

PERFORMANCE REPORT 2016 – 2017

Mayor and
City Council



Clive, Iowa
August 2017



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**Clive
Vision 2031**

CLIVE 2031
is a *BEAUTIFUL and SAFE* City with *GREAT
RESIDENTIAL NEIGHBORHOODS*
through Buildout.

CLIVE 2031
provides *EXCEPTIONAL FAMILY
LIVING* and *OPPORTUNITIES FOR
PERSONAL WELLNESS.*

CLIVE 2031
has the *DISTINCTIVE CLIVE GREENBELT,*
and a *REVITALIZED 86th
CORRIDOR/NEIGHBORHOOD.*

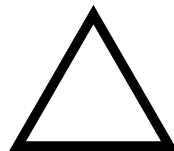
We take *PRIDE IN CLIVE!*

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 2021

**Financially Sound City Providing Services
Valued by Residents**



Upgraded City Facilities and Infrastructure



Distinctive Clive Greenbelt



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

City of Clive Policy Agenda 2016 – 2017 Targets for Action

TOP PRIORITY

- ★ Fire Service: Direction
- ★→ 86th Corridor Redevelopment: Land Assembly
- ★ 114th Corridor Development: Mercy Project
 - √→ City Manager Succession/Selection
- ★→ Citywide Stormwater Management Master Plan/Strategy
- ★→ Greenbelt Master Plan: Adoption

HIGH PRIORITY

- ★ Buckeye Partners
 - Zoning/Subdivision Ordinance: Revision
- ★ Walnut Creek Watershed Plan: Acceptance
- ★ Mobile Vendors/Food Trucks Ordinance Review
 - √→ Northern Neighborhood Concept Plan
- ★ Post Construction Stormwater Ordinance Adoption

★ = Completed/Achieved Milestone √ = Significant Progress → = Continue to 2018

City of Clive Management Agenda 2016 – 2017 Targets for Action

TOP PRIORITY

- ★ **Comprehensive Plan: Adoption**
- ★ **Police Labor Contract**
- √→ **Community Rating System (CRS): Application**
- ★ **Clive – Waukee Boundary: Phase II Annexations**
- ★ **Noise Ordinance: Revision**
- √→ **Electronic Timecards System**

HIGH PRIORITY

- √→ **Voluntary Annexation: Next Phase**
- √→ **Long Range Financial Model/Forecast for New Development**
- ★ **Parks and Recreation Strategic Plan Development**
- ★→ **FEMA Maps: Adoption**
- √→ **Street System Study**
- ★ **Water System Study**

★ = Completed/Achieved Milestone

√ = Significant Progress

→ = Continue to 2018

City of Clive

Management in Progress 2016 – 2017

- ★ 1. Cell Tower Renewal: Sprint
- ★ 2. Credit Card Payments: Process Modifications
- ★ 3. Copier Replacements
- ★ 4. City Legislative Agenda: 2017
- ★ 5. Novus Meeting Management and Agenda Software
- ★ 6. Toyne Engine 321: Sale
- ★ 7. Annual Capital Improvement Plan: Update
- ★ 8. Public Safety Mobile Computers Replacement
- ★ 9. Boards and Commissions Recruitment and Implementation
- ★ 10. Account Clerk: Duties Reassignment
- ★ 11. Firehouse RMS Replacement
- ★ 12. Annual Computer Replacements (Life Cycle Review)
- ★ 13. CAD/RMS Software: Upgrade (Westcom)
- √ → 14. Work Flow System (Paperless Forms)
- ★ → 15. Paperless Payroll and Human Resources Records
- √ → 16. IAPELRA Website
- √ → 17. Back Up Software: Upgrade
- ★ 18. Server Replacement
- ★ 19. Long Range Financial Plan: Annual Update
- ★ 20. Water Rescue Capabilities/Needs Report
- ★ 21. Network Equipment Replacement and Cable Re-Wiring
- √ → 22. Cyber Security Plan

★ = Completed/Achieved Milestone

√ = Significant Progress

→ = Continue to 2018

- ★ 23. Human Resource Manager: Transition of Responsibilities
- ★ 24. Online Records Requests and Payment Process
- ★ 25. University Fiber Redundancy
- ★ 26. Campbell Concession: Wireless
- ★→ 27. Police Laser fiche and Archive Reports
- ★ 28. Lincoln Area Sub Drain Improvements: Effectiveness Report
- ★ 29. Engineer Technician: Replacement
- ★ 30. Public Works Video Truck Process Improvement
- √→ 31. Private Storm Sewer (Detention Facilities) Mapping
- √→ 32. Water Resource Engineer: Transition to Flood Plain Manager
- √→ 33. Emerald Ash Borer Program: Implementation
- ★ 34. RecTrac Upgrade: Installation
- ★ 35. Crime Free Multi Family Housing Initiative: Update Report
- √→ 36. Housing Attainability Report
- √→ 37. Housing Condition Report
- √→ 38. Business Inventory Report
- √→ 39. Housing Assessment Phase II
- √→ 40. Library Website: Update
- ★ 41. Business Visitation Program: Annual
- ★ 42. Green and Sustainable Clive: Invasive Species Removal
- √→ 43. Property Values Report
- ★ 44. Economic Development Action Plan: Update
- ★ 45. Library Fund Raising

★ = Completed/Achieved Milestone √ = Significant Progress → = Continue to 2018

City of Clive Major Projects 2016 – 2017

- ★ 1. Alice’s Road Improvements (at Douglas Parkway)
- ★ 2. City Hall Audio Visual Deferred Maintenance Project
- ★ 3. City Gateway Signage: 100th Street
- √→ 4. Little Walnut Creek Sanitary Sewer (Shadow Creek Trunk Sewer Extension (Developer Driven): Design
- ★ 5. University Avenue Overlay (NW 86th – NW 114th)
- ★ 6. NW 75th Street Water Main Replacement
- ★ 7. DPSC Rear Step Repair
- ★ 8. Parks Maintenance Facility Remodel/Expansion
- 9. Hickman Road Adaptive Traffic Signal System
- ★ 10. Annual Sanitary Sewer Lining
- ★ 11. Annual Street Improvement Program
- ★ 12. Pavement Rehabilitation Program (West of 100th)
- ★ 13. City Owned Street Lights: LED
- 14. Douglas Parkway Extension: ROW Acquisition
- ★ 15. Walnut Creek/Lion’s Park Restrooms
- ★ 16. Greenbelt Trail Replacement (142nd – 149th Streets)
- ★ 17. Indian Hills Stream Bank Stabilization
- 18. Walnut Creek: 7800 Block University (Sanitation Sewer)
- ★ 19. Campbell Park Volleyball Lighting: Installation
- ★ 20. Marasco – Radiance Public Art Project
- 21. NW 86th Streetscape: Phase IV

★ = Completed/Achieved Milestone √ = Significant Progress → = Continue to 2018

GOAL 1	FINANCIALLY SOUND CITY PROVIDING SERVICES VALUED BY RESIDENTS
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ACHIEVEMENTS 2016 – 2017

1. Bond AAA – Moody’s
2. Five Year Labor Contracts – Police and Fire
3. Budget – Process and Document
4. City Manager Transition
5. Strategic Planning Process
6. Backfill Strategy and Plan
7. Fire Services Collaboration with City of Urbandale
8. School Resource Officer Program
9. Parks and Recreation Strategic Plan

OTHER CITY SUCCESSES 2016 – 2017

1. Cell Tower Renewal Sprint
2. Credit Card Payment: Process Modification
3. Copier Replacements
4. Novus Meeting Management Agenda Software
5. Toyne Engine 321: Sale
6. Public Safety Mobile Computers Replacement
7. Boards and Commissions Recruitment and Implementation
8. Account Clerk: Reassignment
9. Firehouse RMS Replacement
10. CAD/RMS Software Upgrade: Westcom
11. Paperless Payroll and Human Resources Records
12. Server Replacement
13. Long Range Financial Plan: Update
14. Water Rescue Capabilities/Needs Report
15. Network Equipment Replacement/Cable Re-Wiring
16. Cyber Security Plan
17. Human Resource Manager
18. Online Record Requests and Payment Process
19. University Fiber Redundancy
20. Campbell Concession: Wireless
21. Police Laser Fiche and Archive Reports

GOAL 2

**UPGRADED CITY FACILITIES AND
INFRASTRUCTURE**

ACHIEVEMENTS 2016 – 2017

1. Stormwater Management – State Leader
2. Post Construction Stormwater
Ordinance: Adoption
3. Police/Fire Facilities – Overall Direction
4. Walnut Creek Watershed Plan:
Acceptance
5. Water Study: Completed
6. Street Construction Standards – Adoption

OTHER CITY SUCCESSES 2016 – 2017

1. Community Rating System (CRS)
2. Lincoln Area Sub Drain Improvements: Effectiveness Report
3. Engineer Technician: Replacement
4. Public Works Video Truck Process Improvements
5. Private Storm Sewer (Detention Facilities) Mapping
6. Emerald Ash Borer Program: Implementation
7. Alice’s Road Improvements (at Douglas Parkway)
8. City Hall Audio Visual Deferred Maintenance Report
9. City Gateway Signage: 100th Street
10. Little Walnut Creek Sanitary Sewer – Shadow Creek: Design
11. University Avenue Overlay (NW 86th – NW 114th)
12. NW 75th Street Water Main Replacement
13. DPSC Rear Step Repair
14. Park Maintenance Facility Remodel/Expansion
15. Annual Sanitary Sewer Lining
16. Annual Street Improvement Program
17. Pavement Rehabilitation (West of 100th)
18. City Owned Street Lights LED: 86th/Boston/Berkshire

GOAL 3

DISTINCTIVE CLIVE GREENBELT

ACHIEVEMENTS 2016 – 2017

1. Greenbelt Master Plan – Completion
2. Bridge Loitering/Blocking Resolution

OTHER CITY SUCCESSES 2016 – 2017

1. Walnut Creek/Lion Park Restrooms
2. Greenbelt Trail Replacement (142nd – 149th Streets)
3. Indian Hills Stream Bank Stabilization

GOAL 4

**GREAT PLACE TO LIVE: THE PREMIER
LOCATION FOR FAMILIES**

ACHIEVEMENTS 2016 – 2017

1. Comprehensive Plan – Update
2. Property Acquisition on 86th
3. Buckeye Partners Oil Tank Farm – Land Acquisition, Beautification Plan
4. Fireworks Ban
5. Mobile Food Truck Vendors Direction
6. Discount Tires – Investment, Monument Sign, Underground Utilities, Beautification Plan
7. Mercy Medical Rehabilitation Hospital
8. Outdoor Patios: Implementation
9. Noise Ordinance – Adopt and Enforcement/Compliance
10. Business Visits – Positive Message on Business Growth
11. #1 River City Recognition
12. Annexations Phase II – Clive – Waukee Boundary
13. Linnan Park: Improvements

OTHER CITY SUCCESSES 2016 – 2017

1. Building/Fire Code: Update
2. Rec Trac Upgrades: Installation
3. Crime Free Multi Family Housing Initiative: Update Report
4. Green and Sustainable Clive: Invasive Species Removal
5. Economic Development Action Plan: Update
6. Library Fund Raising
7. Campbell Park Volleyball Lighting: Installation
8. Marasco – Radiance Public Art Project

DEPARTMENTAL SUCCESSES
CITY OF CLIVE
2016 – 2017

DEPARTMENTAL SUCCESSES FY 2017

Clive, Iowa

August 2017

DEPARTMENT: Administration (City Clerk/Finance)

Please list your department's most important achievements that were completed during FY 2017 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 transition and completion of FY15/16 audit

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

Success: No utility billing accounts written off

Impacts: Benefit to customers to maintain lowest possible rates.

Success: Hiring of Human Resources Manager - onboarding and transition of duties

Impacts: With RoxAnne's experience and expertise, progress has been realized in the efforts to centralize HR functions and identify improvements needed. The realignment of duties along with identifying areas where Admin staff work with and support HR Manager has shown an increased bandwidth in the Admin Department.

Success: Update of existing financial policies (Phase 2) to add to General Financial Policies adopted last year

Impacts: Benefit realized in updating processes and procedures, and incorporating them in the framework of General Financial Policies. Also a good resource in the bond rating process.

Success: Participation in Capital Crossroads Finance Group focused on Transparency

Impacts: A new forum to create a standard template for sharing of comparable data among other metro area cities.

Success: Adoption of ordinance for mobile vendors/food trucks on public property and implementation of permitting processes

Impacts: Provides flexible economic development opportunities and supports initiative identified in the Greenbelt Master Plan.

Success: Completion of scanning of HR employee files and medical records (current and terminated) to electronic format

Impacts: With the addition of HR Manager provides more centralized accessibility to records. Protection of permanent records from a catastrophic event.

Success: Implementation of Novus Agenda for agenda packets and voting system

Impacts: Efficiently creates agenda packets and minutes along with the voting system that creates a searchable database.

Success: Completion of modification to the credit card processing for parks, aquatics and library

Impacts: Cost savings and simplification of having one merchant account for processing credit cards citywide.

Success: Hiring, onboarding, and transition of Accounting Clerk

Impacts: Seamless transition and work is progressing on cross-training with Accounting Specialist.

Success: Implementation of Boards & Commissions Recruitment Policy

Impacts: Notifications and follow up of vacancies will provide for timely appointments that will maximize the efficiency of the boards as well as the added feature of using Novus Agenda for tracking and reporting.

Success: Electronic Timecard and Payroll Process Improvements

Impacts: Research (Phase 1) of various options and analysis of data has been completed with a recommendation and timeline in place.

Success: Utilization of Insured Cash Sweep for operating account

Impacts: Proactively provides the city with a better rate of return on a daily basis.

Success: Receiving the Aaa bond rating from Moody's

Impacts: The distinction speaks to the leadership of the Council, efforts of the City Management Team, and guidance of PFM as our financial advisors that the City's finances are in good standing.

Success: Adoption and implementation of Public Records Request Policy

Impacts: Puts in place procedures and fees related to the requests received for public records.

Success: Implementation of fireworks permitting process

Impacts: In short order, put in place a permitting process following the legalization of selling fireworks.

Success: Implementation of credit card processing at Campbell Park concessions

Impacts: Working with Parks and Tech Services, utilizing Xpress Billpay with minimal expense, implemented the option to use credit cards for payment at Campbell Park concessions.

DEPARTMENTAL SUCCESSES FY 2017

Clive, Iowa

August 2017

DEPARTMENT: City Manager's Office

Please list your department's most important achievements that were completed during FY 2017 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 Service Collaboration Discussions w/ Urbandale

Impacts: Allowed both communities to work through and identify long-term service delivery options by working together on Standards of Cover studies for both communities.

Success: Greenbelt Master Plan Adoption

Impacts: Provides staff, the community and Greenbelt stakeholders guidance for the next 25 years of development and reinvestment in the City's greatest quality of life asset.

Success: Hiring of RoxAnne as new Human Resources Manager

Impacts: The City was able to add a veteran HR expert who has been able to hit the ground running on a number of critical HR initiatives, increasing organizational bandwidth.

Success: Achieving Aaa bond rating from Moody's

Impacts: By receiving the pinnacle bond rating from Moody's, it reconfirms that the City is clearly on the right track with its finances, through the City Council's leadership.

Success: Citywide Stormwater Strategy Adoption

Impacts: The City now has a clearly identified framework to make progress on key initiatives impacting stormwater management and flooding in the community.

Success: Adoption of the Walnut Creek Watershed Plan

Impacts: Shows the City of Clive's commitment to seeing elements of the Watershed Plan be implemented and policy adoption by other jurisdictions within the Watershed.

Success: Strategic Land Acquisitions Along NW 86th Street Corridor (Buckeye/Remedy/Offices)

Impacts: Allows the City to shape the redevelopment in a key block of the NW 86th Street corridor and re-incorporate dormant grounds adjacent to the Greenbelt trail system.

Success: Clive-Waukee Boundary Adjustments (80 acre parcel)

Impacts: Allows Clive to gain a key remaining parcel for annexation into Clive to allow the City to define the characteristics of new development to occur in that area.

Success: Continued reinvestment along NW 86th Street Corridor (Discount Tire/Jimmy Johns)

Impacts: Shows a trend towards redevelopment of some difficult parcels along the corridor, providing both a visual enhancement as well as additional tax base.

Success: Approval of Mercy-Kindred Rehabilitation Hospital Agreement and Site Plan

Impacts: Shows the confidence of the development market in Clive and Mercy's continued commitment to making investments in Clive through a \$20+ million new project.

Success: Hiring of Recruiter for City Manager Selection Process

Impacts: Ensures the City is able to recruit the best possible candidates for this critical City position, and provides the City Council a resource to aid in the selection process.

Success: Completion/Implementation of Various City Facility Projects (Parks, PD Lower Level)

Impacts: The reinvestments in existing City facilities allow for the City to provide an adequate and safe work environment for the City's most important asset, our employees.

Success: Approval of 2017-2021 CIP and FY 2017-2018 Budget

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.

Success: Northern Neighborhoods Phase III (South) – Conceptual Plan and Rezoning Approval

Impacts: Sets the stage for the development of the City's last square mile of land by confirming the overall concept for the area through a collaboration with the developers.

Success: Approval of five year contracts for both the Police and Fire Unions

Impacts: Provides for a predictable and stable management-union relationship.

DEPARTMENTAL SUCCESSES FY 2017

Clive, Iowa

August 2017

DEPARTMENT: Community Development

Please list your department's most important achievements that were completed during FY 2017 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Adopted updated Comprehensive Plan

Impacts: Provides long-term guidance for actionable efforts to support the 3031 Vision

Success: Adopted updated Post-Construction Stormwater Management Ordinance/Manual

Impacts: Implementation of one tool to assist in mitigating future flooding

Success: Adopted updated Building Codes (2015)

Impacts: Ensure safe built environment

Success: Development Implementation

- Slowdown in new home construction (43/\$18M) but increase in remodeling/additions
- Steady commercial tenant activity/remodeling- \$15M
- Continue increase in development interest/inquires

Impacts: Additional property tax revenue

Success: Adopted Walnut Creek Watershed Master Plan

Impacts: Fosters shared responsibility for mitigating flooding

Success: Developed the Fulcrum Ap (code enforcement)

Impacts: Increases the efficiency and coordination of inspection staff

Success: Completed Zoning and Property Acquisition (15 acres) with Buckeye Partners

Impacts: Resolves long-term zoning matter and promotes goals in GB MP and positive investment in NW 86th Street Corridor

Success: Completion of Discount Tire and Streetscape Phase 4 (partner with PW)

Impacts: Promotes goals in GB MP and positive investment in NW 86th Street Corridor

Success: Erosion and Sediment Control Process Improvement leading to adoption of updated Erosion Control Ordinance and Erosion/Sediment Control Enforcement Policy

Impacts: Supports WCW MP and aids in ensuring quality built environment

Success: Submitted application for Community Rating System

Impacts: Assists with the increases in flood insurance costs to residents (10-15% premium reduction)

Success: Completed 2nd Phase of Clive/Waukee Annexation Adjustment (approx. 70 acres)

Impacts: Adds taxable property to City and aids in the more efficient deployment of infrastructure

Success: 100% voluntary involvement of Com Dev dept in Wellness Program

Impacts: Fosters co-worker partnerships and promotes education for health decisions

Success: Generated over 36 general/positive customer communications

Impacts: Increases the coordination and transparency of departmental activities

Success: Instituted weekly project meeting with Public Works

Impacts: Increases the coordination of development review/inspection services

Success: Sidewalk Safety Program

Impacts: Improved the efficiency of the program utilizing Fulcum Ap which reduced staff time in the program and improved the coordination with the impacted property owners

DEPARTMENTAL SUCCESSES FY 2017

Clive, Iowa

August 2017

DEPARTMENT: Fire

Please list your department's most important achievements that were completed during FY 2017 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 Standards of Cover Study

Impacts: Provided review and assessment of community risk, response capabilities, apparatus, facilities, levels of service provided, issues impeding performance, and recommendations for service delivery improvement.

Success: Established Long Term Fire/EMS Coverage Plan

Impacts: Established direction on: Relocated Clive Station 32. New Urbandale Station 43. Revised WDM Station 22.

Success: Reduced Apparatus Fleet (Sale of Toyne Engine 321)

Impacts: Lowered CEP replacement costs. Reduced annual maintenance and repair costs.

Success: Engineer Training Program

Impacts: Adds versatility to staffing by having personnel cross-trained to additional roles.

Success: Fire Code Update to IFC 2015

Impacts: Maintains updated codes and generally aligns with Capital Crossroads initiative.

Success: New CAD Implementation

Impacts: Upgraded CAD software at WestCom.

Success: Evaluated Water Rescue Capabilities/Needs

Impacts: Provides policy and budgetary consideration for improving capabilities.

Success: Trained Two Personnel as Child Safety Seat Technicians

Impacts: Provides new community service for installation or checking of seats.

Success: Negotiated First Fire Union Contract

Impacts: Established five year initial agreement and positive relationships.

Success: Completed Three Part-Time Hiring Processes

Impacts: Added nine part-time staff.

Success: Brought Clive Into Compliance with DOT D2 Licensing Requirements

Impacts: Maintained compliance with laws for driving ambulances > 16,000 gvw.

Success: Collaborative Training Programs

Impacts: Provides training with mutual aid partners both at the FAST Center and acquired structures. Provides some cost sharing for training and CEHs Ex: Mercy Ambulance provided vehicles for training and CEHs.

Success: Additional Full-Time Staff Hires

Impacts: Hired 5 FT staff (3 new, 1 replacement following Lt. promotion, 1 replacement following employee relocation)

Success: Lieutenant Program

Impacts: Improved 24/7 leadership, consistency, and accountability.

Success: Continued Waukee Fire/EMS Coverage of Western Clive

Impacts: Improved response times west of 156th Street in Clive.

DEPARTMENTAL SUCCESSES FY 2017

Clive, Iowa

August 2017

DEPARTMENT: Human Resources

Please list your department's most important achievements that were completed during FY 2017 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Transition of HR duties from various individuals to centralized department

Impacts: Greater efficiency, common place for HR functions

Success: Successful hire and on-boarding of 10 full time, 4 part-time, 10 Paid-On-Call and 115 seasonal employees

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

Success: Retirements from the City of Clive were Dennis Evans, Police Officer, 34 years; Deb Comer, Administrative Assistant, 27 years; Carol Radosevich, Accounting Clerk, 8 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: Re-introduction of the Employee Newsletter

Impacts: Keeping employees informed of upcoming events, education tool regarding benefits, and celebration of achievements on a quarterly basis..

Success: First Annual Employee Breakfast

Impacts: One of the few opportunities for all employees to interact with their co-workers, Council and Mayor at the same time. Celebration of service to the community and recognition of long-term employees.

Success: Participation in the metro Human Resources Roundtable

Impacts: Stay current with employment issues and solutions in the Des Moines Metro.

Success: Coordinating with IT for the on-boarding and termination of employees.

Impacts: Smooth transition to get new employees fully deployed and limiting exposure as employees term their employment.

Success: Approval of five year contracts for both the Police and Fire Unions

Impacts: Provides for a predictable and stable management-union relationship.

Success: Managed Family and Medical Leave, Workers' Compensation and transitional work for work-related and non work-related illness and injury.

Impacts: Employee was returned to the workplace as soon as able, minimizing sick leave usage and aiding in the healing process. The employee stayed engaged with their co-workers and supervisors.

Success: Audit of federal I-9 forms and corrective action

Impacts: Compliance with federal regulations

Success: Completion of scanning of HR employee files and medical records (current and terminated) to electronic format

Impacts: With the addition of HR Manager provides more centralized accessibility to records. Protection of permanent records from a catastrophic event.

Success: Electronic Timecard and Payroll Process Improvements

Impacts: Research (Phase 1) of various options and analysis of data has been completed with a recommendation and timeline in place.

Success: Developed new written notice for transitional duty availability

Impacts: Compliance with Iowa Code per change in workers' compensation law

Success: Transitioned employee background checks from Iowa DCI to OneSource The Background Check Company

Impacts: Greater flexibility depending on employee classification including education, finance, national searches, etc.

Success: Participated in comprehensive wage and benefit surveys from Johnston, Ankeny, Pleasantville, and Pella. In addition, participated in many other topic specific surveys.

Impacts: Able to get summary information on the comprehensive surveys and full results on topic specific surveys.

Success: Participated in an organization-wide tabletop Flood Response and Recovery Plan exercise involving city and county staff.

Impacts: Adjustments were made to the Flood Response and Recovery Plan.

Success: Participated with other departments in the 5S Day

Impacts: Continued with the development of operation efficiencies, such as, clearing of clutter, electronic document storage, etc.

DEPARTMENTAL SUCCESSES FY 2017

Clive, Iowa

August 2017

DEPARTMENT: Leisure Services

Please list your department's most important achievements that were completed during FY 2017 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Increased Community Special Events – Food Truck Friday

Impacts: Helps to promote a sense of community and brings citizens together in a family friendly environment.

Success: Greenbelt Master Plan Adoption

Impacts: Provides staff, the community and Greenbelt stakeholders' guidance for the next 25 years of development and reinvestment in the City's greatest quality of life asset.

Success: Parks Maintenance Building Expansion

Impacts: Provide resources and support for parks staff which in turn allows staff to work more efficiently.

Success: Park Improvements – Lions Park – Linnan Park – Trail Replacement Project

Impacts: General improvements that provide a safer and updated park experience and help citizens enjoy their parks more.

Success: Aquatic Center Updates: New Boilers – entrance and signage updates

Impacts: Ongoing updates that help us keep the aquatic center up to date and appealing to users.

Success: Successful Lifeguard Recruitment

Impacts: By having the necessary staff in place by the end of May we were able to be one of the first aquatic facilities to fully open for the season.

Success: Recreation Program Numbers Increased: Adult Sports Leagues, Youth Sports, Shelter Reservations, Concession Sales,

Impacts: More people are taking advantage of the quality programs and services offered by the Parks and Recreation Dept. Thus everyone enjoys a higher quality of life in Clive.

Success: City Facility Improvements: Library Study Rooms, Police Dept. Updates

Impacts: Improved spaces that help city employees provide improved and updated services to the community.

Success: Adoption of Parks and Recreation Strategic Plan

Impacts: Provides a vision for the Parks and Recreation Department for the next three to five years which helps department priorities align with citywide goals and community needs.

Success: Public Art Installations in Library

Impacts: Helps to provide a welcoming and friendly space for people to enjoy when visiting the library.

Success: Library Collaborations: Walnut Ridge-Indian Hills Jr. High

Impacts: Addresses Library Strategic Plan of improving outreach to the community. Also helps to improve community connections to the library.

Success: Innovations in Library Programming: Little Bits, Hot Spots, Hoopla, and Adult Programming expansion.

Impacts: Helps the library continue to provide new and innovative ways to keep the public engaged in the library as public needs change.

DEPARTMENTAL SUCCESSES FY 2017

Clive, Iowa

August 2017

DEPARTMENT: Police

Please list your department's most important achievements that were completed during FY 2017 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Successfully negotiated a new full time school resource officer program with 50% of costs paid by the West Des Moines Community School District.

Impacts: The police/school partnership is a vital link in the community policing philosophy. This program expands our sworn police staff community presence at a fraction of the cost of a full time officer.

Success: Completed deferred maintenance remodeling project in the basement of DPSC.

Impacts: The projects completed will help us more effectively bridge the gap in our facility needs until a more permanent solution is reached.

Success: Completed a third full year of labor union contract with the Teamsters with **zero** grievances 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.

Success: Negotiated and signed a five year labor contract with the Teamsters representing sworn police officers.

Impacts: A five year contract shows a high level of trust and positive relations between Union and Management. Long term contracts create stability in the workforce and reduce the costs associated with negotiating shorter term contracts.

Success: Successfully hired and trained two new police officers to fill vacancies. One of those hires was a female.

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. Being able to hire one female officer after the loss of two female officers helps to further our goals of a diverse workforce.

Success: Westpet contract with Furry Friends

Impacts: The contract (Public/Private partnership) with Furry Friends has allowed three cities involved to steer away from a multi-million dollar shelter construction project; instead paying Furry Friends to shelter our stray pets as needed.

Success: Updated Noise Ordinance

Impacts: In response to ongoing noise issues surrounding concerts at the 7 Flags center, the Police Department drafted changes to our noise ordinance to include measurement of the bass scale. The bass scale was often cited as being most bothersome to our citizens. This allows us to improve the quality of life for residents who live near 7 Flags.

Success: Purchased a fuming chamber and down draft processing station in evidence.

Impacts: These two pieces of equipment lay the groundwork for a working crime lab at the PD. This will in no way take the place of lab services provided by the state crime lab, but allows our employees to collect better evidence and get it submitted to the state in a more timely fashion. The takes the professional capacity of the CPD up a notch.

DEPARTMENTAL SUCCESSES FY 2017

Clive, Iowa

August 2017

DEPARTMENT: Public Works

Please list your department's most important achievements that were completed during FY 2017 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Rehabilitated 4,585 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 30 to 50 years. Helps to reduce ground water infiltration at pipe joints.

Success: Completed the replacement of 360 traffic signs as part of the Federal Highway Administration retro-reflectivity requirements. This is 110% 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: Completed 139,859 linear feet of routine cleaning of 8" collector sanitary sewers.
This is 139% of the 100,000 linear feet goal.

Impacts: Dirty sewers are less efficient and lose their carrying capacity. Routine cleaning removes obstructions to the flow and reduces the friction created by debris, greatly reducing potential sewer overflows and backups

Success: Repair of Police Station Steps

Impacts: Public Works undertook a project to repair the steps to the police station and reduced the potential for an accident at this location

Success: Completed 72 large meter change outs as part of the meter change out program. This is 144% of the goal

Impacts: Water meters are the cash register for both the water and sewer utility funds. As meters age they lose accuracy and generally slow down, causing an undercharge for water used.

Success: Completed the installation and re-lamping of 16 LED walk/don't walk pedestrian signals. This is 100% of the goal.

Impacts: Re-lamping of signal lights reduces bulb failures that could cause confusion for motorists and pedestrians and reduces call-outs to replace burned out bulbs

Success: Completed two city-wide street sweeping cycles. This is 100% of goal.

Impacts: Helps to remove the buildup of debris and grime from city streets and maintains compliance with the City's NPDES storm water permit.

Success: Completed 2,589 square yards of full depth concrete patching. This is 103% of the goal.

Impacts: Improves and extends the life of the City's street network

Success: Completed crack and joint sealing on 25 miles of the City's street network. – 100% of Goal

Impacts: Crack and joint sealing is a cost effective way to extend the life of pavement, as opposed to the cost of extensive pavement rehabilitation or reconstruction of streets that are left unsealed.

Success: Completed Stream bank stabilization project in the Indian Hills Woods area near NW 100th Street

Impacts: Protects stream banks from erosion, protects City's sewer main and helps keep creek flowing freely

Success: Completed University Avenue Overlay Project

Impacts: Large project was completed without issues. Project improved the University Avenue corridor and extend the service life of a heavily traveled street.

Success: Improved use of City's web site and Facebook page for release of news and information.

Impacts: Increased updates on web site and Facebook have provided residents with up to date news and information on City operations, maintenance and activities

Success: Created on-line digital application process for oversize/overweight permits.

Impacts: Elimination of paper application process provided faster turnaround of permits

Success: Completed the 2016 Water System Study

Impacts: The water study was the first infrastructure study to be completed. The study created a model of our water distribution system, identified a schedule for long term replacement quantities in five year increments and identified immediate needs. The study will be used to create operating policies and to create a comprehensive infrastructure replacement schedule when the streets and sewers studies are complete.

Success: Adopted a new City Street Pavement Policy

Impacts: The first deliverable of the 2017 Street Pavement and Specifications Study was a review of our current street pavement specifications and a recommendation for improvements to our street pavement specifications. The City’s street pavement specifications have been changed and will create more sustainable City streets and reduce the maintenance requirements for those streets.

Success: Completed NW 75th Street Water Main Replacement Project

Impacts: Replaced a section of 4” cast iron water main with new 8” main. Improved reliability of main along NW 75th Street and reinforced the City’s system with a larger pipe that will improve fire flows in the area.

Success: Completed trail project from NW 142nd Street to NW 149th Street and in Lion’s Park.

Impacts: Improved trail system and extended service life of trail.

Success: Filled the Senior Engineering Technician Position

Impacts: After struggling to fill the position, Public Works finally filled the position. Allows Engineering to complete work in house.

Success: Added a creek gauge on Walnut Creek at 100th Street

Impacts: Additional data will provide improved response during flooding.

DEPARTMENTAL SUCCESSES FY 2017

Clive, Iowa

August 2017

DEPARTMENT: Technology Services

Please list your department's most important achievements that were completed during FY 2015 under "Success." Under "Impacts", please explain what the benefits to the city and to a resident were as a result of each achievement.

Success: Replaced network switches

Impacts: Helped ensure and improved continuity, reduced cost

Success: Connected Campbell concessions and implemented credit card processing

Impacts: Improved payment services

Success: Replaced computers: Police/Fire/Aquatics

Impacts: Helped ensure continuity and compatibility

Success: Coordinated copier replacements: City Hall/Police

Impacts: Helped ensure continuity

Success: Replaced physical servers

Impacts: Helped ensure continuity and compatibility

Success: Rebuilt software servers: Finance/DocImaging

Impacts: Helped ensure compatibility

Success: Performed GIS process improvement of the TV truck

Impacts: Reduced staff time required to use and support televising

Success: Coordinated City Hall audiovisual deferred maintenance and replacement

Impacts: Helped ensure continuity and compatibility, improved functionality

Success: Implementing voting and agenda management system

Impacts: Reduced staff time required to create agenda packets

Success: Hired and trained Network Administrator

Impacts: Helped ensure technology service levels

Success: Audited and purchased server software licensing

Impacts: Helped ensured licensing compliance and compatibility

Success: Replaced traffic camera management system

Impacts: Helped ensure continuity and reduced staff support time

Success: Added Public Works door to access control system

Impacts: Improved security

Success: Replaced Police and Fire MDCs

Impacts: Helped ensure continuity and compatibility

Success: Coordinated major version upgrade of recreation software

Impacts: Helped ensure compatibility, attempted to improve processes and functionality

Success: Assisted with Police interview room AV recording implementation

Impacts: Improved case management, security, and reliability

Success: Assisted with Westcom CAD/RMS integrations: Firehouse and TraCs

Impacts: Ensured compatibility of data transfers between systems

Success: Rebuilt backup server

Impacts: Restored continuity of backup system

Success: Organized data center, IT office, and patch cables

Impacts: Reduced staff time required to find materials and provide support

Success: Developed and implemented document imaging system storage growth and continuity strategy

Impacts: Provided for reliable and expandable future storage

Success: Performed data plan use audit

Impacts: Reduced cost

Success: Recreated manhole inspections

Impacts: Improved inspection process