



CITY OF LONGMONT

2020 ANNUAL REPORT





A LETTER FROM THE MAYOR



The world seemed to change daily in 2020 where even the simplest things became an arduous challenge. In Longmont, we met every challenge head-on and provided the leadership and services expected by our community.

In some cases we had to go virtual to provide online recreation classes, we created curbside library services, we helped hundreds with their utility bills, and provided groceries for those in need. And all the while we never stopped providing essential services like clean water, reliable electricity and public safety.


Those are only a few examples where Longmont City staff knocked down pandemic barriers to continue the City's mission of providing outstanding community services.

I invite you to read about the many successes we achieved this past year in the 2020 Annual Report. Please join me in thanking the members of the City staff and our partners in the community for overcoming incredible difficulties to help pave the way for a brighter future.

Sincerely,



Brian J. Bagley



Este informe resume el trabajo y los logros del personal de la ciudad de Longmont durante 2020. Si desea saber más sobre este informe, llame a la oficina del administrador de la ciudad al 303-651-8601.

In Memoriam:

THOSE WE HAVE LOST TO COVID-19

All of our lives have been affected by COVID-19 in more ways than we can count. Sadly, for many, the greatest impact has resulted from the death of a loved one — whether a family member or a friend. We mourn the lives lost to the pandemic together as one community.

Know that you are not alone in your sorrow. A temporary memorial altar has been created at the Senior Center, 910 Longs Peak Ave., and you are welcome to share photos and celebrate the memories of loved ones.

If you or someone you know would benefit from counseling or mental health services, no-cost options are available through Supporting Action for Mental Health: 303-651-8580 or SAM@longmontcolorado.gov



BRINGING THE CITY TO YOU

Even though the coronavirus shut down our everyday routines, City of Longmont staff put their best feet forward and transitioned many City services online to keep serving our community. From story times and fitness classes to permit applications and City Council meetings, we used technology to bring the City – and its essential services – into your homes and businesses.



How we did it:

Library staff pulled more than 100,000 items (not only books, but Pick-a-Topic takeaway bags, Experience Bags, rentable items, etc.) from the shelves and delivered them via curbside delivery, serving more than 38,000 patrons – sometimes more than 60 per hour. The library also offered 100 Wi-Fi hotspots, giving residents Wi-Fi access from anywhere, including being able to stream their new Book Chatter podcast.

Museum staff transferred all programs online and developed outreach kits for early childhood education to provide free enrichment and entertainment to the community, serving more than 2,000 adults and children.

Recreation and Golf Services staff saw a significant demand for open and lap swim sessions, golf course tee times and fitness classes. Sunset Pool was kept open an additional two weeks past the scheduled closing date. The ice pavilion was popular with the community, with open skate sessions operating between 98 and 99 percent capacity.

Longmont Judicial Department, including Courts and Probation staff became innovative with technology, giving defendants alternative appearances and methods to resolve cases in advance of their court date, as well as working with the City Prosecutor to organize telephone arraignments and pre-trial conferences to reduce the number of visitors entering the building.



“Bringing the City to You” continued ...

Planning and Building Services staff moved neighborhood meetings online. The Planning Division successfully hosted neighborhood meetings virtually, allowing applicants to move forward with proposals and Longmont residents to continue to participate in the process. Building Services transitioned to an online system and worked remotely on permits and reviews.

Staff across the City shifted all call center and customer service staff to work at home, keeping our residents and staff safer while providing this essential service.

Senior Services staff moved many programs to a virtual format, achieving 1,586 total enrollments. Staff continued all supportive services via telephone or virtual platforms.

City Clerk, City Manager’s Office and ETS staff worked together to host City Council meetings virtually, ensuring that the Council, City staff and residents had a safe space to talk through local issues.

Planning and Development staff continued to provide quality customer service to the development community — processing 177 development applications (14 more than in 2019).

Children, Youth & Families (CYF) staff partnered with YWCA and the Innovation Center of St. Vrain Valley Schools to offer the STEM E3 Coding Program for 5th-8th graders, providing education opportunities, career exploration and mentorship for young students of color interested in science, technology, engineering and math.

CYF staff also assumed the coordination of the Supporting Action for Mental Health (SAM) initiative, staff quickly switched to telehealth, created webinars, and facilitated community conversations — including a virtual multi-day Mental Wellness Retreat — to help parents and teens manage the mental health challenges arising from stress and anxiety, as well as grief, loss and many other issues.

NextLight continued to outperform its expectations, growing to 22,538 customers (a 9 percent increase from 2019) and generating \$16.6 million in revenue (beating the 2020 revenue goal by 8 percent). In a year when dependable internet was especially important to Longmont, NextLight maintained its exceptional service reliability, with a network uptime of 99.999%.



Senior Services staff provided technology education support to more than 1,500 older adults and technology devices to 49 individuals.

Staff from Parks, Open Space & Trails division, Code Enforcement division, and Recreation & Golf Services division: With a record-breaking number of residents using our parks, open spaces and golf courses, staff pivoted fast to provide safe environments at our playgrounds, swim beaches, courts, trails and golf courses. The City’s Code Enforcement division also stepped up by helping patrol the parks to ensure places and amenities that were closed for health and safety were not being used.

KEEPING YOU (AND US) SAFE



From lowering crime to improving air quality, City staff worked tirelessly to protect residents, visitors, and our own personnel while mitigating the effects of the pandemic.

STAY AT HOME ORDERS

Throughout public health “Stay at Home” orders, our staff continue to serve the community in-person, too.

- Public Safety staff responded to emergency calls, many from people suffering from COVID-19
- Public Works and Natural Resources staff maintained our parks and the City’s water, storm and sewer lines; picked up trash, recycling and compost; and constructed/maintained our traffic systems
- Longmont Power and Communications and NextLight staff maintained and built electric and broadband infrastructure, providing reliable electricity and broadband services.

AIR QUALITY

The Business & Environmental Services staff furthered the Air Quality and Oil & Gas programs with additional monitoring and tracking studies, regulations and activities.

PUBLIC SAFETY

The Gang, Crime and Suppression Unit (GCSU) and internal units arrested 23 criminals and/or violent domestic violence suspects, with 54 percent captured the same day and 23 percent captured within two days.

The Crime Free (CF) Multi Housing program has made a significant community impact, with 218 active properties and 8,438 active/certified units (up 867 units from 2019). There are 21,939 Longmont residents living in crime free units.

In addition, Police Services implemented a data-driven team schedule, which reallocated staffing in proportion to calls for services, providing better service to the community.

Public Safety responded to, and investigated, five fatal car crashes and more than 50 major significant bodily injury crashes, which are complex and extremely time-consuming.

THE IMPACT OF COVID-19

The COVID-19 pandemic created impacts for every sector and every family. The City worked to keep the community safe in many non-traditional ways.

Measures that were put in place:

NextLight and ETS staff: Implemented new technology and reliable internet connections to keep residents, students and our staff safer by providing a way to work and study from home. These technologies also allowed staff to interact safely with residents and continue to provide the services residents depend on.

Staff across the City worked together to procure more than 17,000 pieces of personal protective equipment to help those in our community who needed it the most.

Recreation Services: Aquatics staff added a new UV disinfection system to the Longmont Recreation Center pools to keep the water cleaner without the need for additional chemicals.

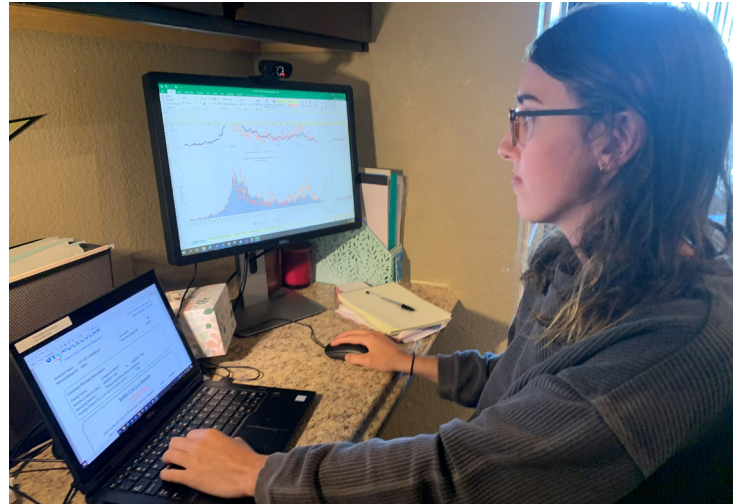
Community Services: Working with Homeless Solutions of Boulder County, staff helped establish and run the COVID-19 Recovery Center (CRC), where adults experiencing homelessness could isolate and recover from the virus.

Building Services: Staff initiated a remote viewing system to perform inspections without having to enter homes.

Emergency Operations Center: Provided coordination of resources and information city-wide. This included enhanced situational awareness, resource mobilization/management, and consequence management during the 12 months COVID functionality was necessary.

Museum: Led a Citywide effort to protect staff and community members by building more than 70 Plexiglas COVID-19 barriers and led a group of volunteers in making more than 3,000 masks for City employees.

Risk Management: Developed and facilitated facility clean-up protocols for potential COVID-19 exposure(s).



TRACKING THE VIRUS

Public Works & Natural Resources: In a joint effort with other Colorado communities and the Colorado Department of Public Health and Environment (CDPHE), staff at the Water Treatment Plant started testing the inflow water for the presence of SARS-CoV-2, the COVID-19 virus, as a lead indicator tool to understand the presence of the virus in the community.

Public Safety: Fire crews cared for and transported large numbers of COVID-19 positive and potentially positive patients throughout the year, while helping to keep everyone safe. In addition, the department partnered with UHealth and Colorado Community Health Alliance (Medicaid) to establish a Community Health program in the community.

Less than 5 percent of Patrol Services staff tested positive for COVID-19 during 2020.

CUTTING COSTS:

Finance division staff refinanced two bond issues, resulting in a savings of \$1.7 million over the next 10 years for the wastewater utility and almost \$5 million over the next 13 years for the open space program.

Fleet staff locked fuel pricing into 2022, as well as downside protection, saving thousands of dollars in case fuel prices fall below the City's lock prices. Staff also completed a major fleet auction with net proceeds of \$530,000.

RECOVERING FROM COVID

The City of Longmont received more than \$4 million from the federal government Coronavirus Relief Fund for short-term recovery needs to lessen the impact on the community from the pandemic.

A Closer Look at Longmont’s Short-term Recovery:

City staff and Council created a plan for spending Coronavirus Relief Fund dollars, ensuring that funds were used in the Longmont community as much as possible. Given very specific rules for how the funds could be spent, staff applied the experience gathered from the 2013 flood to make Longmont’s recovery from the pandemic as successful as possible. Staff from multiple City departments, as well as local partner organizations, implemented the spending plan, meeting an array of needs in our community and organization:



Transition to Long-term Recovery

The recovery from the COVID-19 pandemic is well underway in Longmont. Responses to the pandemic and its impacts are still active, yet we are on our road to recovery. The short-term recovery phase draws to a close with the planning and expenditure of the allocation from the Coronavirus Relief Fund, and the hand-off to investment in our long-term recovery begins with the American Rescue Plan Act of 2021 (ARPA). The long-term recovery phase of the pandemic is expected to extend through the end of 2024.

HELPING WHERE NEEDED

From utility and food assistance to helping residents stay safe in their homes, City staff came together with local partners to assist those who were hit the hardest.



UTILITY ASSISTANCE

Community & Neighborhood Resources and City Manager's Office staff coordinated a warm hand-off system to the OUR Center of those applicants who needed utility assistance, resulting in the distribution of \$100,000 in funding in just two months.

NextLight staff quadrupled broadband internet speed for all residential customers on the entry-level plan without raising rates, benefiting about 600 families in our community. The Sharing the NextLight program was also expanded to include college students and households participating in HeadStart, making sure that every student had access to a reliable internet connection when the world went digital in a matter of days.

Probation staff worked with their clients to make sure they had access to Wi-Fi and phones, enabling them to connect with their probation officer and gain access to vital services such as mental health support, education and rehabilitation services, offered through the Longmont Library and Children, Youth & Families divisions, as well as community partners including the OUR Center, Mental Health Partners and HOPE.

Community Services staff coordinated the purchase of Chromebooks and enhancements to the Longmont Library public computer lab, using \$100,000 in CARES Act funding to help bridge the digital divide.

Utility staff suspended disconnections for nonpayment for several months and worked with customers to help bring them up to date when collection of late payments resumed.



“Helping Where Needed” continued ...



FOOD ASSISTANCE

Children, Youth & Families staff, including the Friends of Longmont Youth (FLY), not only secured \$142,000 in grant funding, but also partnered with Community Food Share, Longmont Food Rescue and Weld Food Bank to hold weekly grocery distribution around the city, ensuring children and families who depend on school lunch programs were still able to access food during closures.

Senior Services staff partnered with the Friends of the Longmont Senior Center, Longmont Meals on Wheels and Boulder County Area Agency on Aging to serve 127,515 meals through Meals on Wheels to 1,040 individuals.

Sustainability Team staff provided the Women and Children’s Farmers Market Program with \$10,000 to support local farmers and give low-income families access to fresh foods.

HOUSING ASSISTANCE

The Longmont City Council was appointed as the new Longmont Housing Authority board. Staff across the City filled staffing gaps, managed operations and planned for the future, helping stabilize this critical community function and define a path forward to sustainability and growth in affordable housing.

Community and Neighborhood Resources staff played a pivotal role in housing retention mediations and helping residents connect with and navigate systems for various types of COVID-related assistance with a 45 percent increase in housing retention mediation cases. Services were also expanded in partnership with the City of Boulder and Boulder County to serve residents in other communities that did not have mediation services. All services were provided in English and Spanish.

Children Youth & Families staff worked with staff from the St. Vrain Valley School District’s McKinney-Vento Program to support more than a dozen youth who are experiencing housing insecurity. The eight-week program focused on social-emotional support, as well as access to housing, employment, and independent living resources. More than 70 percent of youth participants continued with the program beyond the first eight weeks.

Longmont Power & Communications staff worked with Habitat for Humanity on creating a pilot Grid Interactive Efficient Building project.

Housing and Community Investment staff allocated \$768,364 in special Community Development Block Grant COVID (CDBG-CV) funding and \$150,000 of re-purposed regular CDBG funding for COVID-19 support.

OTHER ASSISTANCE

Staff from the Longmont Public Safety Department, the Judicial Department, the City Attorney’s Office, the City Prosecutor and Children Youth & Families division continued to expand the REWiND program with having more than 300 youth and their families opting into the voluntary program since its 2017 pilot phase. During COVID-19, a virtual experience was developed, avoiding gaps in services and providing supervision to youth.

The Longmont Public Safety Department’s Crisis Outreach Response and Engagement (CORE) team and Law Enforcement Assisted Diversion (LEAD) team worked closely with the community to address significantly elevated mental health needs, as well as unique needs for the homeless. The CORE team, which responds to mental health crisis calls, completed more than 5,000 contacts in 2020. In addition, there were 93 LEAD and 62 Angel Initiative referrals. Both programs served those who struggle with substance use disorders.

Community Neighborhood & Resources staff established a cultural brokers’ network to connect our Latinx community to COVID-19 related resources and information, including setting up a process to distribute funds to assist undocumented families and providing Spanish interpretation at COVID-19 testing sites established specifically to reach Latinx community members.

Recreation and Golf Services staff began an essential licensed childcare program during the initial weeks of the pandemic, including staffing support and state-mandated training.

#STRONGMONT SUPPORTING LOCAL

Through grants, collaborative resources, restructuring rates and more, the City gave support to many local businesses who needed it the most. With help from our partners, many businesses across Longmont were able to survive the hard day-to-day operations during the pandemic.



How we did it:

Community Services staff helped distribute more than \$100,000 to local nonprofits affected by the pandemic, in addition to giving vital support to Longmont Meals on Wheels to help cover costs that weren't supported through other funding.

NextLight staff restructured commercial rates and increased speeds for broadband internet to make sure access was available, and also created new policies to help commercial customers by allowing for temporary suspension of service so that businesses could keep their phone numbers.

Housing and Community Investment staff provided support on CARES Act funding for small businesses by helping develop the program application, parameters and guidelines and by reviewing each business, avoided duplication of benefits.

Staff across the City secured \$245,000 in COVID-related grants to not only support downtown businesses by creating additional space for dining, but also to maintain and protect natural areas in a time of increased use of City open space.

Planning staff, along with the Sustainable Business Program, supported Longmont businesses by sharing current information through the collaborative Business Resource Team, collaborating on Strongmont grants and providing more than \$1.3 million in direct funding to local businesses that were affected by the pandemic.

Longmont Power & Communications staff successfully completed the business energy benchmarking demonstration program, working with 10 customer buildings and 10 municipal buildings to evaluate their energy use.

Purchasing & Contracts staff implemented livable wage requirements in contracts, making it necessary for companies who have contracts with the City to pay their employees a livable wage.

The Sustainable Business Program not only increased the number of recognized sustainable businesses to 41 (13 of which are minority-owned businesses), but also assisted 60 Latinx businesses in applying for local, county and state COVID-19 relief grants and loans, 51 of which received funding.

MAKING SURE YOUR VOICES ARE HEARD

From City ordinances to making sure everyone was counted during the Census, City staff made sure to create opportunities for your voices to be heard.

How we listened:

Children, Youth & Families staff partnered with other City colleagues and community partners to evaluate unmet needs and to provide \$705,000 in CARES Act Coronavirus Relief funds to the community in support of early childhood care and education.

Community Services staff completed the 2020 Human Services Needs Assessment (HSNA) with support from other City divisions and outside partners to set priorities and identify activities to support with the 2021 Human Services Agency funding.

Community and Neighborhood Resources staff worked with community members seeking guidance and facilitation related to local safety, racial justice and equity issues influenced by national incidents.

Public Safety and the City Manager's Office staff worked together to survey the community and staff about what qualities and priorities a successful candidate for Public Safety Chief should bring to the job, as a first step to filling the position in 2021.

Planning and Community Services staff supported work on the 2020 Census to make sure that everyone in Longmont was counted, in addition to leading the City's Complete Count Committee and providing necessary data and information to the Census Bureau.

The City worked with the Urban Land Institute to convene a virtual panel of experts to provide input on the revitalization and reuse of the historic Sugar Mill and surrounding areas. The resulting recommendations are being used as the basis for more detailed planning that will look at land uses, connectivity, design, and green infrastructure, among other things.



CONSTRUCTION, UPGRADES & DEVELOPMENT PROJECTS

City staff worked throughout the pandemic to complete essential upgrades and construction to City facilities, our parks and trails network, roadways, technology and other services that are vital to the community.

Numerous City departments with the leadership of the City Manager's Office sealed an agreement to bring Costco to Longmont. This significant effort involved extensive collaboration between multiple departments and divisions including Finance, Planning Services, Public Works & Natural Resources, and the City Attorney's Office.

Longmont Power & Communications staff increased system reliability and added 7 percent overall capacity by installing a second transformer at the County Line Road substation in February 2021. Staff also synchronized the Customer Information System and Advanced Meter Infrastructure projects.

The Longmont Museum achieved Tier II status with the Scientific and Cultural Facilities District (SCFD), allowing for a revenue increase from \$20,000 to around \$180,000, or about 900 percent.

Parks & Natural Resources staff acquired new Open Space properties and updated existing parks, including Dickens Farm Nature Area.

Community Services staff initiated work with the University of Colorado Denver to develop information-sharing infrastructure for the Enabling Caring Communities project in Longmont.

Business & Environmental Services staff obtained nearly 80 percent voter approval to sell \$80 million in water bonds — achieving the highest voter approval rating for any bond sale in the City.

Engineering Services staff undertook the following projects:

- Completed Pike Road improvement
- Completed Spring Gulch No. 2 Greenway
- Completed Main Street/17th Avenue drainage improvements
- Completed 2nd Avenue drainage improvements
- Completed Asphalt Rehab, including 9th Avenue bike lanes
- Installed a traffic signal at Mountain View Avenue and Alpine Street
- Initiated County Line Road improvements
- Constructed Resilient St. Vrain Project (RSVP) Reach 2A
- Initiated RSVP Reach 2B construction
- Applied for FEMA grant for RSVP (Roger's Grove/Hover stretch)
- Began design on Boston Avenue bridge replacement
- Completed design on Izaak Walton Reach 1 and bid the project



ENVISIONING A RESILIENT & SUSTAINABLE LONGMONT

The Longmont Sustainability Program is grounded in equity. It seeks to create trusted relationships and advance the decades of work being done by frontline community members, nonprofits, community-based organizations, local businesses and initiatives within the City organization.

By partnering with community members, all of these efforts work toward creating a resilient, equitable and sustainable Longmont for all.



On October 8, 2019, the Longmont City Council passed a resolution declaring a climate emergency, establishing Longmont’s intent to take immediate and accelerated action to address the climate crisis and engaging those most impacted by climate change in the decision-making process. In July 2020, Climate Action Task Force and the Just Transition Plan Committee completed the Climate Action Recommendations Report, which contained recommendations to address climate change in ways that benefit all members of our community.

The Equitable Climate Action Team (ECAT), formerly known as the Just Transition Plan Committee, is a group of frontline community members who are working with staff to provide an equity lens to climate action, while engaging with the community.

Longmont Power & Communications staff worked with the City’s Climate Action Task Force, Platte River Power Authority’s Integrated Resource Plan process and its goals for decarbonized energy generation, and Platte River’s Distributed Energy Resource Strategy.

The department’s residential and commercial energy efficiency program, Efficiency Works, saved Longmont a total of nearly 8.7 million kilowatt-hours (kWh) — enough to power nearly 12,000 homes for a month.

The department also advanced from “Bronze” level to “Silver” level recognition as a SolSmart community, reflecting the City’s efforts to encourage solar energy in the community.

The Sustainable Business Program team provided assistance to five minority-owned businesses in replacing aging refrigeration equipment with Energy Star units through the PACE small equity grant; provided free energy and water efficiency upgrades to 13 businesses through a state mini-grant, producing 18,014 kWh and 12,000 gallons of annual savings; and collaborated with the City of Holland, Mich., and Latino Chamber of Commerce of Boulder County to develop a toolbox to Engage Hispanic Businesses as Resilience Hubs for Spanish-speaking communities.

“A Resilient & Sustainable Longmont” continued ...

The Sustainability Program team and Community Neighborhood & Resources staff partnered with resident volunteers to create the Sustainable Opportunities, Lifestyles, and Leadership (SOLL) program to support grassroots sustainability education in the community, and to provide access to relevant City services that improve quality of life across all demographics. In 2020, the SOLL Program trained four volunteer technicians who provided home assessments and complete eco-upgrades such as LED lighting and water efficiency fixtures for 11 households.

Fleet staff purchased two additional electric vehicles in 2020 and identified vehicles in the City fleet that could be suitable for electrification into 2022 once made available on the market.

Business & Environmental Services staff secured a total of \$750,585 to advance sustainability goals:

- \$500,000 for the Waste Water Treatment Plant Carbon Footprint Reduction Program
- \$25,000 for Main Street Revitalization – supporting the lane closures along Main Street last summer/fall to bolster businesses as part of the City’s COVID response.
- \$219,585 for emerging stewardship needs in Longmont, in partnership with Wildlands Restoration Volunteers. Work is taking place in 2021 at Golden Ponds, McIntosh Lake, and more.
- \$6,000 for an EV charging station in coordination with Longmont Power & Communications and Fleet.



LPC – A RELIABLE PUBLIC POWER PROVIDER

Since the early days of the city’s founding, Longmont Power & Communications has continued to perform and provide reliable service to residents.

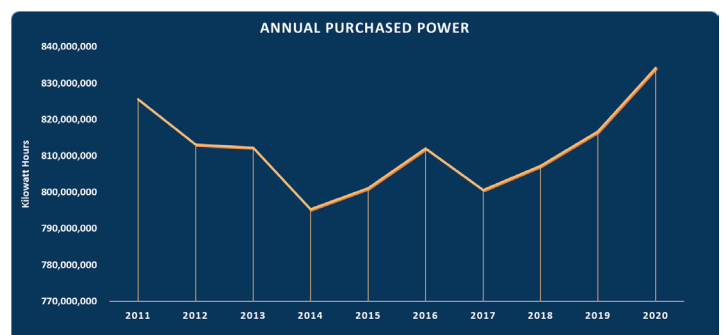
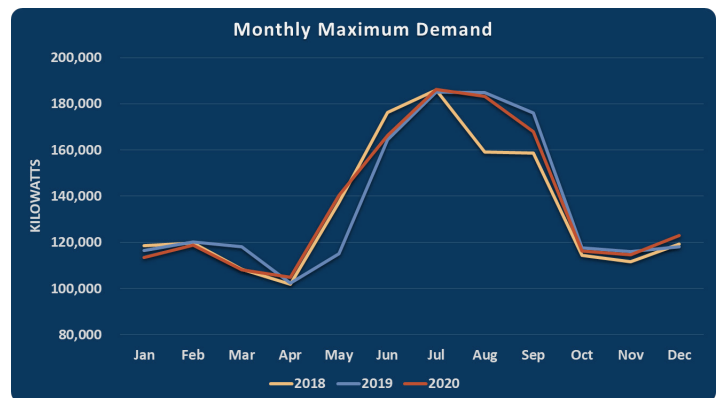
Longmont Power & Communications (LPC) received two awards from the American Public Power Association for communicating LPC’s steps to meet challenges of the pandemic and reassuring customers that its electric reliability would continue despite COVID-19.

The department continues to be recognized as a Reliable Public Power Provider (RP3) utility by the American Public Power Association — holding that designation since 2006, currently at the highest rating of Diamond.

Projected energy deliveries in 2021:

- Coal: 39%; Wind: 30%; Hydropower: 20%; Solar: 3%; Natural gas: 1%; Purchases/Other: 7%

Saving Money: Longmont Power & Communications’ low electric rates meant that Longmont as a community saved nearly \$27.9 million compared to the average Colorado rate.



LOOKING FORWARD TO THE NEW YEAR – 2021



As vaccines roll out and our community becomes safer, 2021 offers a “new normal” for many of us. In 2021, Longmont will celebrate its 150th birthday with virtual, outdoor and other festivities planned. Check out bit.ly/150birthday to view a calendar of events, including 150 Things to Do in Longmont!

Books Available for Purchase

Erik Mason, Curator of History at the Longmont Museum, published **“Longmont: The First 150 Years”** celebrating that historic milestone. The book not only commemorates the auspicious occasion, but also fills an absence in the historical record. While other books exist, none are as comprehensive and supplemented by such a wide range of archival material.

Landscape architect and former City employee, Paula Fitzgerald, published **“Stories of our Longmont Parks,”** a pictorial history of the 31 neighborhood and community parks built during Longmont’s first 150 years. Who or what are these parks named for? How did they come to be developed? These stories, alongside glimpses into their unique pasts, are shared.

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Both books are available to purchase online at LongmontMuseum.org, in the Museum’s Gift Shop and in select Longmont bookstores.

