The 21st Century Manager: What Does it Take to Have a Smart Community?

City Manager Michael Penny
Littleton, Colorado
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Littleton, Colorado
Littleton

- Founded in 1860
- Population: 41,737 and growing primarily through redevelopment
- Older, well educated and affluent
- Median age: 41.3
- Median household income: $57,232
Challenges when I arrived in 2011

Lots of employee longevity, decades of service. “We have always done it this way” mentality.

How do I move a 20th Century organization to a culture of innovation, embracing technology, breaking down silos?
Littleton Fire Rescue

8 stations covering 92 square-miles and 220,000 people, 175 employees, managed by the city but provide service to large areas outside through an IGA:

Launched alternative response models
  • Quick Car (in lieu of 24 hour staffing and rolling out the big rigs)
  • Care Car (home treatment vs. transport, private insurers interested)
  • GIS heat maps identify high call areas to better allocate resources
  • Using data to track trends in peak hours, days
  • Real time alerts for medic unit utilization
Littleton Fire Rescue

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Map icons displayed represent active, completed or in queue calls between the hours of Aug 20 2015 9:57:21 AM and Aug 20 2015 10:57:21 AM that have a valid longitude and latitude associated with it.
Littleton Police Department

GIS Tools

- LPD utilizes density maps and time comparison tools through AtacRaid and ArcGIS to track directed patrols and crime dispersion.

- Littleton Housing Authority requested a way to share crime rates with Section 8 housing applicants so they can compare locations when selecting housing.
Hot Spot for Directed Patrol

Results of Crime Movement

16 CSV Directed Patrols totaling 334 minutes
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Littleton 2014 Crime Rate by Census Block
Source: National Incident-Based Reporting System (NIBRS) & 2010 Census Population

For Crime Reports please visit: www.littletongov.org/police

Legend

NIBRS 2014 Crime/2010 Census Population
- Below Average
- Average
- Above Average
  - Schools
  - Lakes
  - Parks

All files utilized in the creation of this report are dynamic. Dynamic files allow additions, deletions and/or modifications at any time resulting in more complete and accurate records in the databases. Due to continuous data entry after reports are completed, the data may vary in previous or subsequent reports. Data downloaded 12/31/2014 by DMT-LPD.
Public Works Department

CIP Project map website

Littleton Click n' Fix – report concerns 24/7/365
- Upload with or without photos with a smartphone – potholes, weeds, ice, sidewalk damage, graffiti, trash, abandoned vehicles, etc. Links with Facebook!
- 448 issues reported to the site since launch in November.

Pavement Condition Index
160 miles of streets were evaluated. Increased annual street maintenance budget as a result. Eventually GIS data will assist with identifying priorities for budget.

ESRI ArcGIS Platform
Documents location of infrastructure in the city including every tree and man hole cover.
ISSUES

Fences and walls - Open
3440-3460 W Berry Pl Littleton, Colorado
This fence is falling down from the weight of the vines, which are also totally obscuring the sidewalk. Impossible to walk safely here.
about 8 hours ago · Reported by An anonymous SeeClickFix user · Share · Flag

Codes Dept (Verified Official)
Codes Dept assigned this issue to Codes Dept
about 8 hours ago · Flag

Write a comment...

Overhead Streetlight - Closed
1724 W Shepperd Ave Littleton, Colorado
Intersection of Ida and Louthan. Intermittent operation
08-22-2015 · Reported by An anonymous SeeClickFix user · Share · Flag

Traffic (Verified Official)
Traffic assigned this issue to Traffic
06-22-2015 · Flag

Patti Garza (Registered User)
issues w/ streetlights can be reported to xcel energy for fastest response
08-22-2015 · Flag

Patti Garza (Registered User)
I guess i mean overhead lights, not traffic lights. :/
06-22-2015 · Flag
Public Works Department

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Overview of Littleton’s PCI

City of Littleton, CO
Pavement Condition Index (PCI) Distribution by Area Using Descriptive Terms
Current Network Average Pavement Condition Index (PCI) = 66

Percentage of Network by Area

Very Poor (0 to 30)  Poor (30 to 45)  Marginal (45 to 55)  Fair (55 to 65)  Good (65 to 75)  Very Good (75 to 85)  Excellent (85 to 100)
Public Works Department

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Community Development

Project Activity List
- Every development project in the city is listed alphabetically. Each one includes associated documents, renderings and applications.

Nextdoor – free, social media site for neighborhoods.
- In 18 months, participation has grown 1,000 percent. 12% of Littleton's population is on Nextdoor. City posts information about emergency alerts, neighborhood grants, community events, public safety notices, even lost pets.
The map below approximately pinpoints active development projects in Littleton. The light blue shape indicates the Littleton city limits.

**View Project Activity Map** in a larger map

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**Courtyard Marriott**

3056 West County Line Road Project Details


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**Places pinpointed on this page:**

- Littleton City Limits
- Active Projects
- Projects Under Construction
Community Development

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City Clerk's Office

Legistar by Granicus
Creates and manages agenda items, compiles files and supporting material, easily track legislation and generate historical reports. Can connect to GIS maps.

Paperless agenda (iLegislate)
Paperless minutes, first city in Colorado to make video of meetings the official minutes.
<table>
<thead>
<tr>
<th>Name</th>
<th>Meeting Date</th>
<th>Meeting Time</th>
<th>Meeting Location</th>
<th>Meeting Details</th>
<th>Agenda</th>
<th>Minutes</th>
<th>Video</th>
</tr>
</thead>
<tbody>
<tr>
<td>City Council</td>
<td>8/25/2015</td>
<td>6:30 PM</td>
<td>Community Room Study Session - CANCELED</td>
<td>Meeting details</td>
<td>Agenda</td>
<td>Not available</td>
<td>Not available</td>
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<tr>
<td>Planning Board</td>
<td>8/24/2015</td>
<td>7:00 PM</td>
<td>Council Chamber Study Session</td>
<td>Meeting details</td>
<td>Agenda</td>
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<td>Not available</td>
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<tr>
<td>Board of Adjustment</td>
<td>8/20/2015</td>
<td>7:00 PM</td>
<td>Council Chamber Regular Meeting - Canceled</td>
<td>Meeting details</td>
<td>Agenda</td>
<td>Not available</td>
<td>Not available</td>
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<tr>
<td>City Council</td>
<td>8/18/2015</td>
<td>6:30 PM</td>
<td>Council Chamber Regular Meeting</td>
<td>Meeting details</td>
<td>Agenda</td>
<td>Not available</td>
<td>Video</td>
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<tr>
<td>Historical Preservation Board</td>
<td>8/17/2015</td>
<td>7:00 PM</td>
<td>Council Chamber Regular Meeting - Canceled</td>
<td>Meeting details</td>
<td>Agenda</td>
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<td>Not available</td>
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<tr>
<td>LIFT</td>
<td>8/13/2015</td>
<td>7:00 PM</td>
<td>Community Room Regular Meeting</td>
<td>Meeting details</td>
<td>Agenda</td>
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<td>Not available</td>
</tr>
<tr>
<td>Licensing Authority</td>
<td>8/12/2015</td>
<td>6:00 PM</td>
<td>Police Training Room &quot;A&quot; Study Session - Special Time</td>
<td>Meeting details</td>
<td>Agenda</td>
<td>Not available</td>
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<tr>
<td>City Council</td>
<td>8/11/2015</td>
<td>6:30 PM</td>
<td>Community Room Study Session</td>
<td>Meeting details</td>
<td>Agenda</td>
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<td>Planning Board</td>
<td>8/10/2015</td>
<td>6:30 PM</td>
<td>Community Room Study Session</td>
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<td>Not available</td>
<td>Video</td>
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<tr>
<td>City Council</td>
<td>8/4/2015</td>
<td>8:00 PM</td>
<td>Council Chamber Regular Meeting - Late start due to</td>
<td>Meeting details</td>
<td>Agenda</td>
<td>Not available</td>
<td>Video</td>
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Bemis Library

- 525,000 items circulated
- 315,000 annual visitors
- 48 employees
- Evanced software for patron registration for classes and programs.
- Using Ipad's for collection inventory and evaluation, and mobile checkouts.
- Radio Frequency ID tags placed on every item in collection. Stacks of items can be checked out at once resulting in faster check out for patrons.
Economic Development

• Provide high end marketing research to Littleton businesses and city departments using GIS (demographics, expenditures, psychographics, customer analysis, etc.)

• Advise Littleton businesses on their online marketing efforts (search engine optimization, social media strategy, etc.)
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**City Attorney's Office**

**Cobblestone Contract Management**
Uses Cobblestone Contract Management software. Routes and tracks contracts, automates the workflow.

**DocuSign**
Routes documents for electronic signature (agreements, ordinances, resolutions and invoices). Fully executed documents are then sent to each party. Can access from ipad, tablet or smartphone.
Contract Lifecycle Management
City Attorney’s Office

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DocuSign
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New Account Agreement

To complete your application for a new account please provide the following information and a copy of a photo ID.

Name:  

Address:  

City, State:  

Signature:  

Date:  Date Signed
Communications Department

Twitter, YouTube, Facebook
In less than a week a recent post had 16,000 views, 376 likes, 137 shares

Live Streaming
Stream city council and five appointed body meetings

Open Littleton
Online citizen engagement tool through Peak Democracy – 2,618 visitors, 431 subscribers, 92 percent satisfaction rate.
Littleton, CO – Government
August 19 at 3:25pm -

Littleton Fire Rescue was called on Saturday, August 15 by bystanders who saw a woman and her teenage son stuck in the rocks in the middle of the South Platte River. Neither of them had life vests and the woman’s ankle was trapped in the rocks. The dive rescue team responded with the Rapid Deployment Craft with Dive Team Members Mike Valesquez and Cory Lambert on board. They were able to get life vests to the victims. They were able to free the woman from the rocks and get her... See More

16k Views

Like Comment Share

Becky Millar Phye, Debbie Brinkman, Cindy Hathaway and 376 others like this.

137 shares

Bill Clayton Why on earth were they out there in the first place?
Like Reply 4 - August 19 at 5:05pm

Carla Wade Brown two fire engines at our home for this rescue. Very intense
Like Reply - August 19 at 6:30pm

View 28 more comments
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City of Littleton

Meeting Agenda
City Council

Tuesday, August 18, 2015
6:30 PM
Council Chamber

Regular Meeting

1. Roll Call

2. Pledge of Allegiance

3. Approval of Agenda

4. Certification of Minutes / Meeting Journal
   a) [ID# 15-217] Certification of the August 4, 2015 regular meeting minutes
   b) [ID# 15-218] Certification of the August 11, 2015 study session minutes

5. Citizen Comments

   Unscheduled Public Appearances

6. Comments / Reports
   a) City Manager
   b) Council Members
   c) Mayor

7. Consent Agenda Items
   a) [Ordinance 84-2015] An ordinance amending chapter 10 of title 6 of the city code pertaining to electronic smoking devices and smoking prohibitions in the downtown area.
      [Attachment: Downtown area smoking ban map]
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Would you support a smoking ban, including electronic smoking, in the outdoor public spaces in the downtown area?

**Tally**

- Yes: 72
- No: 41
- Total: 113

**113 Positions On Forum**

- **Name not shown inside district 1**
  
  August 3, 2015, 3:34 PM
  
  I say No

- **Name not shown inside district 1**
  
  August 3, 2015, 8:24 AM
  
  I say Yes

- **Name not shown inside district 1**
  
  August 1, 2015, 7:27 PM
  
  I say Yes
“If this site is used correctly by Littleton’s government, it will be a very useful tool to demonstrate how the recommendations of its residents can help correctly shape a growing classic city.”
Communications

2014 Community Survey by NRC
9 out of 10 residents rated their quality of life in Littleton positively, a much higher rating than communities nationally and in Colorado.
SHARE IT WITH FRIENDS
POST YOUR FAVORITE SPOTS IN LITTLETON!

#SHARELITTLETON  @CITYOFLITTLETON

WATCH THE #SHARELITTLETON VIDEO AT: LITTLETONGOV
Hey I just found this amazing place in Littleton, you gotta come check it out.