

# AGENDA

## Denver Board of Water Commissioners

Denver Water Administration Building  
1600 West 12<sup>th</sup> Avenue  
Denver, CO  
Board Room, Third Floor

**Wednesday, January 9, 2019 9:00 a.m.**

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### I. INTRODUCTORY BUSINESS

#### A. Call to Order and Determination of Quorum

#### B. Public Comment and Communications

At this point in the agenda, the Board may allow members of the public to address the Board on any item of interest within the jurisdiction of the Board, and not on the agenda for action. Speakers wishing to address a specific Action Item will be invited to address the Board when the item is being considered. Three minutes are allowed for each person unless the President determines otherwise.

1. Distributor Communications
2. Citizen Advisory Committee Communications

#### C. Ceremonies, Awards and Introductions

### II. ACTION ITEMS

#### A. Consent Items

Items listed below are considered routine and may be enacted by one motion and vote. If any Board member desires discussion beyond explanatory questions, or corrections to the Minutes, the President may order that item to be considered in a separate motion and vote.

1. Minutes from December 5, 2018 - Open Session
2. Minutes from December 12, 2018 - Open Session
3. Customer Satisfaction Surveys – Contract 503498
4. Intergovernmental Agreement with Colorado Department of Water Resources for Streamflow Gaging at Big Lake Ditch and Fraser-Jim Creek Diversion - Contract 500507
5. Cooperative Stream Gauging Program with U.S. Geological Survey - Contract 503815
6. Intergovernmental Agreement with the City of Cherry Hills Village -Tree Maintenance on the High Line Canal – Contract 503502

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7. Intergovernmental Agreement with Arapahoe County - Tree Maintenance on the High Line Canal – Contract 503503
8. Identification of Discretionary Employees and Proposed Changes to the Personnel Policies Related to Discretionary Employees

**B. Individual Approval Items**

**III. POLICY MATTERS**

**IV. EXECUTIVE UPDATE**

- A. CEO Update
- B. CFO Update
- C. Operations Update

**V. BRIEFING PAPERS & REPORTS**

- A. Briefing Paper
- B. Report

**V. ADJOURNMENT**

**VII. TRUSTEE MATTERS**

**VIII. EXECUTIVE SESSION**

The Board may adjourn the regular meeting and reconvene in executive session on topics authorized by C.R.S. Sec. 24-6-402 or D.R.M.C Sec. 2-34.

- A. Confidential Report § 24-6-402(4)

# DENVER BOARD OF WATER COMMISSIONERS

Meeting Date: January 9, 2019

Board Item: II-A-3

## Customer Satisfaction Surveys, Contract 503498

Action by Consent

Individual Action

### **Purpose and Background:**

The use of customer surveys has proven to be a valuable tool for improving our customers' experience and we are using this methodology to inform our customer strategies moving forward. This feedback includes six different quarterly customer satisfaction tracking surveys (call center, pipe replacement, scheduled maintenance, emergency services, and field interactions) and two bi-annual surveys (end water user and distributor).

The surveys provide us with valid and reliable quantitative and qualitative data that is used to understand where we should focus and prioritize our continuous improvement efforts to make the largest positive impact to improve our customers' experience. The surveys also allow us to gain insights on key issues or initiatives, such as, customer sentiment on conservation, drought, brand, or rates. This information helps us to develop effective customer communications and education for the respective topics.

### **Budget and Schedule:**

The total amount of this contract is \$320,000, and the term of the contract is January 2019, to December 2021, with the option to extend for two years. Funds for this service will come from the 2019 budget for QA & Reporting which has sufficient funds to pay \$133,000 in 2019. The remaining \$187,000 will be budgeted in years 2020 and 2021.

### **Selection of Business Partner:**

Denver Water's Procurement section issued an RFP on Denver Water's website, on Rocky Mountain E-Purchasing System (BidNet), and through direct e-mail to the SBE/MWBE Bid List and six known contractors/consultants who perform this type of work. Denver Water received four proposals in response to the RFP. Of the bidders, three were SBE.

The selection team for this contract included employees from Customer Relations and Integrated Marketing to ensure the voice of the customer and our branding are fairly represented. The selection team recommends continuing our relationship with Customer Care Measurement & Consulting (CCMC).

### **S/MWBE Information:**

The vendor is not a registered SBE/MWBE.

### **Recommendation:**

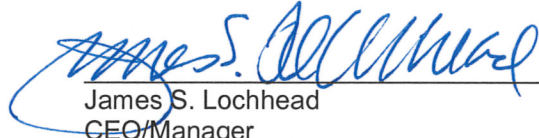
It is recommended that the Board approve Contract 503498 with Customer Care Measurement & Consulting (CCMC) for our customer surveys for the contract period January 2019 to December 2021 for a total contract amount not to exceed \$320,000.

**Approvals:**

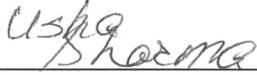


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Mike King  
Chief External Affairs Officer

Respectfully submitted,



\_\_\_\_\_  
James S. Lochhead  
CEO/Manager



FOI

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Angela Bricmont  
Chief Finance Officer



# DENVER BOARD OF WATER COMMISSIONERS

Meeting Date: January 9, 2019

Board Item: II-A-4

## Intergovernmental Agreement with Colorado Department of Water Resources for Streamflow Gaging at Big Lake Ditch and Fraser-Jim Creek Diversion Contract 500507

Action by Consent

Individual Action

### **Purpose and Background:**

The Colorado Division of Water Resources (CDWR) operates a streamflow monitoring network to collect and transmit real-time water resources data via the CDWR website. Since 2010, Denver Water has paid user fees to CDWR for streamflow monitoring at the Big Lake Ditch head gate above Williams Fork Reservoir and the Fraser-Jim Creek diversion structure in Winter Park. User fees are \$100 per month, per gage and the two gages are operated seasonally for six months. The First Amendment to the original contract expired on September 30, 2018. This is the Second Amendment.

### **Budget and Schedule:**

The total amount of this contract amendment is \$7,200, and the term of the contract is October 1, 2018 to September 30, 2023. A \$1,200 payment was issued in December 2018. Additional funds for this service/contract will come from the 2019 budget for Raw Water Supply Business Unit which has sufficient funds to pay the \$1,200 estimated to be needed in 2019. The remaining \$6,000 will be budgeted in years 2020-2023.

### **Recommendation:**

It is recommended that the Board approve the Second Amendment to Contract 500507 with the Colorado Division of Water Resources to continue streamflow gaging at Big Lake Ditch and the Fraser-Jim Creek diversion for an extension of the contract period through September 30, 2023 and for an addition of \$7,200 for a total amended contract amount not to exceed \$24,000.

### **Approvals:**

Respectfully submitted,



Mike King  
Chief External Affairs Officer



James S. Lochhead  
CEO/Manager

# DENVER BOARD OF WATER COMMISSIONERS

Meeting Date: January 9, 2019

Board Item: II-A-5

## Cooperative Stream Gauging Program with U.S. Geological Survey Contract 503815

Action by Consent

Individual Action

### Purpose and Background:

In order to help protect, develop and operate Denver Water's raw water system, the Board has annually contracted with the U. S. Geological Survey (USGS) for installation, operation and maintenance of stream gauging stations. The most recent contract expires on December 31, 2018. Under contract 503815, the USGS will operate and maintain 33 stream gauging stations in 2019. A list of those 33 gauging stations is listed in the contract.

The City of Englewood has agreed to reimburse Denver Water for the seven gaging stations required for the operation of the Meadow Creek system. Currently, Denver Water operates the Meadow Creek system, under a 1995 Settlement Agreement, 500032, in which the City of Englewood agreed to cover costs associated with its operation. In addition, Climax Molybdenum, Dillon Valley Water District, Eagle River Water and Sanitation District, Grand County, the Town of Dillon and the Town of Vail have each agreed to reimburse the Board a portion of the operation and maintenance costs for stream gauging sites relevant to their operations.

### Budget and Schedule:

The total amount of this contract is \$335,721, and the term of the contract is January 1, 2019 to December 31, 2019. Funds for contract 503815 will come from the 2019 budget for Raw Water Supply, which has sufficient funds in 2019.

Denver Water will be reimbursed a total of \$80,983 for the 2019 stream gauging expenditures, making the net cost \$254,738.

### Recommendation:

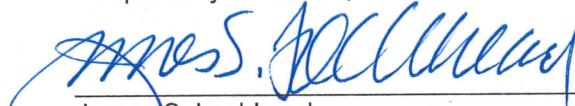
It is recommended that the Board approve contract 503815 with U.S. Geological Survey for operation and maintenance of 33 gauging stations for the contract period January 1, 2019 to December 31, 2019.

### Approvals:



Mike King  
Chief External Affairs Officer

Respectfully submitted,



James S. Lochhead  
CEO/Manager



Angela Bricmont  
Chief Finance Officer

FOR

# DENVER BOARD OF WATER COMMISSIONERS

Meeting Date: January 9, 2018

Board Item: II-A-6

## Inter-Governmental Agreement with the City of Cherry Hills Village Tree Maintenance on the High Line Canal Contract 503502

Action by Consent

Individual Action

### Summary:

Denver Water owns and operates the High Line Canal that stretches from Waterton Canyon to the Rocky Mountain Arsenal National Wildlife Refuge. A tree inventory and condition assessment was completed in 2016 and data on 23,677 trees (6" diameter and larger) was collected. This inventory prioritized the maintenance of the trees on the High Line and Denver Water has continued to work with partner agencies and their forestry teams to identify the most critical trees that need pruning or removed. 577 trees were listed as the most critical, and two contractors were selected in May, 2018 to begin a three-year contract to address these most critical trees. Denver Water's recreational lease partners have agreed to share in some of the cost of the tree work according to how many trees are located in their stretch of the Canal. Cherry Hills Village has agreed to pay Denver Water a one-time payment of \$10,000 to help offset costs associated with the trees within the Cherry Hills Village limits.

### Budget Information:

The proposed IGA is a receivable for Denver Water and will help with costs associated with the 3-year, \$900,000 High Line tree project. Contracts 503383 and 503384 were approved at the May 23, 2018 Board meeting. These contracts divided the work between two local tree contractors. This project is a combined effort between Recreation (Administrative Services) and High Line Operations (Operations and Maintenance). Recreation has budgeted \$200,000 for tree maintenance in FY 2019, which will be sufficient to fund costs associated with this project. The \$10,000 contribution from Cherry Hills Village is part of an overall commitment of \$250,000 in matching funds from our recreation lease partner agencies toward this effort.

### Recommendation:


It is recommended that the Board approve Contract 503502, an IGA with the City of Cherry Hills Village for the purposes of sharing costs associated with the maintenance of trees on the High Line Canal within the city limits of Cherry Hills Village.

### Approvals:

 ACTING FOR  
BRIAN GOOD

Brian Good  
Chief Administrative Officer

Respectfully submitted,



James S. Lochhead  
CEO/Manager

 for

Angela Bricmont  
Chief Finance Officer



# DENVER BOARD OF WATER COMMISSIONERS

Meeting Date: January 9, 2018

Board Item: II-A-7

## Inter-Governmental Agreement with Arapahoe County Tree Maintenance on the High Line Canal Contract 503503

Action by Consent

Individual Action

### Summary:

Denver Water owns and operates the High Line Canal that stretches from Waterton Canyon to the Rocky Mountain Arsenal National Wildlife Refuge. A tree inventory and condition assessment was completed in 2016 and data on 23,677 trees (6" diameter and larger) was collected. This inventory prioritized the maintenance of the trees on the High Line and Denver Water has continued to work with partner agencies and their forestry teams to identify the most critical trees that need pruning or removed. 577 trees were listed as the most critical, and two contractors were selected in May, 2018 to begin a three-year contract to address these most critical trees. Denver Water's recreational lease partners have agreed to share in some of the cost of the tree work according to how many trees are located in their stretch of the Canal. Arapahoe County has agreed to pay Denver Water a one-time payment of \$150,000 to help offset costs associated with the trees within the Arapahoe County limits.

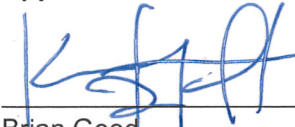
### Budget Information:

The proposed IGA is a receivable for Denver Water and will help with costs associated with the 3-year, \$900,000. High Line tree project. Contracts 503383 and 503384 were approved at the May 23, 2018 Board meeting. These contracts divided the work between two local tree contractors. This project is a combined effort between Recreation (Administrative Services) and High Line Operations (Operations and Maintenance). Recreation has budgeted \$200,000 for tree maintenance in FY 2019, which will be sufficient to fund costs associated with this project. The \$150,000 contribution from Arapahoe County is part of an overall commitment of \$250,000 in matching funds from our recreation lease partner agencies toward this effort.

### Recommendation:

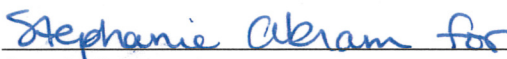
It is recommended that the Board approve Contract 503503, an IGA with Arapahoe County for the purposes of sharing costs associated with the maintenance of trees on the High Line Canal within Arapahoe County.

### Approvals:

  
ACTING FOR  
BRIAN GOOD  
\_\_\_\_\_  
Brian Good  
Chief Administrative Officer

Respectfully submitted,

  
\_\_\_\_\_  
James S. Lochhead  
CEO/Manager

  
\_\_\_\_\_  
Stephanie Abram for  
Angela Bricmont  
Chief Finance Officer

# DENVER BOARD OF WATER COMMISSIONERS

Meeting Date: January 9, 2019

Board Item: II-A-8

## Identification of Discretionary Employees and Proposed Changes to the Personnel Policies Related to Discretionary Employees

Action by Consent

Individual Action

**Purpose and Background:**

The Denver Charter allows the Board to hire up to 2% of its workforce outside of classified service as “at-will” employees who serve solely at the pleasure of the Board, meaning they are not entitled to civil service protections. Denver Water refers to these employees as discretionary employees. Under the current policy, Discretionary positions are senior level or policymaking positions that report directly to the CEO/Manager or to a Chief.

Under the current policies, the Board is responsible for identifying those positions it considers discretionary. Below are several tables: **Table 1** includes the positions currently identified as discretionary and the persons who hold those positions and the reporting line. **Table 2** includes positions that are currently part of the classified service that are recommended to be changed to discretionary. **Table 3** includes a position that is currently identified as discretionary that is recommended to be changed to classified with the retirement of the incumbent.

The proposed changes to the attached discretionary Employee Personnel Policies incorporate language appropriate to the changing nature of positions, technology and information. The proposed policy language will permit, if appropriate, these discretionary employees to report to positions other than the CEO/Manager or a Division Chief when deemed that their position has broad organizational impact or can put Denver Water at significant risk.

**Budget and Schedule:**

None.

**Table 1: Current Discretionary Positions and Incumbents**

Discretionary Position	Current Incumbent	Reports To	Status Date
CEO/Manager	Lochhead, James S	The Board	6/01/2010
Chief of Staff	Anderson, Julie A	CEO	9/03/2011
General Counsel	Brody, Jessica R	CEO	8/07/2018
Chief Administrative Officer	Good, Brian D	CEO	1/03/2004
Chief Engineering Officer	Mahoney, Robert J	CEO	11/01/2006
Chief Human Resources Officer	Cagle, Doris G	CEO	1/13/2014
Chief Operations & Maintenance Officer	Roode, Thomas J	CEO	7/27/2009
Chief Information Officer	Dermody, Christopher R	CEO	7/10/2000
Chief Financial Officer	Bricmont, Angela C	CEO	7/26/2010
Chief External Affairs Officer	King, Michael E	CEO	2/08/2016
Chief of Internal Audit	Open Position	The Board	N/A
Director of Engineering/Projects*	Reum, Stephen C	Chief Engineering Officer	9/17/2011
Director of Public Affairs	Chesney, Stacy L	Chief External Affairs Officer	4/08/2018
Treasurer	Sharma, Usha	Chief Financial Officer	4/13/2009
Rates Manager	Davis, Fletcher W	Chief Financial Officer	1/17/2017
Budget Manger	Abram, Stephanie M	Chief Financial Officer	9/21/2016
Government Relations Manager**	Piper, Christopher N	Director of Public Affairs	8/23/2017

\* Director of Engineering/Projects will be replaced as a non-discretionary position upon retirement of the current incumbent

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\*\*Position currently reports to a Chief but under the new policy will report to the Director of Public Affairs

**Table 2: Current Classified Positions to be Reclassified as Discretionary**

Discretionary Position	Current Incumbent	Reports To	Status Date
Director of Human Resources/Total Rewards	Kim Burgess	Chief Human Resources Officer	12/10/2018
Director of IT Cybersecurity	Open Position	Chief Information Officer	N/A

**Table 3: Current Discretionary Position to be Reclassified as Classified Service**

Discretionary Position	Current Incumbent	Reports To	Status Date
Director of Engineering/Projects	Open Position	Chief Engineering Officer	N/A


**Recommendation:**

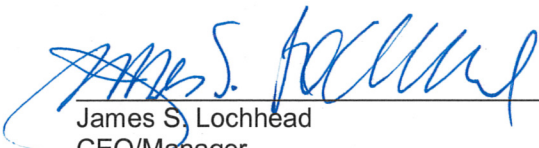
It is recommended that the Board adopt the following recommendations:

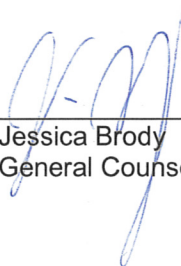
1. Adopt the proposed changes to the Personnel Policies as described in the attachment.
2. Approve the reclassification of positions in Table 2; the Director of Human Resources-Total Rewards and the Director of IT Cybersecurity from classified service to discretionary.
3. Approve the reclassification of the position in Table 3 from discretionary to classified service upon the retirement of the current incumbent.

**Approvals:**

Respectfully submitted,

  
\_\_\_\_\_  
Gail Cagle  
Chief Human Resource Officer

  
\_\_\_\_\_  
James S. Lochhead  
CEO/Manager

  
\_\_\_\_\_  
Jessica Brody  
General Counsel