

District 5 Registered Neighborhood Organization & Homeowners Association Leadership Lunch

Hosted by Amanda Sawyer, City Councilwoman for District 5

Tuesday, February 1, Noon-1:30pm

Virtual Meeting via Zoom

Meeting Minutes

Attendees: CW Amanda Sawyer (Council District 5), Laura Dunwoody (Denver 311), Officer Borquez (DPD3), Officer Grimsley (DPD3), Officer Lewis (DPD2), Officer Murray (DPD2), Cari Ervin (Windsor Gardens), Adriana Lara (DFD), Captain Greg Pixley (DFD), Roger Miller (Rangeview HOA), Jeannine Shaw (Denver Water), Jimmy Luthye (Denver Water), Joe Levi (DOTI Advisory Board), Patricia Mulligan (Mayfair Neighbors), Paul Aceto (Virginia Vale), Kathy Head (LUN), BJ Kumagai (Rangeview HOA), Judy Baxter (Historic Montclair), Mike Hughes (CPHCA), Leslie Renard (Bellevue-Hale) Carrie O'Shea (Historic Montclair), Tim Rooney (Winston Downs), Mariana Ledezma-Amorosi (ECNA), David Halterman (Winston Downs), Libby Smith (Park Forest), Leah Woolington (Rangeview), Misgana Tesfaye (Crestmoor Park), Wende Reoch (CPHCA), Sarah Andress (DPD2 Outreach Case Coordinator), Dain Schiele (LUN), Felicia Rodriguez (City Council District 5)

*Others may have joined during the meeting.

Welcome & Introductions, CW Sawyer

CW Sawyer welcomed everyone, led introductions, and then introduced Guest Speaker: Laura Dunwoody, Director of Resident Engagement from Technology Services and Denver 311.

Guest Speakers, Luara Dunwoody

- To reach Laura Dunwoody, email laura.dunwoody@denvergov.org. **Please do not give her email contact out to the community.** This is for RNO/HOA Leadership only.
- See attached Power Point Presentation.
- 311 came about during the Hickenlooper term and the idea was to create a one stop shop for Denver residents to help start their journey to appropriate department or agency in the city.
- Can be reached by dialing 311 or 720-913-1311. Also have access thru pocketgov.com. This group has access to pocketgov.com and handles issues that come thru the report and issue functionality. Emails go directly to this team, and they filter to the appropriate department or agency or respond directly to the resident. Often the things constituents call 311 about can be found on denvergov.org but 311 staff is happy to be the mediation. Thru pocketgov.org screens you can interact with a live agent.
- When an interaction comes in 70% of the time 311 agents can meet caller needs. The agent creates a Salesforce case which is either closed indicating the issue was resolved or routed to a city agency for resolution.
- Agencies are instructed to keep the Salesforce case open until resident need is met/work is completed.

- Salesforce auto generates and email to the resident indicating the requested work has been completed. If you or community members are not happy with the result of a response. Please contact 311 and they will be happy to organize and escalation on the resident's behalf
- Commitment to residents is to answer 90% of calls within 2 minutes or less. Mondays are the busiest days of the week and may wait longer but even on busiest days may wait no longer than 5 minutes.
- Chats are the fastest channel. If you initiate a chat, you will be talking to a live agent. Usually within seconds.
- Agents are evaluated by matrix and calls are reviewed and evaluated based on matrix.
- Callers can leave a survey score. Sentiment is more what we're looking for vs the score.
- Additional Ways to stay in the know about the city
 - Denver TV Channel 8
 - Denvergov.org
 - Denver Local Newsletter
- 311 handles about 2000 interactions a day and 80% of those are phone calls and then we get about 15% of our business through the PocketGov emails, and 5% through chat.
- Looking to expand the chat channel so right now you can only get to it through PocketGov so we could manage the flow.
- Going to add five new people which will make 311 even faster. Don't think it will impact quality which is a good thing because we've got a great new training process or methodology process.
- It takes a total of four months before a 311 agent is out on their own and taking calls independently, so we have a very long nesting period.

Q: Mike Hughes - I call 311 often. I think the service is really impressive and so well done. I called last week and the recorded part at the very beginning was an extensive recording regarding trash, recycling and compost. Are there things you can tell us about the state of trash, recycling and compost that we can communicate so people know what's going on?

A: We knew at the beginning of the year that the routes we're going to change. Department of Transportation and Infrastructure (DOTI) did a lot of marketing and some mailers to residents. Nonetheless we knew there was going to be a significant amount of confusion. There was also an influx of COVID positive cases and drivers calling out sick. This resulted in a higher number of calls coming in because new routes were in effect and then staff shortages and pickups were being missed. As of right now you should see everything calming down. If you forget to put out your trash call 311 to get you picked up within 72 hours.

Q: Joe Levi - One thing I've noticed about the denvergov.org website is that there are not a lot of phone numbers available, if you want to call someone directly. Is 311 able to give out phone numbers?

A: It's more for expediency and efficiency. Prior to 311 if you went online and got a list of phone numbers and resulted in a lot of voicemail but not talking to a person. 311 does their best to get you taken care of but if you want a phone number, they will provide it too. 311 is also in place to track the types of calls coming in. 311 will also give you a case number and that case number is visible to everyone in the city that uses Salesforce.

Q: CW Sawyer – By the time a call gets to the council office it’s because of responsiveness. Can you talk thru what that looks like on your end?

A: Try to establish good agency relationships but don’t have the manpower to police 311. In the past the agency would move the problem over to another system and then work the problem but then it would close out the case in Salesforce and it would auto generate an email to the customer that the case was addressed or closed though the work wasn’t completed. Then another complaint would come in that the work wasn’t done. We found some themes with some agencies, and we have expanded their use of Salesforce more efficiently. It’s not perfect and there is still room for growth, but we really use the 311 data to measure this. We appreciate the relationship with council so we can continue to make that salesforce case open until the work is done. Please reach out to the council office so we can help track on our end

Q: BJ Kumagai - Once a year I try and find somebody from the water department to mow the grass on the side of the Highline Canal. If I call 311 will they contact the water department and write a resolution on that ticket that I can save?

A: Denver Water is a separate quasigovernmental organization, as is the Highline Canal Conservancy. Please continue to contact the Council office for assistance. Highline Canal gets a bit confusing. We have invited them to our June RNO Meeting to speak on some of these issues.

Community Partner Information Sharing

DPD District 3: Officer Matt Grimsley, matthew.grimsley@denvergov.org (720) 913-1218

- Commanders Advisory Board (CAB) Meeting is tonight, Feb 1 at 6:00pm. Commander will have up-to-date crime stats.
- Neighborhood Watch is February 8 and is virtual. Email D3NeighborhoodWatch@denvergov.org to RSVP.

Q: Judy Baxter – It was my understanding that 911 is only for emergency and when there are non-emergency should people call 311?

A: If you can’t remember the non-emergency number you can call 911 and they will direct you to non-emergency. 911 responders are also trained for that.

Q: Libby Smith – I live in Park Forest neighborhood and hear gunshots a lot more frequently. Do we need to report gunshot?

A: Yes, call those in so that we have more accurate data on where the activity is coming in. It also is an opportunity to have officers there if they are in the immediate area. It helps DPD narrow it down to where the shots are coming from. City Council just approved expansion for DPD’s Spot Spotter program. Unclear if Park Forest is included in the expansion at this time.

DPD District 2: Heidi Lewis Heidi.Lewis@denvergov.org 720-913-1094

- Events for Q1 Partner with House of Purpose Church on East Colfax for the quarterly Faith and Blue event.
- Want to remind everyone, changed calendar years so all trespassed agreements are expired. If you had a trespassed agreement and want to continue, email Officer Lewis.
- Getting back into the East Colfax Corridor Grant. Added an intern to our team to keep track of our ops plan and the progress we make along that corridor.
- Still have school supplies available for any children in need. Please contact Officer Lewis.
- 2 interns one helping with East Colfax and the other helping with outreach team and CRO team. Using a resource driven approach and creating a jobs packet with organizations currently hiring and candidate eligibility.

DFD: Adriana Lara, adriana.lara@denvergov.org (720) 913-3482; Captain Greg Pixley, greg.pixley@denvergov.org

- Lithium Batteries build heat when they are being charged. It can create a fire and there are safe ways to use these batteries without putting our families in danger.
- Don't find the closest power cord to charge your battery. Use the appropriate manufactured recommendations.
- Ice in Denver is not thick and is so unsafe that it can cause people to lose their life. Stay 6 feet away from the ice edge or water's edge. Keep pets away from the ice and keep them leashed.
- New program partnership with American Red Cross to provide carbon monoxide and smoke detectors to households in need. Make sure you have a fire escape plan in your home. Testing your fire alarms and make sure they work. First step is prevention.

Denver Water: Jimmy Luthye, jimmy.luthye@denverwater.org

- Jeannine Shaw's last day. Jimmy Luthye is the new contact for Denver Water.
- Frozen Pipes can cause pipes to burst and lots of leaks. Helpful tips online but make sure you know where the water valve shut off is in your house. Make sure pipes are insulated.
- Reservoirs are about average for the time this year. Snowpack has helped with watersheds with water levels. There is a link available to watch the water watch reports.
- 2022 Water Rates took effect January 1st. Low Income Water Assistance Program is now available for those who may need additional assistance.
- Construction Updates: Work is progressing in the Hilltop Neighborhood. N. Forest St. from E. Ellsworth to E. Second, laying pipe this week and will be in that stretch for another few weeks. Then will move to the Washington Virginia Vale segment closer to E Alameda and S Forest, S. Glencoe, S. Grape, and S. Hudson.

Denver Parks & Recreation, Meredith Levy, meredithprab@gmail.com

- Meredith was unable to attend the meeting however, updates to District 5 Park Projects are attached to meeting minutes.

DOTI Advisory Board, Joe Levi

- Really just getting started. Group has decided to concentrate on diversity making sure everybody gets a fair shake. The public safety side has come up, which I know is important to this neighborhood, so we're really urging the city to look closer and give us more information and that's where we're concentrating our efforts. I wish I had more to say but these things seem to take a while to get off the ground, so maybe next time I'll have some action items.
- CW Sawyer - That's why our office is doing the Dayton St traffic study, that's why we did the 8th Ave traffic study and that's why we're doing the 6th Ave traffic study now. Construction is about to begin on 13th and 14th for some of those traffic calming measures that were identified during the East Area Plan. At 13th and 14th between Elm and Hudson we've seen significant rollover accidents, so DOTI is looking to install something specific in that area for traffic calming.
 - For more information on the 13th and 14th updates, go to denvergov.org/eastplan

Q: Leslie Renard - Where is this traffic study on the East Area?

A: You can find it at denvergov.org/eastplan. Also visit our website for newsletter updates. Construction is set to begin Spring of 2022

Q: Wende Reoch – Struggling with waste issue for special event. Looking at other resources from other RNO about what works for them. Do any other RNO's have any companies you recommend? This is not a fun job for volunteers and would appreciate some guidance. If anyone has suggestions or ideas please email info@denverhilltop.com

CW Sawyer Updates

- Citywide
 - **Redistricting Community Meetings:** This process happens every 10 years. We appreciate your involvement at one of the scheduled community events.
 - Feb 2, 5:30 PM – https://denvergov-org.zoom.us/webinar/register/WN_gb5ALbaITfOZrL4mvSvDTg
 - Feb 9, 5:30 PM – <https://denvergov-org.zoom.us/meeting/register/tZwvc-murT4pE9PjiuBVNIIdhTiuNuOBMI2gg>
 - Feb 12, 12:30 PM – Cook Park Rec Center, 7100 Cherry Creek South Dr
 - Feb 15, 5:30 PM – All Saints Parish Hall, 2559 South Federal Blvd
 - Feb 16, 5:30 PM – Lake Middle School, 1820 Lowell Blvd
 - Feb 23, 5:30 PM – Manual High School, 1700 E. 28th Ave
 - **Gun Buyback Program Dates:** CW Sawyer's office has created a gun buyback program, in partnership with the City of Aurora At-large Councilman Curtis Gardner and nonprofit organization RAWtools, Inc. The program is one part of a multifaceted approach to combatting the uptick in gun violence that we have seen in our cities. RAWtools is a really fantastic organization that purchases the weapons from owners using gift cards, then melts them down and turns them into garden tools and jewelry. The Denver Broncos have joined us for the first kick-off event. All events on Saturdays from 10 am – 1 pm:

- March 19th - Empower Field at Mile High Stadium kickoff event with the Denver Broncos
 - April 9th - Aurora - Mosaic Church/Aurora Day Labor Center
 - May 21st - Denver - Platt Park Church
 - June 11th - Aurora - National Gun Buyback Day event with the Denver Broncos
 - July 16th - Denver, TBD
 - August 20th - Aurora, TBD
 - September 17th - Denver, TBD
 - October 15th - Aurora, TBD
- District 5
 - **D5 Traffic Studies: 8th Ave. Final Recommendations; Announcing Two New Studies and Community Meeting Dates**
 - 8th Ave. Review & Recommendations bit.ly/8thAveTrafficStudy
 - 6th Ave. New Traffic Study - Colorado Boulevard to Quebec Street Survey bit.ly/6thAveSurvey
 - S. Dayton St. New Traffic Study - Alameda Avenue to Mississippi Avenue Survey: bit.ly/DaytonStreetSurvey
 - **RNO Status & Registration**
 - A reminder email, from Logan Fry, was sent on Tuesday, Jan 25 to the RNO's still needing to submit updated RNO status. Application was due yesterday 1/31. If you still need assistance with this, please contact denvercouncil5@denvergov.org
 - **Parks Permit Co-Sponsorship Form**
 - RNO park events requesting a co-sponsorship from the D5 office, must submit a co-sponsorship form with their park permit application 60 days or more prior to the event date. I recommend submitting the permit application and co-sponsorship form as early as possible. If you still need assistance with this, please contact denvercouncil5@denvergov.org

The next RNO-HOA Leadership Luncheon is scheduled for **Tuesday, April 5, noon-1:00pm**. Scheduled Guest Speaker is Julian Wolff, Denver Animal Control (DAP), who will discuss programs and services available thru DAP. This is in response to numerous complaints about off-leash animals at our local parks, and we hope you will find it helpful to share this information with your residents.

Adjourned at 1:20pm