of West Des Moines)

★Public Works Staffing/Remodel: Streets Execution

★→ Walnut Creek Bank Stabilization (Public)

★→ Landscape Plan Implementation: Direction and Funding

√→ Fire/EMS Collaboration with City of Urbandale

→ Parks and Recreation Partnership with School Districts

★→ Management/Employee Succession Program and Process

★= Completed/Achieved Milestone

√ = Significant Progress

→ = Continue to 2019 -2020

City of Clive Management Agenda 2019 – 2020 Targets for Action

TOP PRIORITY

- √→ **Greenbelt Landing Project (Greenbelt Triad – Phase 1)**
 - ★→ **City Website: Major Update**
 - √→ **University Boulevard Area Flood Mitigation**
 - ★→ **Public Safety Facility Project: Design and Construction**
 - ★ **New City Data Center: Public Safety Facility**
 - ★ **Long Range Financial Model and Plan**
 - ★ **Employee Benefits Consultant**
 - √→ **Indian Hills Woods Improvements**

★= Completed/Achieved Milestone

√ = Significant Progress

→ = Continue to 2019 -2020

HIGH PRIORITY

- ★→ Westcom Strategic Planning Process
- ★→ Community Engagement and Communications Plan 2020
 - √→ Traffic Capacity Analysis
 - √→ Lucity System/Asset Management
 - √→ Right-of-Way Management Policies
- ★ Census 2020: Complete Count
- ★ Goat Program: Review and Direction
- ★ Biannual Citizen Survey
- City Organizational Values and Process Development

★= Completed/Achieved Milestone

√ = Significant Progress

→ = Continue to 2019 -2020

City of Clive

Management in Progress 2019 – 2020

- ★ 1. Financial Audit FY '18/'19: Preparation
- ★ 2. Police Car MDC: Upgrade
- ★ 3. Digital Radios: Operational/Implementation
- ★ 4. Debt Collection: New Vendor
- ★ 5. AVL/CAD Integration and Reliability
- ★ 6. Fire Social Media Engagement Plan
- ★ 7. Host Server Replacements
- ★ 8. Bond Sales for CIP 2019 B/C and 2020 A/D
- √→ 9. Utility Bills – Printing, Mailing, Newsletter Contract
- 10. Annual Computer Replacement
-
- ★ 11. Human Resources Support: Administrative Services Staff Plan
- ★ 12. Fire Station 43: CAD Response Updates
- ★ 13. Image Trend Records Management System: Inventory and Maintenance
- ★ 14. Police Body Cameras Hardware/Equipment Replacement
- ★ 15. Annual Capital Improvement Plan 2020: Update
- ★ 16. City Legislative Agenda 2020: Update
- ★ 17. Citizens Fire Academy: Re-Development Plan
- ★ 18. Human Resources Policies: Refinement
- ★ 19. GEMT Program (Additional Medicaid Reimbursement)
- ★ 20. Peer Review/EMS Audit Process
- ★ 21. Diesel Fuel Additive Program: Development
- ★ 22. Clive Public Wi-Fi Security with Password
- ★ 23. Digital Employment Application Process
- √→ 24. Cyber Security Password Policy and Procedures: Revision
- ★ 25. Closest Unit Response Discussion with West Des Moines
- ★ 26. Seasonal Hiring Process/Online Application System
- ★ 27. Novus Agenda Management Software: Phase 3 Implementation
- ★ 28. Laserfiche Expansion
- ★ 29. Budget FY '21: Development
- √→ 30. OWS Computerized Activation and Monitoring/Westcom

★ = Completed/Achieved Milestone √ = Significant Progress → = Continue to 2019 -2020

- ★ 31. Police Promotions
- ★ 32. CPITelecom: Costs for Internet, Data and Phone Service
- ★ 33. Audit Services: Contract
- 34. Fire Code: Adoption
- ★ 35. Network Security Report
- 36. Metro Active Threat Protocol
- ★ 37. Employee Wellness Program: Implementation
- ★ 38. Network Infrastructure for Cloud-Based (Network, Storage, email): Report
- ★ 39. Fire Equipment Replacement: Thermal Imaging Cameras
- 40. City Led Community Volunteer Program: Website Form
- 41. Employee Orientation Program: Development
- 42. Line of Duty Death Policy and Procedures
- ★ 43. 2nd Ambulance Cot Loading System
- ★ 44. PPE Replacement
- ★ 45. Police Leadership Succession Planning/Training
- √→ 46. Disaster Recovery/Continuity of Operations Framework
- ★ 47. Hosted Exchange email Server
- √→ 48. Cloud-Based Backup System: Implementation
- 49. Accounts Payable Workflow Process: Automation
- 50. Formal Safety Training Program: Development
- 51. Administrative Services Reorganization: Phase 2
- 52. Police Department Accreditation: Completion (CALEA)
- 53. City Training Program 2020
- 54. Planimetric Upgrade
- 55. Public Works Mobile Radios to Digital: Evaluation
- √→ 56. Assistant City Manager Professional Development and Coaching
- √→ 57. Electronic Utility Bills: Marketing
- √→ 58. Citywide Process Improvements: Department Reports
- √→ 59. Electronic Records Management System: Purging/Scanning
- ★ 60. Sidewalk System Network Analysis: Phase 1
- ★ 61. Indian Hills Watershed Assessment Report
- ★ 62. Alice's Road Property: Demolition
- ★ 63. Digitizing Easements (Dallas County)
- ★ 64. Citywide Land Survey Benchmarks: Update
- ★ 65. Polk County Soil and Water Cost Share Program: Promotion
- √→ 66. ACLRA Water System Control Software
- √→ 67. Emerald Ash Borer Program (City): Implementation

★= Completed/Achieved Milestone √ = Significant Progress → = Continue to 2019 -2020

- √→ 68. Stormwater Management Ordinance (Local Government Collaboration)
- ★ 69. REAP Grant Property Acquisition
- ★ 70. Water Quality Monitoring Program (Citywide): Annual Report
- ★ 71. Code Consortium (Local Government Collaboration)
- √→ 72. Development Review Process (intake/review) Reorganization
- 73. Existing Businesses Visitation Program: Report (University Boulevard Corridor)
- 74. Building Code 2020: Adoption
- 75. Clive Festival 2020
- √→ 76. Housing Assessment Phase 2 (Western ½)
- √→ 77. Community Health and Wellness Initiative
- √→ 78. I map: Update
- √→ 79. Development Facilitation: Berkshire N., Shadow Creek N/S, Mercy Hospital

★= Completed/Achieved Milestone √ = Significant Progress → = Continue to 2019 -2020

City of Clive Major Projects 2019 – 2020

- ★ 1. Shadow Creek Stormwater Monitoring Program and Implementation
- ★ 2. NW 86th Rain Garden
- ★ 3. Mud Jacking Areas: Identification
- √→ 4. Alice's Road Property Acquisition
- ★ 5. Meredith Road Reconstruction: Phase 1 (with City of Urbandale)
- ★ 6. Berkshire Street Lights LED Project
- ★ 7. City Hall/Library Management Signs: Installation
- √→ 8. 2020 Pavement Rehabilitation Projects
- ★ 9. Woodcrest Drive PCC Rehabilitation Project
- √→ 10. Oxbow Reconstruction Project (Swanson Boulevard)
- √→ 11. Little Walnut Creek Bridge: Westgate Drive
- √→ 12. Hickman Road Adaptive Traffic Signals System
- √→ 13. Harbach Boulevard: Preliminary Design
- 14. Pedestrian Signal Improvements (10)
- 15. Sanitary Sewer Lining Projects 2019 – 2020
- ★ 16. HMA Patching Process
- √→ 17. Buffalo Road Water System Replacement
- √→ 18. New Traffic Management Software: Implementation
- ★ 19. Annual Sidewalk Repair Projects
- ★ 20. Meredith Drive Asphalt Overlay Project
- √→ 21. NW 86th Street Railroad Crossing Paving Rehab
- ★ 22. 142nd Street Lights/Pedestrian Sidewalks/Streetscape
- √→ 23. Clark Street Project: Phase 1
- 24. Annual Patching Projects 2020
- 25. Annual Overlay Projects 2020
- √→ 26. Meredith Westland Site: Construction
- ★ 27. IDNR Steam Crossing Signs
- ★ 28. Streambank Stabilization: Behind 163rd Circle
- 29. Big Tree Removal Plan from Walnut Creek: Pilot Project

★ = Completed/Achieved Milestone √ = Significant Progress → = Continue to 2019 -2020

- ★ 30. Canary Park: Completion
- ★ 31. Campbell Park Basketball Court Replacement
- ★ 32. Trail Replacement (Porter Shelter to Bridge)
- ★ 33. Playground Replacement: Wildwood
- ★ 34. Park Signage: Update
- ★ 35. Aquatic Center Enhancement
- 36. Northern Neighborhood Master Concept Plan
- ★ 37. Northern Neighborhood Master Concept Plan

★= Completed/Achieved Milestone

√ = Significant Progress

→ = Continue to 2019 -2020

City Successes for 2019 – 2020

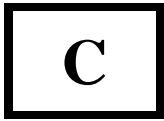
City of Clive

Mayor and City Council Perspective

1. COVID-19 City Response: Communications and Services, Trust among Mayor & City Council and City Management & Staff, Agility of City Response
2. Public Safety Building: Decision, Owners Representative Hired, Working Relationship of Fire Chief and Police Chief
3. Flood Prone Property Buyouts – Phase 2: Major Life Safety Investment, Turning Area into Green Spaces, Opportunities for Revitalization
4. Responsible City Budget and No Levy Increase
5. Solid Waste Agreement: Long Term Decision for Community Benefit, Seamless Recycling for Residents
6. Fire Station 43 – Joint Clive-Urbandale Venture: Open, Improved Response Time, Better Services for the Clive Community
7. Walnut Creek Bank Assessment and Plan: Received Recommendations, Different Approach to the Issues/Problems
8. NW Neighborhoods Park Design: Engaged Park Board, Effective Process, Linked to Future Development
9. City Website Re-Design: Better Tool, Quicker Communications with the Clive Community, Online Employment Applications
10. New Leisure Services Director: Hired

11. Financial Plan and Model: Updated
12. New City Employee Benefits Consultant: More Services at Lower Cost, Building Relationship with City Employees, More In-depth Service for City Employees
13. Community Satisfaction Survey: Positive Feedback, High Level of Trust and Satisfaction
14. Goat Program: Continued Success, Positive Feedback from the Community
15. Mayor-City Councilmember-City Staff Regional Leadership: Strong Presence, Advocacy for the interests of the Clive Community
16. Bridge Jumping Ordinance: Adoption
17. Behavioral Hospital: Significant Progress, Future Mental Health Services for the Clive Community
18. Canary Park: Open and Used by the Adjacent Neighborhood, Effective Planning Process and City Communications, Unique and Well-designed Park
19. “AAA” Bond Rating Retained: Recognized for Fiscal Stewardship, Strong Financial Management, Mayor-City Council Priority
20. West Des Moines Retail Node Analysis: Initiated
21. Police Department and Services Review: Police Chief’s Response, Police Listening to the Community, Responsive to Questions
22. Clark Street Project: Underway and Making Significant Progress, Effective Communications with the Neighborhood
23. Communications with our Community: Using a Variety of Modes, Improved Residents’ Understanding of City of Clive
24. Wildwood Park Upgrade: Completed
25. Police Model – 4/10: Adding “3” Police Officers – High Quality Candidate Pool, Support by the Mayor and City Council

26. Street Improvement Program: Investment – \$3 million, Data-driven Process, Funding and Projects
27. Cyber Security and Protection of Information
28. Utilization of Sales Tax Revenues for Road Improvements
29. City Resolution: Masks Recommendations
30. CALEA Police Accreditation: Successfully Completed, Award 11/20
31. Water Resources Master Plan: Development and Direction, Model for Other Cities
32. Hickman Interchange: On the MPO Plan – 5 Years



Department Performance 2019 – 2020

DEPARTMENTAL SUCCESSES FY 2019

Clive, Iowa

August 2020

DEPARTMENT: Administrative Services

Please list your department's most important achievements that were completed during FY 2019 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Successful completion of FY18/19 financial audit

Impacts: Beneficial to the overall financial position of the City and maintaining Aaa bond rating.

Success: Minimal amount of utility billing accounts written off

Impacts: Integral part of maintaining the lowest rate possible.

Success: Continued work on Standard Financial Policies

Impacts: Benefit realized in updated processes and procedures, and incorporating them in the framework of Standard Financial Policies. Good reference point in the bond rating process to have formal policies in place.

Success: Standard Financial Polices – Section 2/Payroll - HR (Phase 3)

Impacts: Initial chapters were developed for financial policies related to Payroll & Human Resources. Lining up with Section 1, memorialize and develop policies as they relate to payroll and human resources that impact city financials.

Success: Expand utilization of Novus Agenda with training for electronic packets and voting processes with Leisure Services Department, Parks & Recreation Commission, and Library Board

Impacts: Maximizes the utilization of the software, providing a working knowledge of what is available, and training to assist in managing other City boards and commissions.

Success: Successful 2019B & 2019C Bond Sale

Impacts: With the assistance of PFM as our financial advisors and Dorsey and Whitney as legal counsel, completed capital project borrowing for the first phase of the public safety facility and the first phase of the Clark Street improvements. Reaffirmation of the distinction of Aaa rating status speaks to the leadership of the Council, efforts of City management, and position of the City's finances.

Success: Successful 2020A & 2020B Bond Sale

Impacts: With the assistance of PFM as our financial advisors and Dorsey and Whitney as legal counsel, completed capital project borrowing for the second phase of the public safety facility and 2020 capital projects. Reaffirmation of the distinction of Aaa rating status speaks to the leadership of the Council, efforts of City management, and position of the City's finances. With the bond sale happening in the midst of the pandemic and the uncertainty of the markets, additional planning and preparation was taken to respond appropriately to various scenarios that could play out.

Success: Transition of Clive Festival financials

Impacts: Establish protocols and set up financial reporting and tracking as the City assumes an active role in the planning and execution of the event.

Success: Transition of City Code from Sterling Codifiers to American Legal

Impacts: During the buyout of Sterling Codifiers to American Legal Publishing, inconsistencies in the transition of City Code were brought to our attention. During remote work assignments, staff reviewed the Code in depth to ensure accuracy.

Success: Approval of FY 2020-21 Budget and navigation of new budget process for max levy legislation

Impacts: Provides clear direction to the community of the City's financial plan for both operating and capital activities through maintaining a sound fiscal position for the future. The new max levy legislation required additional training and follow-up to ensure all steps were taken and documented properly.

Success: Transition of waste hauler contract from Waste Management to ASI through MWA

Impacts: Provided support to City Manager and Assistant City Manager and worked with Admin staff in preparation for the cart swap.

Success: Employee Compensation Adjustments – Phase 2

Impacts: Adjusted the Pay Matrix to be more reflective of the actual performance evaluation scoring. Eliminated pay increase for an employee scoring in the needs improvement range.

Success: RFP for Benefits Consultant and transition to True North

Impacts: Moved from Holmes Murphy to TrueNorth in February of 2020. Conducted virtual renewal meetings and developed a benefits portal so employees and spouses can access benefit information 24/7.

Success: Development of payment portal for retiree health insurance premiums

Impacts: Utilizing Xpress Bill Pay were able to set up payment portal to offer a seamless process for retirees to submit payment to the City for health insurance premiums.

Success: Transition of COBRA benefit administration to third party vendor - Infinisource

Impacts: For greater efficiency and compliance in serving employees, former employees and their dependents for this important aspect of health insurance coverage.

Success: Developed an online application system for the seasonal hiring process****

Impacts: Utilizing a new feature of the website, developed an online application. This form has been used for all the seasonal hiring in 2020. The system allows for easy communication with the applicant. Going forward the online application will be used for all recruitments.

Success: Retirement of Brenda Jermier, and recruitment/onboarding of Julie Jolley****

Impacts: Transitioned through the retirement of a tenured employee and successful recruitment of her replacement.

Success: Phase 1 of Administrative Services Department reorganizational plan****

Impacts: Completion of the first phase of the reorganizational plan, appointing Matthew as City Clerk, myself as Director of Administrative Services, and bringing the Human Resource Manager in to the department.

Success: Dedicated work area for Human Resources staffing support

Impacts: An existing storage space was remodeled in order to provide a dedicated space for existing staff to split time for their work duties and also assist the HR Manager.

Success: RFP for audit services

Impacts: The RFP for audit services was sent out to eight firms and the State Auditor's Office. Contract was awarded to Eide Bailly LLP.

Success: Employee Wellness Program

Impacts: Completed second year of wellness coaching and the third cycle of employee incentives to earn health insurance premium discounts. In addition to the annual physical, fitness assessment, and biometric screen, employees must also complete dental and vision exams to earn a premium discount on health insurance. Due to COVID-19 and the difficulty to schedule in-person appointments, benefit levels will be carried forward into next year.

Success: Retirements from the City of Clive: Brenda Jermier, Accounting Specialist-29 years; Rich Stoen, Police Officer-32 years; John Brodersen, Police Lieutenant-32 years; Todd Seaman, Director of Leisure Services-6 years; Matthew Barron, Police Officer-19 years; Vern Lukehart, Detective Sergeant-29 years.

Impacts: Celebration of long-term careers serving the citizens of the community and enjoyment of retirement benefits earned during their years of service.

Success: Promotion and/or re-classification of five employees; one from Administrative Services and four from the Police Department.

Impacts: Greater utilization of employee talents and continued development of their skill sets.

Success: Successful hire and on-boarding of 7 full time, 3 part-time, and 73 seasonal employees, including new Leisure Services Director****

Impacts: Departments are able to operate at full staff, brought new talent into the police, public works, and leisure services departments.

Success: Transition to Municipal Collections of America for debt collection and coordination of Income Offset Program management.

Impacts: Due to the intensive staff time needed to administer the Income Offset Program, identified a reputable company used by other metro cities to run the program and coordinate additional debt collection efforts to maximize revenue and save staff time.

Success: Work Comp claims trended in a positive direction after a couple years of more expensive claims both in terms of dollars and number of claims.

Impacts: At the annual renewal process, a premium reduction was realized by the City.

Success: With change to Wellmark Plan, reduced health insurance claims after five years of claims outpacing premiums.

Impacts: Monthly reports this past year indicate a positive trend.

Success: Online employee portal for open enrollment of benefits

Impacts: Employees and spouses now have access to benefit information 24/7. Better benefit educated employees make better decisions for their families and their financial future.

Success: Established a dedicated Human Resource page on new website.

Impacts: A standard location for job information for potential applicants.

Success: GEMT (Government Emergency Medical Transportation) Program Enrollment

Impacts: Teamed up with Fire Chief and Denman & Co to assemble documents for submission to receive supplemental revenue for EMS patients covered by Medicaid.

Success: COVID-19 Planning and Responses

Impacts: Continual work on establishing new protocol and adjustments to procedures and processes to protect staff and continue serving the public.

DEPARTMENTAL SUCCESSES FY 2019

Clive, Iowa

March 2020

DEPARTMENT: City Manager's Office

Please list your department's most important achievements that were completed during FY 2019 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: FY 20-21 Budget Approval w/ Key Enhancements to Keep up with Growth

Impacts: The City was able to afford key staffing enhancements to Police, Public Works and Community Development to keep up with the City's growth and allow the Police Patrol Division to implement a new four day ten hour shift rotation that is more competitive with neighboring agencies for recruitment and allows for a better quality of life for officers in terms of sleep schedules. All without increasing the tax rate.

Success: Initiated a Water Resources Master Plan Project

Impacts: By developing a comprehensive approach to water resource management, the City will be able to work with a consultant to develop a plan that balances the City's many competing priorities and to maximize cost/benefit for future stormwater investments.

Success: Transition of the City's Residential Solid Waste Contract to a More Cost-Effective Approach with MWA and new hauler ASI

Impacts: Although the transition was pretty bumpy in terms of the toter swap, the City will be able to take advantage of better short-term solid waste pricing for our residents while also positioning the City to be competitive long term for negotiations facilitated by MWA. This should result in the City maintaining its current garbage rate for a longer time period with minimal to no increases.

Success: Polk County Local Option Sales Tax Vote Overwhelmingly Approved by Voters, with a 78% support rate.

Impacts: Will provide a long-term funding source for key capital project initiatives and community goals identified in this strategic plan that will lessen the burden on property taxes and provide for diversified revenues.

Success: Completed the recruitment of the Leisure Services Director Position

Impacts: By having an approach that planned ahead for the retirement and recruitment of the LS Director position, the City was able to have a transition period and recruit a director that will move the department into the next phase of its evolution. This allowed for services and projects to be maintained with little to no interruption.

Success: Fire/EMS Collaboration w/ Urbandale – Opening of Station #43

Impacts: Provides for timely Fire/EMS response to the western 1/3rd of the Clive community with a full engine and advanced life support medical response. Completes the City’s Fire/EMS coverage needs for full build-out of the community, and utilized a collaboration approach that saves valuable taxpayer dollars for both Urbandale & Clive.

Success: Completion of the Construction Documents for the New Public Safety Facility

Impacts: Through a very integrated process led by the City’s Owner Representative the design team and staff worked collaboratively to develop a building design to meets the future needs of both the Police and Fire Departments while also adjusting to changes that occurred during the design process (pandemic response needs).

Success: Implementation of Phase Two of the Flood Prone Property Buyout Program

Impacts: Further limits potential damage and public safety concerns during flood events in the University Blvd neighborhood. Also due to certain key acquisitions, provides the City an opportunity to construct flood mitigation protection from North Walnut Creek floods.

Success: Transition to a new Benefits Consultant (True North)

Impacts: Provided cost savings to the City through the RFP process and we are working with a consultant who provides better and more timely service to the organization.

Success: City Website Upgrade

Impacts: Provides an enhanced digital experience for the City’s citizens, businesses, visitors and customers while also providing staff a more user-friendly system for making changes to the site and more effective communication tools.

Success: Citizen Satisfaction Survey High Ratings

Impacts: Confirmation that the City is on the right path and has a high level of trust in the leadership provided by the Mayor and City Council.

Success: Greenbelt Goat Program

Impacts: Offers a unique program that instills community pride will also providing mascots for the City's goals related to vegetative management in the Greenbelt.

Success: Westcom Strategic Plan Creation

Impacts: Provides a detailed direction for the future of the public safety dispatch collaboration and allows the City to plan for potential future investments. It also provides a path for a more stand-alone agency that is not dependent on one community to operate.

Success: Clark Street Community Engagement

Impacts: Showed the community how committed the City is to valuable engagement with residents on projects that directly impact their neighborhood and quality of life.

Success: Employee Pay Scale and Health Insurance Adjustments

Impacts: Shows how the City can strike the right balance between providing competitive pay and health benefits to our employees while also providing a financially sustainable funding model for Clive taxpayers.

Success: Major Incident Response (Cyber Event and COVID-19)****

Impacts: Provides an example of how the organization can be nimble to react to quickly changing situations that occurred in the past year, outside of the anticipated flooding events.

DEPARTMENTAL SUCCESSES FY 2019

Clive, Iowa

March 2020

DEPARTMENT: Community Development

Please list your department's most important achievements that were completed during FY 2019 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Flood Prone Property Buyout Program (finished Phase 1 and implemented Phase 2)

Impacts: Reduce flood risks for 13 property owners

Success: Shadow Creek Development Coordination****

Impacts: Facilitate capital investment into our community (153 homes underway- 250 additional lots in process)

Success: Completed REAP property acquisition (Shadow Creek Phase 1)****

Impacts: Leverage state resources to expand Greenbelt

Success: Completed Background Analysis and Solicited Consultant for District 1 MP

Impacts: Begin the process of developing master plan for District 1 neighborhood

Success: Alice Road Right of Way Acquisitions (3 demo and 3 acquisitions)

Impacts: Economically advanced the voluntary right of way acquisitions necessary for future roadway improvement

Success: GIS Updates/Expanded Capabilities

Impacts: Improved access and efficiency of city data for staff, analyze data, data-driven decision making

Success: Indian Hills Woods Conceptual Design

Impacts: Facilitated the conceptual design for park/stream restoration utilizing new techniques

Success: Greenbelt Goat Program Continuation

Impacts: Assists in vegetation management within Greenbelt

DEPARTMENTAL SUCCESSES FY 2019

Clive, Iowa

March 2020

DEPARTMENT: Fire

Please list your department's most important achievements that were completed during FY 2019 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Fire/EMS Collaboration w/City of Urbandale – Station 43

Impacts: Station 43 became operational in March 2020. Provides primary Fire/EMS response to Dallas County portions of Clive.

Success: RMS (ImageTrend) Deployment of Inventory and Maintenance Modules

Impacts: Allows equipment inventory, testing, maintenance, and repair to be managed in our current RMS.

Success: Citizen's Fire Academy: Redevelopment Plan

Impacts: Revamped agenda allowed a one-day academy to be offered to the community.

Success: Kid's Fire Academy: Redevelopment Plan

Impacts: Revamped agenda allowed a one-day academy to be offered to the community. Six participants are registered to attend.

Success: GEMT Program Enrollment (Supplemental Medicaid Reimbursement)****

Impacts: Provides supplemental revenue to Clive for patients covered by Medicaid. Net impact estimated at \$100,000 annually.

Success: AVL/CAD Integration and Reliability

Impacts: Deployment of a GPS repeater system in the fire apparatus bays has provided a high level of reliability.

Success: Fire Social Media Engagement Plan

Impacts: Established an annual plan of public communication and education for social media.

Success: Revamped Peer Review / EMS Audit Process

Impacts: Improves feedback and consistency. We continue to do 100% peer review audits for all patient reports. Billing delays were greatly diminished with the revised process.

Success: Station 43 CAD Response Updates

Impacts: Established CAD programming to facilitate closest unit response utilizing Station 43.

Success: Active Threat SOG Table Top: Fire Leadership

Impacts: Fire Department leadership completed three series of table top exercises to become more familiar with the regional framework for responding to active threat situations.

Success: Extrication Equipment Replacement

Impacts: New extrication equipment was purchased as part of a 20-year planned replacement in the Capital Equipment Plan.

Success: Training at 8800 Hickman Road

Impacts: This location for the new public safety building provided a variety of excellent training opportunities for the Clive, Urbandale, and Windsor Heights Fire Departments.

Success: Public Safety Facility: Pre-Construction

Impacts: Secured owners rep, created Council Facility Committee, acquired 8800 Hickman, awarded design team contract, completed demolition, completed design and construction documents.

Success: COVID-19 Planning and Response

Impacts: Continually adjusted procedures and processes to protect staff and to continue delivering medical and fire services during a pandemic.

Success: Response Changes for Fire Alarms

Impacts: The standard response to automatic fire alarms changed to non-emergent (no siren and no emergency lights). Research on fire alarms found a very high percentage are false.

Success: Established Peer Support Group: Foundation

Impacts: Established an executive team, provided overview awareness to staff, and solicited interest in peer support group members. Important for mental wellness of staff.

Success: 360 Feedback Process for Fire Leadership****

Impacts: Assist individuals in understanding their strengths and weaknesses and to contribute insights into aspects of their work needing professional development.

Success: Met Full Staffing Goal of 90% during 2020 YTD****

Impacts: Result of 7-person scheduling. Avoids mandatory OT and short staffing fire engine.

Success: High Level of Employee Retention

Impacts: Reduced administrative time and expense for PT hiring processes.

Success: Increased ACLS and PALS instructor capacity.

Impacts: Allows regional and local capacity to deliver Advanced Cardiac Life Support and Pediatric Advance Life Support courses.

Success: Miami Cancer 30-Year Study

Impacts: AC Garcia participating in multi-year study of cancer in firefighters.

Success: On-Boarding: Fire Marshal

Impacts: Replaced outgoing staff member.

Success: On-Boarding: Administrative Assistant

Impacts: Replaced outgoing staff member.

Success: Established Officer Development Program

Impacts: Provide monthly leadership development programs to officers and acting officers.

DEPARTMENTAL SUCCESSES FY 2019

Clive, Iowa

March 2020

DEPARTMENT: Leisure Services

Please list your department's most important achievements that were completed during FY 2019 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Wildwood Playground Opening

Impacts: This new playground was the first of the replacement installations at existing parks, providing re-investment in the neighborhoods.

Success: Rain Gardens (Lions Park & 86th street)

Impacts: Rain gardens in parks provide storm water benefits to the community as well as provide habitat for pollinators and improve the overall look of the park

Success: Ash Tree Management Program (Removal of 298 Ash Trees fiscal year 2020)

Impacts: The removal of dead and dying ash trees along high traffic areas of the city's streets, parks and trails is important to protecting the city's residents.

Success: Memorial Park Bench Inventory & Brochure

Impacts: Program provides opportunities for investment in the city's parks and trails and provides visible enhancements to those facilities.

Success: Demolition Projects

Impacts: The demolition of unneeded structures reduces flood impacts in the community and also provides the ability to upgrade the city's infrastructure in cases like the future expansion of Douglas Avenue and Alice's Road.

Success: BullzEye Custodial Contract

Impacts: Having a high-quality cleaning service helps to provide better service to the city's residents and facility users.

Success: Installation of City Hall North Dumpster Light Pole & Electricity for Goats

Impacts: The addition of a light pole on the north side of City Hall helps to reduce illegal dumping in the dumpster and provides a more efficient way to care for and maintain the city's goat and sheep herd over the winter.

Success: Aquatic under water LED lighting, Valve replacement & Surge Pit Cat Walk

Impacts: Continual maintenance and upkeep of the Clive Aquatic Center is key to ensuring the facility continues to be a premier aquatic facility for the city's residents and many users from across central Iowa.

Success: Implementation of Landscape Plan

Impacts: The implementation of the city's landscape plan will bring a more consistent and sustainable landscape to the city's many landscape beds found along the city's streets, in parks, along trails and at city facilities.

Success: Outreach to Walnut Ridge Retirement Home to combine story time with toddlers

Impacts: Strategic goal met from library, mixing age groups from retirement home and toddlers to help with memory retention.

Success: Foam Party at end of Summer Reading-2019****

Impacts: Celebrated the end of summer reading, gave a broad community the opportunity to gather and enjoy family and community time, worked with several departments- Parks, Recreation, Fire,

Success: Clive Art Gallery

Impacts: Increased community exposure to the arts and gives local artists a chance to share their talents and be recognized for their work.

Success: Outreach to Walnut Ridge & Woodlands Creek

Impacts: Creates opportunities for elderly residents to enjoy our programming. Learn new skills and have easier access to our materials.

Success: Spark Writers group publishing

Impacts: Gives our patrons/members of the community an opportunity to express themselves and provides an outlet for their artistic endeavors.

Success: Covid-19 Response

Impacts: Stepped up online programming and shared resources and created curbside service, helped the community in a time of great need, provided information and distraction to patrons in need

Success: Curbside Library Material Checkout Service

Impacts: Provides access to materials during time of community need/pandemic. Will continue to aid those with mobility issues & provide convenience for patrons

Success: City of Clive Tree Lighting

Impacts: Leisure Services hosted the tree lighting with our massive evergreen as the centerpiece, huge success as a kickoff to the holiday season, worked with other city departments as well as the Chamber and Waukee schools

Success: Clive Festival – July 2019

Impacts: The first year the City took over from the Clive Festival Committee. Weather played havoc cancelling Saturday night activities and heat was overwhelming on Friday. The running festival was successful with over 500 runners but cancelled the 10K due to heat. The Festival attendance had over 5,265 attend and aquatic center drew 2,387.

Success: 2019 Swim Lessons

Impacts: July and August over 900 youth were involved in swim lessons. Youth developed in skills as well as social benefits and exercise.

Success: Pooch Plunge (dog swim)****

Impacts: Three sessions and 153 dogs (families) were held for an activity that meet the changes from the State. Allowed families to enjoy the aquatic center with their dogs.

Success: Youth Basketball Leagues

Impacts: Record amount of teams participated in youth basketball for girls and boys. Provided exercise to thousands of youth in the area and fun experience in competition with other teams.

Success: Drive-In Movie Series

Impacts: Allowed the citizens of Clive to get out and enjoy a movie while being safe and social distance during COVID-19. Involved into a Monday night series and all have been well attended.

Success: Virtual Car Scavenger Hunt****

Impacts: Provided a safe family experience while exploring Clive and gaining more knowledge about the community. Stops were held at different parks, arts, businesses, and historical places all in Clive.

Success: 2019 Corporate Bags Tourney at Clive Festival grounds

Impacts: Clive P&R and the Iowa Sports Foundation Corporate Games partnered with 120 teams playing in business bags tourney. This made more area residents aware of our parks, festivals and amenities that Clive offers. Provided a fun and competitive night.

Success: Festival Las Americanas****

Impacts: The Leisure Services Department provided a family fun cultural night at Linnan Park. Live music, games and arts and crafts. This was a social gathering to celebrate the Hispanic cultural during National Hispanic-Latino Heritage Month.

Success: Volunteer Projects

Impacts: The growth of number of volunteers for city projects grew and this helps create a community. Citizens care more about their surroundings and the environment.

Success: 3-on-3 Youth Basketball Tournament

Impacts: Youth competition for the community and provides exercise for the youth in our community. Building team work and exercise to help develop younger minds.

Success: Food Truck Fridays

Impacts: These events were larger than ever and additional night have been added to meet the need of connecting Clive. Social gathering and place to meet your neighbors.

Success: Virtual Programming

Impacts: During the spring Covid -19 outbreak staff was creative and held various virtual programming. Yoga, Tae-Kwon-Do, Arts & Crafts, and interview with local artists kept the community engaged on Facebook Live. Youth and adult viewed these activities and showed to our department that they wanted more. This also provided mental relief to some for a change of all the negative news.

Success: Adult Softball Leagues – maintaining our numbers

Impacts: While young adult sports keep dropping in numbers, Clive Leagues continue to be popular. Teams accepted the delays due to COVID-19 and are now playing with all 3 men’s leagues full. Exercise, health, and going to the park for mental benefits to have fun during stressful times.

Success: Water Exercise and Walkers (Aquatics)

Impacts: Our classes and drop-in participants doubled and provided additional exercise classes for the community. The classes provided great health choices and kept individuals fit.

Success: Staffing (Seasonal)

Impacts: Over the past year the recruitment of staff has been great. Returning staff is around 70% for aquatics operations and recreation. Nearly 40% of staff lives in Clive.

Success: Web Site – New City Web Page

Impacts: This has provided great customer service and convenience for the community. We are able to provide a good media platform and keep citizens engaged.

DEPARTMENTAL SUCCESSES FY 2020

Clive, Iowa

August 2020

DEPARTMENT: Police

Please list your department's most important achievements that were completed during FY 2019 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Completed a sixth full year of labor union contract with the Teamsters with **one** grievance filed.

Impacts: A healthy Union/Management relationship. Lines of communication remain strong, which placed us in a good position to negotiate a new labor contract in the future. The contract expires June 30, 2022.

Success: Successfully recruited, hired, and trained three new police officers to fill vacancies, implementing the advance-hiring authorization for pending retirements by the Council. Two of those hires were already certified peace officers.

Impacts: Finding high quality candidates such as the ones we were able to hire is time consuming and a large investment for our city. High quality candidates such as these will pay dividends into the future. Finding two quality certified officers saved us training time and costs. The advance hiring was also helpful when an unanticipated vacancy occurred.

Success: Gained approval from Council to change our authorized sworn strength from 25 to 28 officers*****

Impacts: Will allow us to transition from a traditional 8hr schedule to a 4/10 plan. 4/10 plans are more attractive to younger workers and will be a good recruiting tool to attract future workers. This also allows us to have increased staffing during peak call load times.

Success: Successfully investigated and charged a racially motivated attack on a young girl and made a positive stance in the media against racial bias*****

Impacts: Race issues are a focus, locally and across the nation. Having a good track record for the handling of these matters helps to show that we are sensitive to these issues and will take a stand against racially motivated behaviors.

Success: CALEA Accreditation. In an intensive 3-year process, the Department did a top-to-bottom review of all policies and procedures and brought them into compliance with nationally recognized standards. In July we completed an on-site assessment where we passed and are being recommended to the Commission for Accreditation in November.

Impacts: Helps us to show our elected officials and the public that we have a strong set of policies and that we comply with our own policies. Shows that we are staying current with trends in law enforcement. We are open to scrutiny from the outside and willing to change as appropriate.

Success: Over a 6-month period, successfully promoted internal candidates in a complete changeover in Command Staff (new patrol lieutenant, 3 new patrol sergeants, newly assigned detective commander). Almost 100 years of combined experience was lost with 3 retirements****

Impacts: Requires a great deal of training and adjustment as new supervisors and commanders take over their positions. It also provides us opportunities to break out of old patterns and try new ways of doing things.

Success: Passed an ordinance that outlawed jumping from bridges in Clive.

Impacts: Allowed Parks and Police to control annoying and potentially dangerous bridge jumping in Campbell Park. Will allow trail users to freely use the trails without obstruction. Will keep kids safe from potential injury. The first weeks of the new ordinance shows a promising level of compliance.

Success: Worked through a network issue that almost completely shut down Westcom CAD and records without any known detrimental effects to the public.

Impacts: Many lessons learned for Clive PD, Clive IT, Westcom, and West Des Moines on the resiliency of our systems and the need for backups and alternative plans.

DEPARTMENTAL SUCCESSES FY 2019

Clive, Iowa

March 2020

DEPARTMENT: Public Works

Please list your department's most important achievements that were completed during FY 2019 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: SANITARY SEWERS: Rehabilitated 6,158 linear feet of sanitary sewer utilizing CIPP lining technology. This is 100% of the goal.

Impacts: Extends the life cycle of the host pipe by 50 years. Helps to reduce ground water infiltration at pipe joints.

Success: SANITARY SEWERS: Completed Sanitary Manhole Inspections

Impacts: Completed to ensure the system is working and to identify potential issues before they become a problem.

Success: SANITARY SEWERS: Completed two Priority Area Sanitary Sewer Cleaning cycles. This is 100% of the goal.

Impacts: Noted areas with problems with Roots, Debris, and F.O.G. are cleaned to ensure proper flow.

Success: STORM SEWERS: Completed Storm Intake Inspections

Impacts: Completed to insure the system is working and to identify potential issues before they become a problem

Success: STORM SEWERS: Completed Spring and Fall Sluice Gate/Flap Gate Inspections

Impacts: Completed to ensure the system is working and to identify potential issues before they become a problem

Success: ENGINEERING: Completed the Meredith Drive Reconstruction Project from Alice’s Road to NW 164th Street in conjunction with City of Urbandale.

Impacts: Improved the street from a two-lane rural cross-section to a four-lane divided urban cross-section to provide increased capacity in this developing area. Additional infrastructure improvements also completed for the remaining widening to Alice’s Road to be completed in 2021.

Success: ENGINEERING: Completed the Woodcrest Drive Pavement Rehabilitation Project between NW 149th Street and Clive Waukee corporate limits. Full-depth patching also completed on NW 150th, NW 151st and NW 152nd Courts south of Woodcrest Drive.****

Impacts: Provided needed maintenance to improve streets Pavement Condition Index (PCI) and maintain streets.

Success: ENGINEERING: Completed the Porter Shelter Trail HMA Reconstruction Project

Impacts: Provided needed maintenance and realignment to this section of the Greenbelt Trail.

Success: ENGINEERING: Completed the Citywide Benchmark Level Circuit update

Impacts: Added benchmarks in newly developed areas and updated the vertical and horizontal control for all monuments. The information is used by land surveyors, consulting engineers and developers when submitting site plans and engineering drawings.

Success: ENGINEERING/TRAFFIC: Completed Clark Street and NW 114th Corridor Study

Impacts: Study identified traffic calming options for the Clark Street reconstruction project and concepts for improvements on the NW 114th and NW 111th Streets.

Success: ENGINEERING: Completed Clark Street – Phase 1 final design in conjunction with HR Green****

Impacts: Allowed City to contract for needed improvements on Clark Street.

Success: ENGINEERING: Clark Street Citizen Engagement

Impacts: Provided the opportunity to engage the residents impacted by 2020 reconstruction and gather their input as it related to the final design of the project (ongoing during construction).

Success: ENGINEERING: Added Civil Engineer position to the Engineering Department ****

Impacts: Needed to manage the increase in design load due to the City's commitment to infrastructure improvements.

Success: ENGINEERING: Added Engineering Inspection Technician position to the Engineering Department

Impacts: Needed to manage the increase in construction management load due to the City's commitment to infrastructure improvements.

Success: STORMWATER: Installed monitoring equipment for regional basin in Shadow Creek and Angel Park and obtained almost a year's worth of data. Presented on the project to council in April 2020.

Impacts: Paired with modeling performed by researchers at Iowa State University and Auburn University, this will help the City understand and demonstrate the extent of the benefits of the City's progressive stormwater ordinance.

Success: STORMWATER: Completed long term stormwater management planning recommendations for the University Blvd area that was included in the District I planning documents.

Impacts: These big picture discoveries and recommendations will be used as a foundation for the consultant performing the District I Neighborhood Plan.

Success: STORMWATER: Completed construction and planting of the Meredith Wetland site

Impacts: This wetland not only treats and detains the extra water being generated by the Meredith Drive Reconstruction Project, it is the first wetland within the City of Clive and will serve as a good example to developers and neighboring cities of creative stormwater solutions.

Success: STORMWATER: Installed stream crossing signs with the Walnut Creek Watershed WMA logo on road and major trail crossings of Walnut Creek, Little Walnut Creek, and North Walnut Creek.

Impacts: These signs will raise watershed awareness among constituents and users of our greenbelt trail system.

Success: STORMWATER: Completed rain garden at 86th Street (north of Discount Tire).

Impacts: The rain garden provides the stormwater management needed to ensure compliance with our Stormwater Management Manual for the 86th Street streetscape improvements.

Success: STORMWATER: Completed design and bid documents of Westgate Parkway Bridge which is now under construction, including aesthetic improvements in line with the Greenbelt Master Plan****

Impacts: This bridge will be key to facilitate development and traffic flow in the Northern Neighborhoods.

Success: STORMWATER: Built a new application within Lucity for the inspection of stormwater management facilities (BMPs) and trained engineering staff on the application.

Impacts: This application will allow integration of the inspections with our asset files and makes record keeping easier.

Success: STORMWATER: Completed grading of the University Blvd berm

Impacts: This work fixed an area that had settled so that the berm can provide a uniform level of protection from flooding.

Success: STORMWATER: Completed Indian Hills Watershed Assessment

Impacts: This assessment was key in providing the parameters for the design of the Indian Hills Woods Stream Restoration project and River Restoration Workshop as well as verifying results from the West Des Moines Westown PCP study.

Success: STORMWATER: Water Resources Engineer participated in Capital Crossroads Stormwater Management Ordinance workshops and provided input to help shape the now complete model ordinance.

Impacts: If passed by our neighboring cities, this ordinance will have huge impacts in the quality and flow of water entering the City's waterways.

Success: STORMWATER: Completed streambank stabilization project along Little Walnut Creek behind NW 163rd Circle.

Impacts: The bank in this located had eroded and was threatening our trail, sanitary sewer, and storm sewer outlet.

Success: STREETS: Established a hot mix asphalt program

Impacts: Extend the longevity of pothole patching

Success: STREETS: Reestablish proper shoulder grade on R-30

Impacts: Reduce rutting due to heavy rainfalls, and reduce required maintenance

Success: STREETS: Completed two storm water rehabilitation projects along Walnut Creek

Impacts: Slowed runoff and protected sanitary sewer

Success: STREETS: Created diesel fuel additive program

Impacts: Treats fuel issues and reduces equipment downtime related to complex emission standards on diesel engines

Success: TRAFFIC: Completed the replacement of 481 traffic signs as part of the Federal Highway Administration retro-reflectivity requirements. This is 100% of the goal.

Impacts: Providing proper delineation and signing is a means to reduce nighttime vehicle crash rates. Signs that have sufficient retro-reflectivity during nighttime conditions are especially beneficial to older road users.

Success: TRAFFIC: Completed replacement of 100 traffic signal LED lights and arrows. This is 100% of goal.

Impacts: Scheduled replacement of LED traffic signal lights to ensure the safety of the traveling public.

Success: TRAFFIC: Installed 20 LED retrofit kits to replace the high-pressure sodium bulbs in the street along Berkshire Parkway and Boston Parkway. This was phase 2 of 7 and met 100% of the goal for the year.

Impacts: Results in energy conservation and reduced maintenance costs.

Success: WATER: New construction water meter installs with wire and meter reading device installed

Impacts: To make sure to collect the water use of the contractor. Installed 174 water meters and 119 meter reading devices

Success: WATER: Completed Lead and Copper testing

Impacts: Required by DNR every 3 years, handing out the bottles to selected residents and taken to DMWW for testing and mailing results to the residents where the test was taken. A total of 31 tests completed.

Success: WATER: Completed annual flushing all of the City owned hydrants and private hydrants that have an agreement with the City of Clive. All 1,247 fire hydrants are flushed annually and all 227 dead end fire hydrants are flushed twice a year

Impacts: Helps with water quality and to make sure fire hydrants are working properly.

Success: WATER: Complete annual Consumer Confidence Report, posted and filed with the DNR

Impacts: Annual report required by the DNR to provide residents with information on water quality in the City of Clive.

Success: PUBLIC WORKS: Completed remodel of Public Works Offices****

Impacts: Added space for the new Civil Engineer, Engineering Technician and ROW Operations Specialist.

Success: PUBLIC WORKS: Completed transition from portable analog radios to portable digital radios

Impacts: Upgrade of radios improved radio communications and was needed due to Westcom eliminating patch for analog to digital

DEPARTMENTAL SUCCESSES FY 2019

Clive, Iowa

March 2020

DEPARTMENT: Technology Services

Please list your department's most important achievements that were completed during FY 2019 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Expansion and success of the Asset Management System at Public Works (formerly Lucity, now CentralSquare)****

Impacts: The City of Clive relies on the interwoven grid of streets, utility systems, facilities and green spaces. Continuous refinements and exploration of capabilities has expanded the breadth and reach of use of Lucity. This has improved workflows, strengthened buy-in, and return on investment (ROI).

Success: Explosion of use of ArcGIS Online technologies

Impacts: The development of a robust cloud-based mapping database has allowed GIS staff to work with various departments to present data and tell stories through maps easily, efficiently and dynamically. All at zero cost using existing infrastructure.

Success: Replacement of Community Development, Parks and Recreation, and various other computers

Impacts: Replacement of outdated computer hardware to maintain consistency and up-to-date systems.

Success: Completion of centralized network storage.

Impacts: Consolidation of separate storage from 9 host servers into one networked storage system utilizing RAID configuration, encryption, and scheduled snapshots. This also gives us much greater flexibility in allocating disk space to multiple virtual servers.

Success: Completion of host server replacements.

Impacts: Installation of two very robust host servers to replace 9 host servers.

Success: Completion of the new VMware software virtual environment.

Impacts: This new virtual environment software in conjunction with the two new host servers and networked storage system allow the technology staff to more easily manage, migrate, create and monitor the city’s many servers. To date, we have migrated 25 virtual servers from 9 host servers to two extremely robust host servers. We have also added new servers to this environment for our Mitel phone mobility router and the police departments upgraded TraCS server.

Success: Microsoft Exchange Email server migration to the Microsoft Azure Exchange Online cloud service.

Impacts: Gives our end users “always on” access to email in the cloud. We were also able to decommission our on-premise virtual email server and free up a Windows Server license for other uses.

Success: Implementation of Barracuda email filtering and backup services

Impacts: In moving our email to the Azure cloud, we moved our email filtering to Barracuda services. This service filters for viruses and malware embedded in emails. This service also filters out spam using sophisticated algorithms. With this new service we are also using the Barracuda backup services to maintain backups and archives of our email. This service eliminated our on-premise email filtering appliance which was also an end-of-life device. Removing the email backups on premise has free up valuable backup storage needed for our other city servers and file storage.

Success: Implementation of password security on public Wi-Fi access.

Impacts: Increasing the security of the overall City of Clive network. Placards placed around city facilities allow our patrons to easily connect to our public Wi-Fi. The goal is to change passwords on a regular basis.

Success: New and Upgraded virtual TraCS server

Impacts: This vital server used by the police department needed to be removed from an already over-burdened virtual server running multiple functions. New “best practices” from the Iowa DOT also required that the TraCS implementation be run on a separate server. This new server was easily created in the new storage and server host system.

Success: Creation of a Mitel Mobility Router

Impacts: With the aid from our phone system vendor, this Linux-based server was spun up quickly to route calls to end-user mobile phones when we had to move our staff to working remotely due to COVID-19 social distancing restrictions.

Success: Replacement of Sonicwall VPN appliance

Impacts: Former VPN appliance was end-of-life and needed replacement. The new appliance gives us a device with greater processing power and improved administration management interfaces.

Success: Implementation of SentinelOne server and workstation security services

Impacts: SentinelOne anticipates cyberattacks, providing security for our servers, workstations, and laptops. SentinelOne's autonomous endpoint protection saves time by using multiple artificial intelligence (AI) engines, providing complete visibility into all activity, and even rolling back threats with a single endpoint agent.

Success: Westcom Firewall Replacement

Impacts: This firewall stands between the City of Clive network and the Westcom network which is part of the network for the City of West Des Moines. A much-needed replacement meant an opportunity to tighten security through this vital access point for our continued collaboration with Westcom.

Success: Library Firewall Replacement

Impacts: A regularly scheduled replacement of this firewall gave opportunity to more securely configure this secondary internet connection for the Library patrons. It also gave us opportunity to reconfigure some of the network infrastructure of the Wi-Fi for the city which runs through this connection.

Success: Council Chamber Improvements

Impacts: The council chambers got an upgrade of the Crestron AV control tablet with some new hardware and some additional programming. We also added Zoom Room capability to the chambers room for virtual meetings for City Council meetings as well as other meetings for Planning and Zoning, Parks Board, and others.

Success: Zoom Implementation

Impacts: Zoom was quickly spun up for the city's use when we began to send staff home to work remotely.

Success: Completion of network audit

Impacts: The completion of the network audit resulted in a better understanding for the Technology Service staff on the complexity of the city network. This will help in future improvements of the network infrastructure. All network devices and connections were diagrammed and documented.

Success: ZenDesk Help Desk Ticketing system implemented.

Impacts: ZenDesk is a cloud-based ticketing system. The previous Help Desk system was outdated and needed to be replaced.

Success: Implementation of new City Website

Impacts: Technology Services assisted on the technical aspects of getting the new website up and running with the changes in internal and external links from the new website. Technology Services also assisted in the training for staff particularly around the use of forms for the Human Resources job application process.