

## PROGRAM INSIGHTS

**Doesn't directly support Equity, but would have disproportionate impact if reduced.**

### City Attorney

#### Non-Traffic Violations

The City Prosecutor's Office prosecutes Non-traffic Violations under this program. While the range of non-traffic violations is broad, in general I believe that this program supports equity by keeping the City's communities safer. If this program were reduced, my thought is that less of enforcement of the City's non-traffic ordinances would disproportionately impact underserved and lower socio-economic neighborhoods.

#### Traffic Violations

The City Prosecutor's Office prosecutes Traffic Violations under this program. While the range of traffic violations is broad, in general I believe that this program supports equity by keeping the City's streets safer. If this program were reduced, my thought is that less of enforcement of the Model Traffic Code would disproportionately impact underserved and lower socio-economic neighborhoods.

### City Council

#### Council Meeting Administration

No Explanation

#### Regional Air Quality Council

No Explanation

### City Manager

#### Oil and Gas Coordination - CMO

This program is designed to help protect our residents.

### Community Services

#### Caregiver Information, Education, & Support

These services and activities are designed to educate, inform, and support individuals who are caring for an older person. The success of these efforts increases the quality of care for older persons and reduces the financial burden of programs such as Medicaid.

#### Parking Enforcement

Parking Enforcement is primarily focused on the downtown area and is related economic impact. Keep vehicle moving to enhance access to downtown businesses.

#### Public Art Maintenance and Conservation

Eliminating the AIPP Maintenance and Conservation program would disproportionately impact equitable community. It would reduce the quality of life for those individuals who public art. Cultural expression is often at the core of public art and reflects this as a value of the City.

### Finance

#### Budgeting

Through our PBB and budgeting process we are applying equity to funding decisions. This is not a direct impact but supports those programs that do have a direct impact by identifying and allocating resources towards equity.

#### CIP Development

Similar to the budget preparation through the process of managing our CIP we could disproportionately impact equity. If we did not fiscally manage and prepare for the City's infrastructure this would have a huge impact on both the Community and their access to resources.

#### Development & Redevelopment Projects - Finance

Projects supported include retail opportunities and housing at both the market rate and affordable.

#### Environmental Response

Environmental Response if reduced would hamper the city's ability to respond to and mitigate environmental emergencies. If not mitigated timely and correctly could impact the quality of neighborhoods and public areas..

### Information Desk

This service provides support to a segment of the community that uses the telephone to contact the City and also to customers who visit the Civic Center Complex

#### **Loss Prevention**

Loss prevention supports all of the departments in the city with safety training and safety inspections also insuring the city facilities are safe for all occupants as well as visitors. If we were to reduce the level of loss prevention it could lead to accidents and injuries that could impact the ability of departments to provide safe work areas as well as safe places to participate in city provided programs.

#### **Sales Tax Auditing**

Sales tax audits generate additional general revenue and that is often a funding source for services that do not generate much or any program revenues but directly serve the public such as library, parks and public safety.

#### **Sales Tax Collections**

Sales tax collections generate general revenue and that is often a funding source for services that do not generate much or any program revenues but directly serve the public such as library, parks and public safety.

#### **Sales Tax Customer Service**

The sales tax customer service counter serves businesses throughout the community but often is supporting small and/or minority owned businesses to help them understand the requirements.

#### **Urban Renewal Projects - Finance**

URA projects include VATP and 1st & Main transit area. These redevelopments provide jobs and likely housing.

#### **Wellness**

The Wellness program helps to insure that all employees have access to the many wellness classes and challenges that are offered by the city. If this was eliminated it could ultimately have a negative impact as staff could have health issues that could have been prevented thus causing illness and time away from work further impacting the service the individuals provide for the community.

#### **Human Resources**

##### **Collective Bargaining**

No Explanation

##### **Recognition Program**

Currently we recognize employees for years of services and outstanding performance. We could use this program to help support Equity and what our employees are doing above and beyond their normal positions to support equity in their departments, within the community and within the city. There are a lot of employees that are doing their part, but are we recognizing them for it?

##### **Records Management**

No Explanation

#### **Public Safety**

##### **Longmont Ending Violence Initiative**

LEVI supports victims of domestic violence, which are disproportionately members of vulnerable populations.

##### **Radio Programming and Maintenance**

This program is responsible for the purchase, programming and maintenance of all of the mobile and portable radios within the Department of Public Safety.

#### **Public Works and Natural Resources**

##### **Flood Plain Management and Permitting**

Residences in flood plains are often lower income -- flood plain insurance rates would increase if this program were reduced.

##### **Industrial pretreatment**

No Explanation

##### **MS4 permit/program**

No Explanation

##### **Oil and Gas Coordination**

No Explanation

#### **RTD EcoPass Program**

Benefit for City staff. If eliminated, lower income employees would be disproportionately impacted.

#### **Shared Services**

##### **Building and infrastructure Management**

Having a repair site to build, fix and maintain city vehicles is a must to keep support to city departments.

##### **Database Management**

Faster is an in-house software that provides all records of the entire Fleet vehicle inventory. Ranging from budgeting, purchasing, repairs and disposal, all archived with-in the city server.

##### **Fuel Management**

Both Diesel and Unleaded fuel are used in specific vehicles. Future plans will be to reduce fossil fuels with alternative power source such as electric and possibly Hydrogen fuel.

##### **Parts Management**

The Fleet inventory is a way of reducing downtime for department vehicles to get back into service. Having to order all parts would result in longer wait time for repairs and services.

##### **Private Special Events**

Events held on City property at much less costly than other event venues and thus, if this were eliminated, would have a disproportionate impact on those not able to afford an event venue for their gathering.

##### **Records Management--Central Records and File Management**

Easy access to government records is important for the public to be able to hold government accountable. The more transparent and easily accessible our records are to all members of the community, the more equitable transparency is. We need to make more records available and accessible on a self-service basis and make that interface more user-friendly.

##### **Records Management--Citywide Records Program Administration**

Easy access to government records is important for the public to be able to hold government accountable. The more transparent and easily accessible our records are to all members of the community, the more equitable transparency is. We need to make more records available and accessible on a self-service basis and make that interface more user-friendly.

##### **Vehicle Infrastructure Management**

Having the Fleet Analyst support all the data from purchase of a vehicle to disposal and everything in the middle. Results give analyzing facts for needs with department vehicles.

#### **No identified equity gaps or needs**

##### **City Attorney**

##### **Bankruptcy**

I have categorized the Bankruptcy Program as having little to no impact on equity from CAO's perspective because this is a client driven program. CAO's client direction is to recover debts owned to the City through the bankruptcy process. As a result, CAO has little authority to create different outcomes that would take equity into account.

##### **Citywide Projects Support - CAO**

This program is typically directed by CMO and/or City Council initiatives, and therefore CAO is in a support role and has limited authority to impact the equity goals and/or outcomes of this program.

##### **Collections**

Similar to the Bankruptcy Program, I have categorized the Collections Program as having little to no impact on equity from CAO's perspective because this is a client driven program. CAO's client direction is to recover debts owned to the City through the collections process. As a result, CAO has little authority to create different outcomes that would take equity into account.

##### **Collective Bargaining - CAO**

The goal of the Collective Bargaining Program is to negotiate employment contracts with the police and fire unions. As a result, this Program is directed at internal human resources outcomes and has little to no impact on equity.

**Contracts**

Similar to CAO's Legal Advice and Support program, contracts is a Citywide internal support program over which CAO has little control on how it impacts equity.

**Legal Advice and Support**

This is CAO's primary program of providing legal advice to its internal client departments. This is a reactive program, i.e., CAO responds to its clients' legal questions, and thus CAO has little control over whether or how this program supports equity. From my perspective, the equity analysis would be served by focusing on the City department programmatic level, rather than CAO internal legal support of those programs. I have concerns that viewing CAO legal advice's through an equity lens could potentially create conflicts between equity policy matters and "objective" legal advice. I would happy to discuss this issue further.

**Liquor License Violations**

Liquor License Violations is a program that enforces state and local liquor code violations such as sales to minors. As a result, CAO does not determine what is illegal or not, and only prosecutes issued tickets but has little input on which tickets are issued. As a result of CAO's limited role, we have limited authority to impact equity goals and outcomes.

**Litigation**

Litigation is the quintessential reactive program for CAO: CAO doesn't control who sues the City, and we are required by the Charter to defend and represent the City in all legal proceedings. At a conceptual level, the courts have historically been used to perpetual systemic and structural inequity, but at the local government level, I feel it is an insurmountable challenge to try to address a societal problem of that scale.

**Ordinances**

Similar to CAO's Legal Advice and Support program, Ordinances is a Citywide internal support program over which CAO has little control on how it impacts equity.

**City Council****Council Administrative Support**

No Explanation

**Longmont Council for Arts**

No Explanation

**City Manager****Bad Debt**

No Explanation

**Council Administrative Support - CMO**

No Explanation

**Council Meeting Administration - CMO**

No Explanation

**Customer Satisfaction Survey**

No Explanation

**Employee Activities**

No Explanation

**Employee Recognition**

No Explanation

**Reactive Public Information Media Relations - CM**

No Explanation

**Sick Conversion**

No Explanation

**Community Services****Aquatics - Centennial Pool - Operation/Repair and Maintenance**

After discussion, this program has no equity impact.

**Aquatics - Centennial Pool - Rentals**

After discussion, this program has no equity impact.

**Aquatics - Centennial Pool - Special Events**

After discussion, this program has no equity impact.

**Aquatics - Kanemoto Pool - Operation/Repair and Maintenance**

After discussion, this program has no equity impact.

**Aquatics - Roosevelt Pool - Operation//Repair and Maintenance**

After discussion, this program has no equity impact.

**Aquatics - Sunset Pool - Operation/Repair and Maintenance**

After discussion, this program has no equity impact.

**Aquatics - Sunset Pool - Rentals**

After discussion, this program has no equity impact.

**Athletics - Adults**

After discussion, this program has no equity impact.

**Athletics - Rentals**

After discussion, this program has no equity impact.

**Boards & Commissions Support - CYF**

No Explanation

**Boards & Commissions Support - Golf**

After discussion, this program has no equity impact.

**Boards & Commissions Support - Rec**

After discussion, this program has no equity impact.

**City Meetings Special events - CS Director**

After discussion, this program has no equity impact.

**City Meetings Special events - Rec**

After discussion, this program has no equity impact.

**City Produced Special Events Public Information Sponsorship and Support - Rec**

After discussion, this program has no equity impact.

**Community Investment Programs**

No Explanation

**Community Problem Solving (Gang Response & Intervention) and Violence Reduction**

No Explanation

**Community Special Events**

After discussion, this program has no equity impact.

**Concessions - Sunset Pool**

After discussion, this program has no equity impact.

**Counseling**

No Explanation

**CYF Administration / Youth Center / Lashley/Meeker Center Management**

No Explanation

**Early Childhood Collaboration and Alignment**

No Explanation

**Economic Development Programs**

No Explanation

**Facility and Grounds Maintenance**

After discussion, this program has no equity impact.

**Facility Event Rentals**

After discussion, this program has no equity impact.

**Family Success and Parenting**

No Explanation

**Field Maintenance**

After discussion, this program has no equity impact.

**Field Maintenance - Off Seasonal**

After discussion, this program has no equity impact.

**Genesis**

No Explanation

**Longmont Symphony Orchestra**

After discussion, this program has no equity impact.

**Memorial Building - General Programs - Rentals**

After discussion, this program has no equity impact.

**Memorial Building - General Programs - Contracted**

After discussion, this program has no equity impact.

**Outdoor Program**

After discussion, this program has no equity impact.

**Outdoor Programs - Outdoor Programs and Adventure Camps**

After discussion, this program has no equity impact.

**Private Special Events - CS**

After discussion, this program has no equity impact.

**Proactive Public Information, Education and Marketing - CS**

After discussion, this program has no equity impact.

**Proactive Public Information, Education and Marketing - Rec**

After discussion, this program has no equity impact.

**Reactive Public Information Media Relations - Rec**

After discussion, this program has no equity impact.

**Recreation Center - Operation/Repair and Maintenance**

After discussion, this program has no equity impact.

**Recreation Center - Rentals**

After discussion, this program has no equity impact.

**Recreation Center - Support of Union Reservoir Swim Beach and Events**

After discussion, this program has no equity impact.

**Sunset Golf Course - Building and Equipment Maintenance**

After discussion, this program has no equity impact.

**Sunset Golf Course - Golf and Clubhouse Operations**

After discussion, this program has no equity impact.

**Sunset Golf Course - Turf Maintenance and Irrigation**

After discussion, this program has no equity impact.

**Twin Peaks Golf Course - Building and Equipment Maintenance**

After discussion, this program has no equity impact.

**Twin Peaks Golf Course - Golf and Clubhouse Operations**

After discussion, this program has no equity impact.

**Twin Peaks Golf Course - Turf Maintenance and Irrigation**

No Explanation

**Ute Creek Golf Course - Building and Equipment Maintenance**

No Explanation

**Ute Creek Golf Course - Golf and Clubhouse Operations**

After discussion, this program has no equity impact.

**Ute Creek Golf Course - Turf Maintenance and Irrigation**

No Explanation

**Volunteer Parking Patrol**

Parking Enforcement has moved over to Code Enforcement for better alignment.

June 2021 this program has been disbanded unable to support volunteers and increase in safety concerns for volunteers dealing with the public.

**Youth Development**

No Explanation

**External Services****Airport Management**

No Explanation

**Boards & Commissions Support - Airport**

No Explanation

**Boards & Commissions Support - PDS**

No Explanation

**Business Grants and Loan Program**

No Explanation

**Code Amendments**

No Explanation

**Comprehensive Planning**

No Explanation

**Contractor Licensing**

No Explanation

**Data and report Generation**

No Explanation

**Development and Redevelopment Projects**

No Explanation

**Development Review**

No Explanation

**Development Services**

No Explanation

**Development Services - Redevelopment**

No Explanation

**Elevator Inspections**

No Explanation

**Environmental Codes Enforcement**

No Explanation

**Health and Safety Codes Enforcement**

No Explanation

**Historic Preservation**

No Explanation

**Intergovernmental Activities**

No Explanation

**LDDA Support**

No Explanation

**LDDA Support - Redevelopment**

No Explanation

**Lease of Employee Parking Downtown**

This program supports employee parking for staff who historically provide services to underrepresented members of our community within the downtown. The Facilities team is responsible to properly fund and budget the employee parking within the downtown where community business is conducted.

<b>Liquor Licensing Inspections</b>
No Explanation
<b>Major Maintenance</b>
No Explanation
<b>Nuisance Codes Enforcement</b>
No Explanation
<b>Other Events</b>
No Explanation
<b>Primary Employment Incentives</b>
No Explanation
<b>Private Airport Development</b>
No Explanation
<b>Private Special Events - Airport</b>
No Explanation
<b>Proactive Public Education and Marketing - Airport</b>
No Explanation
<b>Project Management of Capital Projects - PDS</b>
No Explanation
<b>Public Airport Development</b>
No Explanation
<b>Public Information Sponsorship and Support</b>
No Explanation
<b>Reactive Public Info Media Relations</b>
No Explanation
<b>Regulatory Compliance</b>
No Explanation
<b>Routine Maintenance</b>
No Explanation
<b>Special events - Airport</b>
No Explanation
<b>Transportation Planning</b>
No Explanation
<b>Urban Renewal Projects</b>
No Explanation
<b>Finance</b>
<b>Accounts Payable</b>
This program does not impact equitable access or community.
<b>Accounts Receivable/Collections</b>
This program does not impact equitable access or community.
<b>Additional Appropriations</b>
If additional funds are received or needed we appropriate those funds with Council approval. We do not take into consideration if this is improving equity, so no impact towards equity here.
<b>Audit Coordination</b>
This program does not impact equitable access or community.
<b>Banking Services</b>
This program does not impact equitable access or community.
<b>CIP Amendments</b>
If project costs change we adjust those through a CIP amendment. There would be no impact to equity with this program.

**Collective Bargaining - Finance**

This program does not impact equitable access or community.

**Daily deposit/Balancing/Banking**

This program does not impact equitable access or community.

**Debt Management/Capital Funding**

Projects supported include retail opportunities and housing at both the market rate and affordable.

**Financial Reporting**

This program does not impact equitable access or community.

**Fiscal Analysis**

This program does not have an impact on equity. We provide financial analysis and support to departments on an as needed basis. This program also provides analysis and support for Munis.

**GID Support**

This program does not impact equitable access or community.

**Internal Controls**

This program does not impact equitable access or community.

**Investments**

This program does not impact equitable access or community.

**LDDA Support - Finance**

This program does not impact equitable access or community.

**Leadership & Supervision - Finance**

No Explanation

**Licensing**

This program does not impact equitable access or community.

**Payroll Processing**

This program does not impact equitable access or community.

**Pension Administration**

This program does not impact equitable access or community.

**Pool Cars**

This program does not impact equitable access or community.

**Processing Returns**

This program does not impact equitable access or community.

**Sales Tax Reporting**

This program does not impact equitable access or community.

**Human Resources****Regulatory Compliance - HR**

No Explanation

**Judicial Department****Judicial Process**

Set by local, state, and national codes, ordinances and laws

**Longmont Liquor Licensing Authority**

Legally required function.

**Longmont Marijuana Licensing Authority**

Legally required function

**Power and Communications****Analysis and Coordination with Other Entities**

No Explanation

**Budgeting - Power and Communications**

No Explanation

<b>Commercial Energy Efficiency Program</b>
No Explanation
<b>Contract and Legal Coordination</b>
No Explanation
<b>Development Review - LPC</b>
No Explanation
<b>Financial Monitoring and Analysis</b>
No Explanation
<b>Government Reporting</b>
No Explanation
<b>Longmont Area Economic Council (LAEC) Membership/Economic Development</b>
No Explanation
<b>Project Analysis</b>
No Explanation
<b>Public Safety</b>
<b>Administrative Duties - Fire</b>
No Explanation
<b>Car Seat Installation/Inspection</b>
No Explanation
<b>Codes and Planning Inspections/Permits</b>
No Explanation
<b>Community Engagement</b>
No Explanation
<b>Crime Analysis</b>
No Explanation
<b>Development Review - Fire</b>
No Explanation
<b>Fire Cause Investigations</b>
No Explanation
<b>Fire Crew Inspections/Target Hazards/Pre Plans</b>
No Explanation
<b>Fire Safety Outreach/Education/Special Events</b>
No Explanation
<b>Fire Services Maintenance</b>
No Explanation
<b>Firing Range</b>
No Explanation
<b>Hazardous Material Inspection and Compliance</b>
No Explanation
<b>Hazardous Materials Training and Response</b>
No Explanation
<b>Honor Guard</b>
No Explanation
<b>Information Technology</b>
No Explanation
<b>Leadership &amp; Supervision - PS</b>
No Explanation
<b>Logistics</b>
No Explanation

<b>Peer Support</b>
No Explanation
<b>Personnel</b>
No Explanation
<b>Proactive Public Information, Education and Marketing - PS</b>
No Explanation
<b>Professional Standards</b>
No Explanation
<b>Reactive Public Information Media Relations - PS</b>
No Explanation
<b>Reactive Services (All Hazard)</b>
No Explanation
<b>Records</b>
No Explanation
<b>Research and Development</b>
No Explanation
<b>Special Operations - Extra Duty Employment Program</b>
This program affords other City departments and private entities the ability to hire Police and Community Service Officers (CSO) in their official capacity to work details such as athletic events, security assignments, traffic control, and other assignments on a contract basis.
<b>Technical Rescue Training and Response</b>
No Explanation
<b>Training - Fire</b>
No Explanation
<b>Volunteer Management</b>
No Explanation
<b>Wellness - Fire</b>
No Explanation
<b>Wildland Fire Training and Response</b>
No Explanation
<b>Public Works and Natural Resources</b>
<b>Airport Lighting</b>
No Explanation
<b>City Produced Special Events - PWNR</b>
No Explanation
<b>Longmont Economic Development Partnership (LEDP) Membership</b>
No Explanation
<b>Mosquito Control</b>
Mosquito control
<b>Permit Review and Approval</b>
No Explanation
<b>Private Special Events</b>
No Explanation
<b>Underground Utility Locates</b>
No Explanation
<b>Voluntary Curbside Organics Collection</b>
No Explanation
<b>Shared Services</b>

<b>Airport Management - City Clerk</b>
Clerk provides internal support to Airport Manager only - does not create or eliminate equity in any way
<b>Applications</b>
No Explanation
<b>Cell Phones</b>
Purchasing evaluates cooperative contracts for selected cellular carriers for city-owned devices. Negotiates contract terms in the best interest of the City. Ensures highest return on unneeded equipment/devices via surplus disposal methods. This program does not impact equitable community or access.
<b>Citywide Projects Support - Recovery Office</b>
No Explanation
<b>Compressed Natural Gas (CNG) Fueling Management</b>
To be reviewed for 2023 budget cycle
<b>Contract Administration</b>
Contract administration is a necessary function to ensure we are correctly applying legal requirements and properly addressing legal issues that arise in the contracting and performance process. Without this program, staff who are not specialized in dealing with contractual matters would incur additional burden. City attorney staff would also have additional burden and timelines for contracts and related issues would increase. This program does not impact equitable community or access.
<b>Device Management &amp; Support</b>
No Explanation
<b>Disaster Recovery</b>
No Explanation
<b>ETS Leadership and Support</b>
No Explanation
<b>Leadership &amp; Supervision</b>
?? hard to assess. I think equity and access is or should be woven into our organization, this is one way to do that I guess. Needs more thought.
<b>Legislative Affairs</b>
No identified gaps.
<b>Licensing and Permitting--Specialty Business Licenses</b>
These are government required licenses that don't create equity.
<b>Network Reliability</b>
No Explanation
<b>P-Card Program</b>
The purchasing card program provides a streamlined way to pay for purchases in a manner that is less costly than the requisition to check process and also helps suppliers get paid faster. This program does not impact equitable community or equitable access.
<b>Pension Elections</b>
No identified gaps.
<b>Phone System</b>
No Explanation
<b>Purchasing Services</b>
The Purchasing & Contracts Division trains and supports City departments, elected officials and outside parties on procurement functions, roles and responsibilities. Equity is a factor in the new sustainable purchasing policy, including the way we engage with the diverse business community about how they can do business with the city. Administering the local preference ordinance helps local businesses competing for city contracts. We need to gather more data to find out if there is an equity gap warranting a more robust change in our operations.
<b>Records Management--Recording</b>
Legal function/requirement that does not particularly have equity impacts.

**Security Systems**

No Explanation

**Server Infrastructure**

No Explanation

**Surplus Disposal**

Purchasing is responsible for disposal of surplus equipment owned by the City by determining residual value to the City and identifying the highest return/lowest waste outcome for disposition. This program does not impact equitable community or access.

**Supports both Equitable Access and Community****Broadband****Customer Acquisition and Retention**

Continue to provide income qualified rates

**Customer Experience and Process**

Continue to provide income qualified rates

**Network - Customer installations, repair**

Continuing to build the Broadband network to provide equitable access to the entire community

**Network - Fiber Enablements**

Continuing to build the Broadband network to provide equitable access to the entire community

**Network Reliability - Outside Plant**

Continuing to build the Broadband network to provide equitable access to the entire community

**Network Reliability, Capacity Management - Inside plant**

Continuing to build the Broadband network to provide equitable access to the entire community

**City Attorney****Council Administrative Support - CAO**

This program is typically directed by City Council initiatives, and therefore CAO is in a support role and has limited authority to impact the equity goals and/or outcomes of this program. However, one of City Council's priorities is Equitable Access and Community, and therefore CAO's support of this Programs by definition supports that priority.

**City Council****Citywide Projects Support - City Council**

Equity has been a serious consideration with the Council, including implementation of this tool.

**Old Firehouse Arts Studio**

Programs for traditionally underserved populations has been a focus for the Firehouse Art Studio, along with free programming.

**Sister Cities**

This program broadens students horizons to learn about other countries.

**City Manager****Citywide Projects Support - CMO**

Citywide Projects in 2021 include the support of the Equity Office and Team

**Leadership & Supervision - CMO**

In 2021, City leadership has taught equity classes and started the process of incorporating equity throughout the organization.

**Senior Refunds**

This program is designed to help those who financially need it the most.

**Community Services****Administration**

Our administrative work includes hiring practices, vendor selection, facilities accessibility and maintenance, etc. We have identified these factors as critical to our Equity work and have established an internal IDEA committee to systematically analyze our practices.

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**Adult Collection**

The Library strives to collect materials on a wide variety of subjects in multiple formats. Materials are free to use in the Library or check out, ensuring access to all members of the community. Community input is a valuable tool used in making decisions on what to purchase, as are statistical analyses. The Library narrows the digital divide that exists across communities by providing access to materials through checking out wifi hotspots (currently) and chromebooks (in the very near future) which can be used to access the internet and all of our electronic materials.

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**Adult Computer Lab**

Narrowing the digital divide is increasingly important. Providing more computer classes for adults is one of our short term and long-term goals as we try to level the playing field of those who have tech skills and those who do not. Having skilled staff members to assist patrons with technology and interpret new technology is pivotal to success.

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**Adult Outreach**

Just as is the case for children, adults often do not know all that is available to them from the Library, from interlibrary loan of materials from other libraries to subscription databases to programs and study spaces. It is important to have staff who provide outreach and services to the homebound, to those for whom English is a second language, to those who don't have a place to go for education and entertainment that feels welcoming and doesn't charge directly for services. The Library also provides a place for the community to come together to meet and attend programs.

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**Adult Programs**

Library programs offer free education and entertainment to all who choose to participate. Important community discussions are often held in libraries, which are considered safe places for discourse on sensitive topics.

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**Adult Reference Assistance**

Adult reference assistance is open to all using as many communication avenues as possible. Anyone may receive reference assistance in person, via phone, e-mail, or text. Patrons receive valuable assistance on how to use computers, download books and other audiovisual materials.

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**Art on the Move**

Solicits temporary art installations from artists of all ages, backgrounds, cultures, incomes, etc. and pays the artists for the work they outline in their proposals. The art can tell so many different stories representing a diversity of cultures and perspectives. Public art pieces are placed throughout the community among all neighborhoods for the entire community to enjoy and to revitalize neighborhoods.

Side note: The AIPP Commission coordinates this program and the selection processes, so the appointment of member to this commissioners is also a critical component of equity.

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**Basic Needs Information, Referral, & Assistance**

This program area insures that information, resources, and case management are available to older adults, often low income older persons, and caregivers of older persons. The focus on meeting basic needs such as housing, health care, food, etc. is absolutely an equity access and community support. Two of the three staff members are bilingual and bicultural further strengthening equity access.

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**Boards & Commissions Support - AIPP**

Engages community input to advise decision-making. Forms art selection committees whose makeup includes (and encouraged) a wide spectrum of community voices.

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**Boards & Commissions Support - CS Director**

Provide staff support and resources to ensure that the advisory board can fully perform its responsibilities in assessing housing and human service needs within the community, and distributing over \$2 million annually to address individual and community development needs.

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**Boards & Commissions Support - Museum**

Engages community input to advise decision-making.

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**Children/Teen Collection**

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The Children/Teen Collection and services support access to materials and assistance in locating materials for caregivers and children from birth through high school. Materials are available free of charge and in a variety of formats to all cardholders.

#### **Children/Teen Outreach**

The Library offers a plethora of tools to help children and teens succeed,. All programs are free to all. Without concentrated outreach, those who may benefit most from these programs and services may not know about them, or how to access them.

#### **Children/Teen Programs**

Children's programs are foundational to library experience. They support not only children, but parents and caregivers who come together to participate in free early learning activities, socialization, and developing a love of reading and listening. It is important to ensure that we have programming available in Spanish as well as English, and appropriate programming for all ages from birth through high school.

#### **Children/Teen Reference Assistance**

Staff provide assistance to parents and teachers in choosing age-appropriate materials and programs to help children learn and grow. All programs are free of charge, and we continue to add more bilingual programming wherever possible. Parents and caregivers can request assistance in person, or via e-mail, phone, or text.

#### **Childrens and Teens Computer Lab**

Many mistakenly believe that everyone today has access to computers and the internet. This is not true. Many have phones but cannot afford the contract that comes with them. Some need assistance in using technology. Sometimes with children allowing children who do not have access to computers at home play games with their peers is a way to build community among kids who would not ever interact with each other outside of the library.

#### **City-wide Projects - Museum**

These are community-wide events that are available free and open to the public.

#### **Collaborative Service Coordination-Community**

These community collaborations address complex regional issues across the city and region to: ensure that everyone has access to quality affordable housing and opportunities to thrive and fully participate in the community. Longmont adopted the regional housing goal that 12% of Longmont housing units will be permanently affordable by 2035 (5400 units). The HSBC collaborative focuses on helping people experiencing homelessness to quickly exit into stable housing. LMAC dedicates it efforts to make Longmont a caring and inclusive community for all.

#### **Collaborative Service Coordination-Internal**

This service works across divisions and departments to leverage resources to achieve important outcomes to benefit the community, such as safe public spaces for all, ensuring access to resources during the pandemic recovery, and ensuring a continuity of service from the Longmont Housing Authority.

#### **Community-based Artwork**

Solicits public art proposals from artists of all ages, backgrounds, cultures, incomes, etc. and pays the artists for the work they outline in their proposals. The art can tell so many different stories representing a diversity of cultures and perspectives. Public art pieces are placed throughout the community among all neighborhoods for the entire community to enjoy and to revitalize neighborhoods.

Side note: The AIPP Commission coordinates this program and the selection processes, so the appointment of member to this commissioners is also a critical component of equity.

#### **Conflict Resolution Facilitation Direct services to the Community**

Conflict resolution is offered at no cost to all Longmont residents and folks that work in Longmont. Mediation services are offered at a time that work for people: evening, weekends. Majority of the mediations are focused on housing retention, minimizing the need to incur legal cost by having to go to court. The other types of case are neighbor to neighbor conflict that impact quality of life, reduce violence, build relationships and address cultural difference.

#### **Cultural Competency**

CNR division cultural competency offeres training, technical assistance to assure that the services we provide as a City are provided in a manner that Longmont residents is accessible and equitable. This service looks at systems equity, access, organizational culture, language, ethnic and other cultures, conflict resolution and consultation across various city departments, large scale city projects, city/community collaborations and area partners; including regional and state partners.

#### **Dia de los Muertos**

Our Dia de lost Muertos is free and open to the public, materials are available in Spanish, and we partner with a variety of diverse community partners and artists.

#### **Discovery Days**

Discovery Days is a low-cost informal educational opportunity that provides school-readiness for young children and the adults in their lives. Discovery Days supports early learners in the development of critical pre-school and fine motor skills. Activities are designed to meet the Colorado Early Learning & Development Guidelines. We are able to keep the cost low through our Equitable Access Program--a donor-supported program that supplements the salary and supplies needed.

#### **Educational Programs**

The Museum has long had a practice of engaging community members to develop educational programs. Native American consultants helped develop our school programs, for instance. We have also included Spanish interpreters and collateral for our educational programs.

#### **Flood Related Work**

This program ensures the quality rebuilding of housing stock within Longmont's neighborhoods impacted by the flood of 2013 and ensures that low and moderate income households can rebuild their homes and continue to afford to live in Longmont.

#### **Home Buyer Programs**

This program ensures quality housing stock within Longmont's neighborhoods and ensures that low/moderate income households can afford to live in quality housing.

#### **Home Ownership Programs**

Program is specifically designed to assist low/moderate income homeowners to make improvements to their homes, providing a more equitable access to programs that improve the City's housing stock, and supports an equitable community by increasing the chance that low/moderate income families (both owners and renters) will be able to continue to live in Longmont.

#### **Homeless Assistance Programs**

This program provides access to shelter and/or housing along with housing supports so that residents of our community can access this basic need and access the supports needed to maintain housing and be successful in the future.

#### **Leadership & Supervision - CS**

Leads the department's efforts to build a better community by providing dynamic, innovative and fully accessible services so our residents can gain the education, skills and knowledge they need to be successful in their lives and to be able to flourish, regardless of any obstacles they may encounter. The department provides the following services to the community: prevention and intervention services that address human needs; recreation and leisure services; community problem-solving; neighborhood and community development; housing; educational and cultural services.

#### **Meeting Rooms**

Our meeting rooms and study rooms are where people can come together in a safe and welcoming atmosphere away from their homes or places of work. Our rooms are able to be reserved without charge, and our meeting room policies ensure that as many groups as possible can use the rooms when available. In this time of teleworking, it is important to provide spaces where people can meet in person.

#### **Museum Events**

Many of the Museum events (summer concerts and lectures, for instance) are free and open to the public and/or available virtually. Our Strategic Plan prioritizes the expansion of audience for our public programs and we are actively collaborating with diverse outside partners and marketing opportunities.

#### **Museum Facility Rentals**

Facility Rentals (meetings, events, weddings, etc.) are available free for City-related events, at a reduced cost for non-profit organizations, and below market for all others. We are more accessible to other rental spaces available.

#### **Museum Store**

We engage with a variety of local artist for shop inventory, who receive commissions far better than typical gallery arrangements. Our inventory is also available at a variety of price points so that all are able to find the perfect selection.

#### **Neighborhood Group Leaders Association**

This program focus is to support neighborhood to have access to City services and staff in addition to helping neighborhood value diversity in neighborhood as an asset which builds community that value equity within their neighborhood and across the city.

#### **Neighborhood Improvement Grants**

Neighborhood Improvement Program (NIP) Grant. This program offers incentives and creates opportunities for neighborhoods to work together to increase group capacity to foster positive change and implement catalyzing quality of life improvements in their neighborhoods. Future challenge is to work with unregistered neighborhoods and provide similar neighborhood grants.

#### **Permanent Exhibition**

"Front Range Rising" was developed in consultation with a breath of community members, including Native Americans, Latinx, and Japanese stakeholders. Our strategic plan includes a refresh of this exhibition and through the process will integrate even more inclusive storytelling methodologies. Our admission fees are affordably priced, and we also offer a monthly free day, Museums For All (EBT card holders) free admission, and a free Museum Pass through the Library.

#### **Permanent Public Art Installations**

Solicits public art proposals from artists of all ages, backgrounds, cultures, incomes, etc. and pays the artists for the work they outline in their proposals. The art can tell so many different stories representing a diversity of cultures and perspectives. Public art pieces are placed throughout the community among all neighborhoods for the entire community to enjoy and to revitalize neighborhoods.

Side note: The AIPP Commission coordinates this program and the selection processes, so the appointment of member to this commissioners is also a critical component of equity.

#### **Portal Gallery Exhibitions**

The Museum has long had a practice of engaging community members to form exhibition consulting committees. We conduct regular visitor surveys in the community to learn more about interests. Day of the Dead, for instance, is a long-lived exhibit and event that is free--often attended by school groups. Our Low Riders exhibition was co-curated and fabricated with local participants in the tradition. We also include Spanish translation in all temporary exhibitions. Our admission fees are affordably priced, and we also offer a monthly free day, Museums For All (EBT card holders) free admission, and a free Museum Pass through the Library.

#### **Public Art Outreach and Education**

AIPP outreach events take place in the community and are open to everyone free of charge.

#### **Rental Housing Programs**

Housing is a basic life need, allowing individuals and families to thrive. If that housing is not affordable meeting other life needs are challenging at best and catastrophic at worst. This program ensures quality housing stock within Longmont neighborhoods and ensures that low/moderate income households can afford to live in quality housing.

#### **Rewind - CS**

This directly impacts how we respond to the minority over representation of youth of color in our juvenile justice system. We provide culturally responsive interventions to youth with outreach and intervention through a cultural broker model.

#### **Senior Center Management**

The senior center is open to any older adult 55+ and any caregiver of an older person regardless of age. We have increased our bilingual and bicultural staff to 4 and are producing more programs and communications in both English and Spanish as well as programs which are culturally appropriate and relevant. We insure access to information for all older persons.

#### **Senior Led Activities**

Older adults are invited, encouraged, and supported in providing and leading programs at the Senior Center. This provides a wide variety of programs from Mexican folk dance group, a German conversation group, woodcarving, cards, and many more. The options are only restricted by the space available.

#### **Summer Camps**

Summer Camps are informal educational opportunities for all kids in the community. Our Equitable Access Program (a donor-supported program that supplements the salary and supplies needed.) provides scholarships for families based on the Living Wage Calculator ([livingwage.mit.edu](http://livingwage.mit.edu)), which is a flexible income-based measure.

#### **Temporary Exhibitions**

The Museum has long had a practice of engaging community members to form exhibition consulting committees. We conduct regular visitor surveys in the community to learn more about interests. Day of the Dead, for instance, is a long-lived exhibit and event that is free--often attended by school groups. Our Low Riders exhibition was co-curated and fabricated with local participants in the tradition. We also include Spanish translation in all temporary exhibitions. Our admission fees are affordably priced, and we also offer a monthly free day, Museums For All (EBT card holders) free admission, and a free Museum Pass through the Library.

#### **Translations/Interpretation**

Providing access to information, programs/services and systems navigation internally and externally. Having bilingual/bicultural staff enables us to assist community members to understand systems, how to access and navigate by providing the information in Spanish and in a cultural relevant manner. (Translations/interpretation). We often serve as facilitators for Spanish community meetings and project that engage Spanish speaking community members.

#### **Volunteer Management - CS**

We utilize volunteers in peer counseling, money management program, all of the drop in programs, and in other ways as possible. This keeps programs affordable, allows for older adult direction and involvement in programs, and insures the broadest possible programs. We have over 300 volunteers who assist with programming.

#### **External Services**

##### **Boulder Small Business Development Center**

No Explanation

##### **Building Inspection**

We give preference to homeowner requesting inspections over commercial contractors to assist them with their projects and ensure the work is inspected in a timely manner.

##### **Building Permit Issuance**

We have provided on-going access to our building during Covid to assist all customers regardless of their computer skills and ability to apply for permits or licenses. We can easily assist Spanish speaking customers with concerns and preparation of plans for building permits.

##### **Colorado Enterprise Fund**

No Explanation

##### **Facilities Maintenance, Safety, and Security**

This program supports departments who historically provide services to underrepresented members of our community by maintaining and repairing core building infrastructure systems within the buildings where these services are provided. The Facilities team is responsible for proper operation, equipment maintenance, and repairs of core building systems including heating, plumbing, electrical, elevators, fire suppression, and roofing. Providing these maintenance functions supports equity within buildings where access is needed and community business is conducted.

#### **Latino Chamber of Boulder County**

No Explanation

#### **Longmont EDP Contract**

No Explanation

#### **Project Management of Capital Projects - Facilities**

This program supports departments who historically provide services to underrepresented members of our community through project management for capital infrastructure changes needed to effectively deliver these services within the City's buildings. The Facilities team is assigned to properly manage capital projects including replacement of core infrastructure systems and equipment based on life cycle. Providing project management for capital rehabilitations supports equity within buildings where access is needed and community business is conducted.

#### **Utilities**

This program supports departments who historically provide services to underrepresented members of our community through funding and budgeting the building utilities where these services are provided. The Facilities team is responsible for the proper costing and funding for electric and natural gas to core building systems including heating, lighting, elevators, and fire suppression. Providing these building utilities supports equity within buildings where access is needed and community business is conducted.

#### **Finance**

##### **Calculating and Producing Monthly Bills**

Ensures that every customer knows what they need to pay, making it easier for them to make the correct payment.

##### **Collections Activity**

Ensuring prompt payment of utility bills helps reduce the amount that we need to write off as bad debt, helping limit utility rate increases for all customers

##### **Connecting and Disconnecting Service**

Allows residents access to the utility services

##### **Emergency Management - Risk**

This is a support to the emergency operations of the City and if eliminated would greatly affect the ability to support the EOC and provide equitable service in a large scale emergency.

##### **Process City Mail**

Allows residents to communicate with the city via mail delivered by USPS.

##### **Tax Rebates**

These rebates assist people who need the financial help the most.

#### **Human Resources**

##### **Staffing and Recruitment**

We need to be able to post jobs where potential employees can see them, but we also need to post jobs in places that those who don't have as much access but are qualified can see them to. Currently, departments that are well funded are able to post jobs where ever they want and departments that are not well funded can only post jobs on our website and Careerbuilder. Some departments will not be able to get the best candidates where as other departments will see a lot of candidates. There should be more consistency on where departments can post their position if they can afford it or not. That would give better access to our postings to more candidates and give it in a more equitable way. We also need the time and ability to post jobs on job specific diverse websites to ensure that different populations are seeing our posts.

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**Tuition Reimbursement**

I think it is great that we have a tuition reimbursement program but I think we need to highlight that it can be used for language training. I also think it would be great if we could have City sponsored Language classes that select employee could take to improve their ability to help our community

**Volunteer Management - HR**

By being able to use volunteers we have the ability to reach more citizens in more diverse places

**Judicial Department**
**Community Service Work Program and Specialized Offender Programs**

This program supports both equitable access and community by providing an opportunity for youth to satisfy court costs by participating in service learning projects. Projects are planned with other City Divisions and local non-profits, in turn saving the City and non-profits money that would have otherwise been spent on paying for the projects our youth complete. The Community Service Coordinator strives to plan projects that provide an opportunity for youth to simultaneously be accountable, but also learn life skills that will benefit them and the community as a whole.

Scheduling is worked around school hours to not disrupt a youth's education. Although a central meeting area is determined, youth with transportation challenges are picked up by the Community Service Coordinator at different locations to eliminate this obstacle.

The Community Service Coordinator reaches out to our partnering agencies on a regular basis to evaluate the productivity and effectiveness of the projects completed by youth.

**Judicial Education Programs and Training**

The Judicial Department works with customers and other departments to ensure that everyone has access to counseling and courses to reduce troubling behaviors for juveniles, adults, and veterans as needed.

**Pre-sentence investigations and Direct Sentence to Probation Intakes**

This program supports equitable access in several different ways. These appointments are conducted in numerous formats including in person, phone, and virtually. This is done to ensure that all of our clients, regardless of their access to phone service, transportation, or wifi are given the opportunity to be compliant with an order "to appear". These appointments are conducted in the clients language of choice to ensure that a client's understanding of their case and our understanding of their circumstances is clearly understood. This is accomplished by our staff consisting of several bi-lingual (Spanish) employees and also by utilizing the language line and Linguabee for ASL interpreters. Staff routinely engages in training that supports better understanding of bias, equity and community resources to support our client's success. All forms used are available in English and Spanish. When other languages are used, forms are read to clients in their preferred language using the language line.

This program supports equitable community on many levels. These interviews include questions regarding housing, education, employment, mental health and the client's perceived barriers to their success in order to match services for meeting basic needs. We regularly partner with community organizations including Public Health, Mental Health Partners, Children, Youth and Families, The Senior Center, HOPE, The Our Center, Safe Shelter, LEVI, Kids Stuff, Human Services, North Broadway Shelter and numerous other non-profits and government agencies.

**Probation Supervision and Case Management**


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This program supports equitable access in several different ways. These appointments are conducted in the clients language of choice to ensure that a client's understanding of their case and our understanding of their circumstances is clearly understood . This is accomplished by recruiting and maintaining a staff consisting of several bi-lingual (Spanish) employees and also by utilizing the language line and Linguabee for ASL interpreters. Staff routinely engages in training that supports better understanding of bias, equity and community resources to support our client's success. These appointments are conducted in numerous formats including in person, by phone, and virtually. This is done to ensure that all of our clients, regardless of their access to phone lines, transportation, or WiFi are given the opportunity to be compliant. Staff is trained in assisting clients with attaining access to phone services, transportation and WiFi when the need is identified.

This program supports equitable community on many levels. Our staff is encouraged to build relationships in which clients are encouraged to share the barriers they are facing that are hindering their success in order to match services for meeting basic needs. Staff is also trained to recognize where deficiencies exist even when clients are not forthcoming about their circumstances. We regularly partner with community organizations including Public Health, Mental Health Partners, Children, Youth and Families, The Senior Center, HOPE, The Our Center, Safe Shelter, LEVI, Kids Stuff, Human Services, North Broadway Shelter and numerous other non-profits and government agencies to make appropriate referrals in order to ensure that the basic needs of our clients are being met.

#### **Rewind - Municipal Court**

This directly impacts how we respond to the minority over representation of youth of color in our juvenile justice system. We provide culturally responsive interventions to youth with outreach and intervention through a cultural broker model.

#### **Weddings and Civil Ceremony**

The court coordinates with customers to provide a solemn appropriate wedding service that meets the needs of the clients

#### **Power and Communications**

##### **Commercial Energy Efficiency Programs**

Through the Efficiency Works program commercial customers have access to rebates.

##### **Electric Rate Discount Programs**

Through the CARES program income qualified customers have access to rebates.

##### **Electric Service Provision**

All community members have access to reliable electricity.

##### **Renewable Energy Services**

As we move to 100% renewable energy benefit.

##### **Residential Energy Efficiency Program**

Through the CARES and CARE programs income qualified customers have access to rebates.

#### **Public Safety**

##### **Boulder Regional Emergency Telephone Service Authority (BRETSA)**

BRETSA provides significant assistance in bringing Enhanced 9-1-1 (E9-1-1) telephone and dispatching services to Boulder County and the cities, towns and fire protection districts located in Boulder County and Longmont.

##### **City Produced Special Events - Police**

Special events are open and often free within our community. Ensuring safety is a high priority.

##### **Emergency Notification System**

Program utilizes an internet based software application to develop and broadcast telephone and/or text messages to specific population areas or work groups.

##### **LEAD and CO-Responder**

Behavioral health affect all members of our community. Vulnerable populations struggle with access to mental health and substance use services, and LEAD and CORE bring services to the community setting to help with access. Both programs see a large number of minority and unhoused individuals.

**Restorative Justice**

Restorative Justice helps repair the harm that has been done to the community by the offender of a crime.

**Special Operations - Gang Intervention and Prevention**

Gang violence or activity can cause fear in neighborhoods. Intervention is achieved through three phases. Series of educational trainings and mentoring sessions designed to help identify negative environmental factors and criminal activity in order to reduce police calls for service, to promote a more stable resident base, to reduce exposure to civil liability an enhance the communication and relationships between police and multi-housing manager, owners and residents.

**Special Operations - SWAT**

High risk incidents occur on a regular basis within our community. SWAT helps keeps our community safe and is available in all neighborhoods.

**Special Operations - SWAT - Bomb Squad**

They are responsible for evaluating suspicious packages, rendering explosive devices safe and/or the removal of suspected improvised explosive devices. These can occur in any neighborhood within our community.

**Training**

A properly trained police force is necessary to ensure unbiased access, de-escalation and equal treatment.

**Utilities Calls for Services**

This includes emergency calls involving utility emergencies or disasters everything from water main breaks, potholes, down electric wires, gas line breaks or evacuations.

**Public Works and Natural Resources****Button Rock Preserve and Ralph Price Reservoir Management**

Ensures adequate supply of safe drinking water to all residents. Also provides an area for outdoor recreation with no entrance fee for residents, providing mental and physical health benefits of outdoor recreation.

**Development Review and Project Management of public infrastructure installation**

Ensuring City standards are met for new infrastructure ensures equitable access to critical services for all residents.

**Financial Analysis, and Rate and Fee Setting**

No Explanation

**Landscape and hardscape maintenance for parks, greenways, right-of-ways, and city facilities**

This program provides maintenance of outdoor spaces, which helps all residents enjoy the mental and physical health benefits of outdoor activities. Greenways, bikeways, and right-of-way are maintained to ensure access to all City and private amenities without economic barriers.

**Natural Land Maintenance and Management**

This program provides maintenance of outdoor spaces, which helps all residents enjoy the mental and physical health benefits of outdoor activities. Greenways & bikeways are maintained to ensure access to all City and private amenities without economic barriers.

**Potable and Raw Water Service**

Water service is a basic service needed by all residents. Provision of this service through a public entity is an affordable public service, and rebate programs exist for low income households.

**Project Management of Capital Projects**

Delivery of capital projects is critical to achieving equitable access to services such as water, sewer, and transportation, which are necessary to thrive.

**Residential waste diversion and collection**

Waste removal is a basic service that protects human health and the environment. Longmont's service covers all households, and at a rate lower than private companies are able to provide the service.

**Sewer Collection and Wastewater Treatment**

Sewer service is a basic service needed by all residents. Provision of this service through a public entity is an affordable public service.

**Stormwater Operations & Maintenance**

Effective stormwater maintenance protects lives and properties throughout the City. Stormwater maintenance protects the integrity of the transportation system for emergency services and travel.

#### **Sustainability**

No Explanation

#### **Technical/Regulatory Support**

Provides support for the provision of basic services such as water, sewer, transportation, etc.

#### **Transportation Maintenance and Repair**

Transportation is a basic need. Road maintenance and snow removal support access to all amenities and services.

#### **Union Reservoir Management**

Ensures adequate supply of safe drinking water to all residents. Also provides an area for outdoor recreation for residents with low barrier to entry, providing mental and physical health benefits of outdoor recreation.

#### **Shared Services**

##### **Accidents**

Having Fleet Services respond to accidents and giving an assessment of damages to Risk Management for reporting with the use of the Administrative Regulation (A27). Shared process gives equal evaluation.

##### **Boards & Commissions Support**

All community members should be able to participate in boards and commissions,. In this way, the decisions of the local government would represent all members of the community.

##### **City Produced Special Events**

Multicultural events and a broad spectrum of events help to weave the community together. City produced special events build community and equity.

##### **Citywide Projects Support**

Internally supporting equity and access better supports external equity and access. We must build from within and Citywide projects do just that.

##### **Council Support**

Staff supports Council Members so that we try to meet anyone's individual needs, depending on their unique scenario. In theory, this allows anyone to run for and hold office.

##### **Direct Customer Services**

Staff being available to answer questions and help guide the public is 100% in support of equitable community and access. Ensuring we can meet everyone's language and communication needs is critical, too.

##### **Elections**

Because the majority of our elections are coordinated by the County, they have broad mandates to create equity and access and are doing a good job maintaining and expanding access and equity to voting centers and such.

##### **Elections--LFCPA**

Also not sure about this one but I can say I think the current contribution and expenditue reporting forms/process for elections we use does NOT create equitable access and we should consider simplifying it. Candidates must have computer and Excel skills in order to manage this system and that is not equitable.

##### **Federal and State Regulatory Reporting**

This is a Federal law when having fueling sites. The reporting is done annually. Cash Johns is certified as a class A inspector for reporting all necessary requirements. Additional Fleet staff will be trained in the future as backup.

##### **Parts Purchase and Inventory**

Vehicles need parts to keep them in service. Preventative Maintenance requires fluids, filters, tires and brakes as part of the longevity in keeping vehicles going for city departments.

##### **Radio and Radio Infrastructure Management**

Radios are used for Public Safety and other city departments within the city. Communication is a high priority in an emergency situation. Communication during a snow storm and flood to help citizens is a need.

##### **Vehicle Purchases/ Vehicle Salvage**

Vehicle purchases are a source of transportation for City Department to succeed in the day to day operation. Giving a life cycle to each vehicle allows to not over cost with maintenance repairs.

**Vehicle Repairs, Vehicle Sublet, and Vehicle Preventive Maintenance**

Vehicle repair and maintenance is the key to all supporting departments for city needs. Including but not limited to Public Safety, Public Works and General Fund Divisions.

**Supports Equitable Access****City Council****Public Information Event Sponsorship and Support - City Council**

This outreach work is done in order to reach residents we don't normally hear from.

**City Manager****Customer Requests**

This program helps residents to get in touch with their elected officials.

**Proactive Public Information, Education and Marketing - CMO**

In this year, the Communications team has added Spanish translation as part of our general processes.

**Public Information Event Sponsorship and Support**

This outreach work is done in order to reach residents we don't normally hear from.

**Video Services/Channel 8 Cable Trust**

Channel 8 provides video services to people who use cable instead of other forms of technology for their video services.

**Community Services****Aquatics - Centennial Pool - Programs and Services**

Scholarship opportunities are availability for all people 17 years and younger

**Aquatics - Kanemoto Pool - Programs, Events and Services**

Scholarship opportunities are availability for all people 17 years and younger

**Aquatics - Roosevelt Pool - Programs, Events and Services**

Scholarship opportunities are availability for all people 17 years and younger

**Aquatics - Sunset Pool - Programs, Events and Services**

Scholarship opportunities are availability for all people 17 years and younger

**Athletics - Youth**

Scholarship opportunities are availability for all people 17 years and younger

**Clubs**

Access provided to all clubs at no charge

**Counseling - Senior Svcs**

Emotional support provided by Senior Services, whether in a group format, one to one, couple, or family is provided for free which does assist a greater amount of individuals who are able to access these services.

**Homebound Service**

Library materials continue to be important to local residents even when they cannot physically access the building due to advance age or illness. Library staff and volunteers assist in selecting materials, and deliver materials directly where there is a need. This is available to all with demonstrated need as communicated to us via an application form.

**Internal Support for Conflict Resolution Facilitation and Community Involvement**

Supporting internally staff to be able to provide equity and access to engage with diverse sectors of our community and to engage in a cultural response manner when engaged in community involvement and conflict resolution with communities and neighborhoods.

**LSO 4th of July Concert**

Free Community Event

**Memorial Building - General Programs - In-house**

Scholarship opportunities are availability for all people 17 years and younger

**Memorial Building - General Programs Operation/Repair and Maintenance**

Scholarship opportunities are availability for all people 17 years and younger

## **Recreation & Leisure**

Senior Services recreation programs are offered to all older persons, regardless of income. Many drop in programs are offered free of charge and the Friends support a scholarship offering to individuals who need assistance paying for activities with a fee. Technology programs are insuring that older adults have equal access to a virtual world and we've offered free devices as well as very lost cost and scholarship supported programs. Activities are designed for all levels of ability, cognitively and physically.

## **Recreation Center - Programs, Events and Services**

Scholarship opportunities are availability for all people 17 years and younger

## **Resource Referral & Education**

This service provides information and system navigation education that enables a diversity of community members to access resources within the City and community resources. Note bilingual staff and information in Spanish is key offering.

## **Seasonal Ice Rink**

Scholarship opportunities are availability for all people 17 years and younger

## **Therapeutics - Recreation Programs**

Reduced Cost Recover for Therapeutic programs making it easier access

## **Youth Programs - Intramurals**

Discounted fees for all to participate

## **External Services**

### **Visit Longmont Contract**

Visitors services are meant to be provided for all seeking them however, no specific equity access has been evaluated with the annual ED contracts. This will need to be rectified in 2022.

## **Finance**

### **Cashiering/cash receipts**

This service provides access to pay city utility bills to members of our community who may not have the means to make payments online or electronically.

### **Loss Control (Claims)**

The process of reporting claims is in English and Spanish as well as the claim forms, and we frequently call on Cultural Brokers to help citizens through the claims reporting process.

### **Risk Management**

Risk Management supports equitable access by making sure that all citizens are able to file claims with the division. This is done by making sure claim forms and instructions are in multiple languages and using cultural brokers when there could be a language barrier. If property is damaged Risk seeks out the damaged party and informs them of their rites and provides them with the tools to submit a claim. Risk will assist citizens at that time in submitting a damage claim.

## **Human Resources**

### **Benefits Administration**

Our benefits support equity in that they are offered to all full time employees, but our benefits are not based on need. All employees are offered the same medical/dental and vision at the same cost though there are some that can easily afford it and others who struggle to have that amount taken out of their check. A possible solution is to have a tier system, those employees who are making less would pay less for medical and those who make more would pay a little more to make up the difference.

Also, those who are making more money, with the way our retirement is set up, are able to contribute more and when they are ready to retire they will have more then those who are making less money, causing those who are making less money to work longer. If we were able to pool the retirement funds and redistribute based on need instead of how much you saved we could have a more equitable system.

### **Compensation Administration**

In Compensation we try to be as transparent as possible but the policy is based on being fair to our employees not equitable. If we were to change the way we do our compensation, it could impact equity in a negative way and increase bias. We have narrow ranges which make it harder to use bias to decide how much to pay an employee which helps with equity.

#### **Employee / Labor Relations**

Training for supervisors on bias and how bias can effect the way they treat their employees would be helpful. Also having our supervisors aware of how our employees are treating each other. Often people don't realize that they have biases and they are treating some differently, which can negatively impact an employee or staff. Also customer service training on how to treat customer that come into our building so we are looking at our customers through an equitable lens. Also when coaching supervisors and employees, to teach about equity and how that can impact the future of our city. Many of the policies in the city are there to make sure everyone is being fair and consistent, but as we are looking at employee relations, we would also need to look at policies and see if they are equitable so we are starting with a foundation of equity when we are enforcing the policies laid out by the city.

#### **Training and Development/Organizational Development**

Currently we are training on equity, but I feel as though we may need to spend some time getting our supervisors to understand biases and how that affects their employees.

#### **Judicial Department**

##### **Indigent Counsel Representation**

This program ensures that all customers have access to basic legal protections so that they can address any issues which involve their legal rights. This is also currently supported by state-level grants reimbursements for first appearance court-appointed counsel.

##### **Power and Communications**

##### **AMI Implementation**

All customers will have access to real time electric usage data to help make usage decisions to save money.

##### **City Produced Special Events Public Information Sponsorship and Support - LPC**

Education of community on programs and services

##### **Commercial Benchmarking**

All commercial customers are eligible for Commercial Benchmarking

##### **Electric Vehicle Infrastructure**

EV charging stations to accommodate the increase in electric vehicles

#### **Public Safety**

##### **Field Training and Evaluation**

Properly trained police officers are necessary for a safe community.

##### **Police Patrol - Animal Control**

Animal Control works in our parks and neighborhoods addressing a variety of animal related calls for service.

Reducing bites, animals off leash, and ensuring for clean parks and Trailways.

##### **Police Patrol - Report Taker Unit**

The Report Taker Unit handles the initial investigation and documentation of non-emergency, non-immediate, crime related incidents as reported by citizens in person, over the phone or via the mail;

##### **Property and Evidence**

Proper evidence receiving, cataloguing and storage is critical to our justice system. Community members can schedule appointments to return property online, by phone or in person.

##### **Special Enforcement Unit**

Narcotics, and other crimes affect all parts of our community.

#### **Public Works and Natural Resources**

##### **School Safety**

Ensures that all children have safe routes to school, regardless of identity or income.

##### **Traffic Signal Operations, Maintenance, and Studies**

Safe transportation is needed so all community members can access and utilize community amenities and services. Traffic operations support this equitable access.

#### **Transit Programs**

Primarily, this is funding to allow all residents to access transit services. This includes the local free bus system, Via transit services for older adults and residents with mobility challenges, and regional service to Fort Collins via FLEX.

#### **Shared Services**

##### **Budget and Fleet Lease Rates**

Capturing all costs and applying to the budget for keeping operation of vehicles going for city departments. All CIP of vehicles are processed to get the true cost of a purchase.

##### **Council Agenda Management**

The current agenda management system makes the council and all board agendas accessible any time, anywhere, from any device or in paper format, if desired. That makes it accessible to all people at all times and that's surely equitable! It is only in one language which could be an area to improve and create greater access. I also believe it is ADA compliant.

##### **Fuel Infrastructure Management**

All our fueling sites are for city owned vehicles. As stated above any fueling site must be monitored by a class A city employee and all repairs need to be reported to the state annually.

##### **Licensing and Permitting--Liquor Licensing**

Not too sure about this one. The process is paper dependent which is not easy to use but we are reliant on the state to make changes to that.

##### **Marijuana Licensing**

Not too sure about this one. The process is paper dependent which is not easy to use but we are reliant on the state to make changes to that.

##### **Records Management--Open Records Research Requests**

Easy access to government records is important for the public to be able to hold government accountable. The more transparent and easily accessible our records are to all members of the community, the more equitable transparency is. We need to make more records available and accessible on a self-service basis and make that interface more user-friendly.

##### **Vendor Maintenance & Outreach**

Purchasing and Contracts educates vendors on the City's purchasing and contracting processes and policies by hosting "How to Do Business with the City" training, attending trade shows, and participating in other supplier outreach events. We reach out to local, small and disadvantaged vendors as appropriate. Future plans include more targeted outreach to diverse businesses as included in the new sustainable purchasing policy.

##### **Website**

Information on the website is critical for residents to access.

#### **Supports Equitable Community**

##### **City Manager**

##### **Legislative Affairs - CMO**

This year, equity played a key role in proposed legislation, aiming to undo laws from the 2006 session.

##### **Community Services**

##### **Boards & Commissions Support - CDBG**

Engages community input, especially from voices not normally heard, to advise Council's decision-making.

##### **Discover Neighbor, Discover Home Grants**

Discover-block parties offers the opportunity for neighbors to get to know one and other better valuing the diversity within their neighborhood. Challenge better marketing to make it more accessible to all.

##### **Health & Physical Wellbeing**

We partner with many organizations to provide health and wellbeing programs including local hospitals, local healthcare professionals, city based wellness staff, hospice and other non profit organizations to keep information presented current, accurate, accessible in terms of costs, etc.

#### **Human Service Agency Contracts**

Human service grants are distributed to local agencies that provide housing and human services to community members who do not have sufficient resources to meet their basic needs. Over 120,000 people (not unique individuals) are served by agencies that receive city human service grant funding.

#### **Leadership & Homeowners Association Training**

Building leadership skills for HOA and Neighborhood leaders we provide from technical session such as budgeting , sustainability to inclusion and valuing diversity within your neighborhoods. Opportunity to expand into more session regarding equity as a community asset.

#### **Museum Archives**

Opportunities to plan for and accomplish equitable artifact collection and storytelling (e.g. Latino story project, Northern Arapaho, land acknowledgement).

#### **Museum Permanent Collection**

Opportunities to plan for and accomplish equitable artifact collection and storytelling (e.g. Latino story project, Northern Arapaho, land acknowledgement).

#### **Neighborhood Activity Grants**

Grants offered provide opportunity for neighbors to interact and building relationships-builds on inclusion and valuing diversity within the neighborhood. Build a equitable community

#### **Special Projects**

These special projects highlight social justice issues and equity for all in our community. Projects include: Inclusive Communities Celebration; Martin Luther King Celebration, Peruvian Festival, Cinco de Mayo, Fair Housing education and intervention, Community Garden, Longmont Multicultural Action Committee and others as they come up.

#### **Judicial Department**

##### **Court Security**

Ensures the safety and security of all who enter the Judicial Department.. Allows them to appear in court in a safe environment. The department is constantly evaluating the position for processes and procedures to identify potential gaps of equitable service.

##### **Power and Communications**

##### **Cost-of-service Studies and Rate and Impact Fee Development**

Rates are allocated over rate classes based on use of the system

##### **Proactive Public Education and Marketing**

Education of community about programs and services.

##### **Street Lighting**

Free street lighting is provided to the entire community

#### **Public Safety**

##### **Administrative Duties - Police**

Our systems have to function properly to provide services throughout the community

##### **Crime Scene Investigator**

Crime Scene Investigators (CSI) assist department staff by processing more serious crime scenes and traffic accidents.

##### **Emergency & Non Emergency Calls for Service**

911 emergency calls for service are available to all parts of our community

##### **Emergency Management**

Vulnerable populations are disproportionately affected by disasters, and a robust OEM program is critical to ensure all members of our community are protected

**K-9**

These two teams are responsible for handling Emergency, Immediate, and Routine calls for service.

**Person Crimes**

Victims must feel safe reporting crimes. All neighborhoods are affected.

**Proactive Patrol**

We proactively patrol all areas of the city

**Property Crimes**

Officers can respond in person or a victim can file online reports. Officers are dispatched, usually via non-emergency calls to our Communications Center.

**Special Operations - School Resource Officer Unit**

SRO work in a diverse school population. Students, teachers, parents, administrative school staff work together to keep our children safe.

**Special Operations - Traffic Unit**

We are responsible for all public street enforcement. We do not set fines, these are set by the court.

**Victim Services**

Victim Services is a response and support group for victims of persons crimes that are disproportionately members of vulnerable populations.

**Public Works and Natural Resources****Graffiti Vandalism**

Ensures that public spaces are aesthetically pleasing to facilitate recreation opportunities for all residents.

**Maintenance for Ditch Companies**

Ensures adequate supply of safe drinking water for all residents.

**Serve on the Board of Directors for Ditch and Reservoir Companies**

Ensures adequate supply of clean drinking water for all residents.

**Water Rights Administration and Accounting, and Raw Water System Administration**

Ensures adequate supply of clean, safe drinking water to all residents.