



 CITY OF
WEST ST. PAUL

Operations Accomplishments & Activities

Strategic Initiatives

1. Rebranding/Creating our Story
2. Ensuring roadway infrastructure PCI ratings are maintained/improved
3. Structure a plan and strategy for repair, reconstruction, or expansion of the City Hall building as part of a larger facilities maintenance strategy
4. Address park maintenance standards, monumentation and commitment to the Bike/Ped Plan
5. Explore recreation programming opportunities and partnerships including naming rights and foundation funding
6. Aggressively pursue Robert Street and other redevelopment opportunities
7. Broadly focus on sustainability, partnership, and collaboratives

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2017 Economic Development Accomplishments

Development Projects Completed in 2017

- Hobby Lobby redevelopment
- Dunkin Donuts/Baskin Robbins redevelopment
- Denny's Restaurant redevelopment
- Perkins Restaurant Remodel
- Chuck and Don's
- Bank America
- 149 Thompson Medical Clinic
- Sanctuary Senior Living Facility
- Harrison Dental Studio (HDS) Expansion
- TapeMark expansion
- Prime Design expansion
- Dodge Nature Center Farm House Remodel/Expansion
- Town Center II Grifols and Raising Canes
- Evolve Work Place (Business Incubator) 260 Wentworth

Inspections Rental and Code Enforcement

- 1,900 building permits issued YTD; increase of approximately 350 from prior year including 10 new homes. New permitting/inspections software live in January 2017; on line permitting live January 2018
- \$29,220,862 million in new market value (as shown on bldg. permits) - increase of \$7 million from prior year; generating \$580,000 in permit fees
- 426 Rental licenses issued
- Over 1200 rental license inspections conducted; 60 compliance letters 80 citations; a couple are being Court processed
- 150 WSP property owners certified through MN Crime Prevention Association.
- 1,762 Code enforcement cases opened; 200 citations

Development Projects in Process at Year End 2017

- Purchase/rehab of problem property at 210 Logan Avenue
- Five EDA residential lots were sold - two houses are currently under construction. Expecting construction on the remaining three in 2018.
- Town Center I - the EDA moved forward with a purchase agreement of a third parcel (Maaco). Reviewed project with three different developers. Still working with a developer on a pro-forma and concept plan 2017 - 2019.
- Town Center II -A Fitness Center is currently proposed as a 2018 project. Qdoba Mexican Restaurant January 2018 opening
- Thompson Oaks Redevelopment - reviewed options with different developers. Possible development starting in 2018.
- Thompson/Wentworth redevelopment parcels under contract by third party for 2018/19 construction
- 252 Marie Avenue - Westview Park Apartments Expansion May 2018 opening.
- Outlot building(s) in front of Hobby Lobby were reviewed in 2017; site plan process in 2018.
- New DARTS Senior Daycare Facility - 2017 & 2018.
- Super Target Remodel - 2017 & 2018.
- CDA/EDA owned Block 900 (North Gateway Area) - worked out easement/survey issues and now CDA and City staff plan to send RFP's to preferred senior developers in 2018.
- Navy Island Plywood Expansion - 2017 & 2018.
- Lakeland Delivery - a new business/facility - 2017 & 2018
- Controlled Climate Storage facility (68 Moreland) - zoning was approved in 2017, site plan process scheduled for 2018.
- Southview Square Mall Redevelopment - plans submitted for demo/rehab for Goodwill store proposed for 2018
- Tax Exempt Financing for Walker West approved in 2017 for 2018 construction

Back Office Advancements - General Government

- NeoGov Perform Planning and Implementation to streamline performance review process and ensure timely reviews
- NeoGov Onboard (to be complete by year-end with training early 2018) - to streamline and improve new employee orientation process
- Supervisors provided detailed onboarding orientation guide
- Improved HR connection (Intranet Site) - to provide accurate up to date information to employees on benefits
- Laserfiche - Re-examined folder structure and process for scanning and organizing electronic files with follow-up staff training / knowledge transfer
- Streamlined and eliminated many forms for new employees and open enrollment insurance changes - Worked with insurance providers to allow the City to enter changes directly into their systems.
- HR Policies revised throughout the year for Council review in 2018
- Transitioned payroll from South Metro contract to Finance Department
 - Audited PERA eligibility for Pay codes with resulting amendments
 - Automated PERA report, which is now electronic from New World to PERA with reduction in error rate.
 - Audited Pay hour accruals with resulting adjustments in part time accruals. All employees accrual rates were audited.
 - Audited HSA deductions resulting in a mid-year VEBA correction
 - Implemented a payroll internal control review process
 - Improved reporting to benefit eligible staff through the payroll process
 - Improved the internal control over employee benefits now being reported through payroll, general ledger is updated without a manual process making changes to the amounts through accounts payable.
- Implemented review and work flow processes in accounts payable (AP) to improve internal control/security and working toward similar invoice review enhancements
- Implemented a review process in the cash collections for daily deposits and updating the general ledger.
- Implemented a secure email transfer of files for FICA, bank account, wire instructions et al.
- Brought in an intern from Inver Hills Community College. An inventory of software and applications the City utilizes was one of the many things we had this intern work on.
- Consolidated multiple copier and printer vendors into one allowing for better pricing and expense management. Implemented new Papercut technology to achieve the goal of 25% reduction in paper related expenses.
- Implemented mobile computing into the field for community development by utilizing Microsoft Surface Pro's. Consolidated devices for the department heads to provide an all in one solution for their technology needs.
- Benefits Renewal below budget estimates
- Amendments to reporting relationships between and within departments
- Implementation of Compensation Study
- Onboarding for 40 employee's positions in 2017, primarily seasonal employees.
- Created and held new supervisory orientation, covering responsibilities, authority, process, policies and employment and labor laws.
- Developed Robert Street State Funding Request Materials
- Social Media - Started a Twitter account for the Police Department in August and already have over 2,000 followers and amazing engagement. This brings our total social media followers to over 12,000 across four accounts.
- Marketing Events - Attendance at an all-time high. Hundreds of attendees at all of the Movie in the Parks, Recycling events are at maximum capacity.

Plans, Studies & Grants

Comp Plan - 2017 & 2018

Housing Plan - 2017 & 2018

Renaissance Plan - 2017

Smith and Dodd Area Plan - 2017 & 2018

Garlough/Marthal Trail Realignment Study - 2017

Participated in the completion of the East/West Transit TAC Study - 2017

Grants

\$1.195 million to build an off-street trail and sidewalk on Marie Avenue

\$984,000 for a new trail along Wentworth Avenue from Delaware east to Humboldt

\$150,000 I/I private property grant

\$126,000 I/I public infrastructure grant

Public Safety

Fit-4-Duty

This past year the police department was able to achieve about two-thirds of the department participating in the Fit-4-Duty program. The goal of this program is to reduce injuries, use of sick time, promote faster recovery, as well as increasing officer productivity and job satisfaction.

Officer Wellness

As part of a wellness program, the department developed a mental health protocol for officers in crisis. It is important when an officer reaches out for help, for that officer to connect to a mental health professional with experience in working with police officers.

Police Department Training

A significant responsibility of Public Safety agencies is Preparedness. Field and other training is a large part of that. Often, major cases provide the opportunity for senior officers to mentor junior patrol and investigators on similar cases. During 2017, a suspicious death turned into a homicide case and resulted in our investigative unit being successful in arresting and charging the person responsible.

Metro area protests during 2017 underscored the importance of a coordinated police response to civil unrest incidents. No single department, including St. Paul and Minneapolis, has sufficient resources to handle these events. West St. Paul worked with three other Dakota County police departments to develop a collaborative team and to coordinate several county-wide Mobile Field Force MFF trainings this past year. Our officers were able to utilize their new skills during two civil unrest deployments in St. Paul.

The department was able to use federal funds to send, train, and certify six officers in a 40-hour Crisis Intervention Training (CIT) course. In addition to the week long CIT course, the department was able to send several additional officers to a day long CIT session. After July 2018, CIT will be a mandated police training.

The department also sent a Lieutenant to the FBI Academy this past June. This is a well-respected national eleven-week long executive training that contributes to the department's succession planning efforts.

Two new patrol positions were authorized in 2016 requiring implementation of Field Training (FTO) during 2017. This is typically a seventeen-week process.

Police Reserves

The Reserve program has dwindled some the past few years but was rejuvenated during 2017. Currently a dozen new police reserves are being trained. Instead of soliciting for new reserve recruits once per year, the program has been restructured to allow applicants to be considered throughout the year.

Canine Replacement

With the unexpected medical retirement the department canine, we were able to obtain a replacement canine at no cost. However, with the desire for the handler to keep the dog, a community effort was made to purchase the retired animal. Within three days over \$8,000 was raised. In addition to the replacement canine, the department was able to secure a free training slot in the St. Paul canine training program.

Operational Efficiency

Over 2,000 items were purged from our evidence room. The department's evidence room is limited in the number of items it can contain, but at the same time, there is an increased need and expectation to collect and hold more evidentiary items.

Social Media

Departmental staff worked with the City's Marketing and Communication Manager to create, train and implement the police department's Twitter account. Within a few months, the department had over 2,000 followers, which is well above average for an account this new.

Body Cameras

The police department continues to research and explore various body camera products while taking into account the desire to have the chosen vendor provide a replacement for our aging in-squad camera system. An enhancement to the current system should be brought forward during 2018

The West St. Paul Police Department responded to 24,000 calls in 2017. Over 20% of calls were for Welfare and Premises Checks.

Multi Department Community Outreach Programming

1. Collaborations with the public WSP Schools-classroom presentation on internet safety, 911, bullying-coloring contest, pizza parties, k9 demos and Q &A time with officers,
2. Collaborate with school district of community wide or high school parent presentations on internet safety, drugs, mental health etc.
3. Bike Rodeo- Works with Wentworth Library for the 2014/2015/2016 Camps-this year working with Wentworth Library/Children's Hospital, Kohls and community members
4. Weds Activities, Spring and Winter Camps
5. Little Tikes Camp
6. Safe Kids Camp
7. Kicking it with a Cop (Kickball game)
8. Night to Unite
9. Police Citizen Academy
10. Working on a Teen Citizen Academy
11. Coffee with a Cop
12. Heroes' and Helpers (Shop with a Cop)
13. Car Seat Checks and Clinics
14. ROMA
15. Jr. Swat
16. Senior Safety Day/BBQ (June of 2017)
17. Multi Housing Class
18. Senior Safety Presentation on senior homes (Identity Theft etc.)
19. Cops and Santa program
20. Facebook/ Social Media
21. NTU Committee for the State of Minnesota
22. TCORCA
23. Back to School Supply Drive
24. Home Run Derby
25. Open Houses
26. Health/School Fairs
27. Rec Programming
28. Arbor Day
29. West St. Paul Days

Ongoing Programming

Multi-City Volunteer Program

Number of volunteers who assisted WSP in 2017 was 289 as of Mid-November, exceeding 2016 numbers; projects ranged from back office support opportunities to clean up days at 210 Logan Avenue and expansion of the Adopt A Park and Street programs. A May 2 Volunteer Appreciation Dinner was hosted.

Multi-City Recycling Program

West St. Paul, South St. Paul and Mendota Heights, with Dakota County, coordinate recycling needs for the area. For 2017, recycling bins inside City Hall and at parks located throughout the City were inventoried. New recycling and/or trash containers were purchased for City Hall, the Dome, and parks. Joint events for residents in all of the three cities were held throughout the year including two paper shred events (24,000+ pounds of paper), a pumpkin collection event (5+ tons of pumpkins composted) and City Hall plastic film collection (35+ pounds). 2018 will see the beginning of organics collection at City Hall, with a few events collecting organics trialed in 2017 (90+ pounds).

WSP Yellow Ribbon Program

Re-established the Beyond the Yellow Ribbon Network with the ACM as committee chair; tasks included obtaining donations, assisting WSP veterans, putting on an Appreciation event for 150 National guard service members , soliciting volunteers, revising the mission, and vision and establishing goals for 2018. Recognitions from the County, State, and other Dakota county Yellow Ribbon cities received for reviving and creating a successful organization

Strategic Priority Scorecard Summary

1. Rebranding

Our growing social media presence has been noted by many. Deliverables by City communications staff, such as in funding requests to the Legislature or the community newsletter, have been noted as often of exceptional quality. Completion of the Robert Street construction project and resulting development activity appears to also have had positive impacts on perception of West St. Paul in the marketplace. Opportunities exist related to the multi-family assets within the community and to a lesser extent deferred maintenance in some single-family neighborhoods.

2. Infrastructure

The 2016/2017 time-frame resulted in more mileage improvements throughout the community than had been completed during the prior six-year time-frame. Included were several multi-jurisdictional projects. Furthermore, the 2.5-mile Robert Street reconstruction project was completed during 2017 and the 2018 Street maintenance project is in the queue for a spring construction start. The ongoing challenge will be maintenance of this effort due to funding required. The approach, out of necessity, will be to pursue projects for which we can gain third party funding and/or other partnerships.

3. City Hall

Replacement of HVAC units and a roofing section was completed during 2017. Engineering for a parking lot improvement has been approved for 2018. The 2018 CIP also includes replacement of remaining roof sections during 2018. Additional funding has not been requested within the 2018 budget for next stage space needs or other architectural assistance. The next stage discussion will be how to best reconfigure the existing asset in a responsible way.

4. Park maintenance/Bike Ped

Grants have been received to further bikeway/walkway projects for Marie/Oakdale and Wentworth Avenues. The City has achieved a path that could accomplish the final leg of the County River to River Greenway between now and 2021. This project could result in improved public access to the Thompson Oaks stormwater basin. The Marthaler Park design, completed in 2017, may result in enhancements to that park resource within the next few years. A component of the Smith/

Dodd small area plan was inclusion of Ped/bike access/safety review, which will be available during future roadway projects in that area. The \$2.9 million Harmon Park project was closed out in 2017 and construction at the Sports Complex took place in 2017. The challenge will be funding the local share for the above over the next three years.

5. Recreation Programming

During this past year, the City devoted significant discussion to the future of the outdoor pool, the golf course, and a potential multi-jurisdictional community recreation asset proposed at the Henry Sibley High School. All of these topical areas will overlap into 2018. The challenge will be how to maintain aging infrastructure while experiencing operating losses or to transition those assets in a manner supported by the public.

6. Robert Street and Redevelopment

Fourteen development/redevelopment projects were completed during 2017 with another dozen or so in process for 2018.

7. Sustainability, Partnerships and Collaborative

During 2017, Council approved sixteen Joint Powers, similar agreements, and three MNDOT agreements. Community collaborative such as the Yellow Ribbon effort and multi-jurisdiction operating partnerships such as the Volunteer and Recycling programs are continuing. Often missed in notable collaboratives are development projects, most of which are partnerships. Likewise, an important piece of the sustainability initiative occurs within the back office of the operation. A number of enhancements occurred in this area as well.