



**MONUMENT TOWN COUNCIL
REGULAR MEETING AGENDA
MONDAY, OCTOBER 21, 2024 – 6:30 PM**

Monument Town Hall - Council Chambers
645 Beacon Lite Road - Monument, CO 80132

Participate Via Microsoft Teams: <https://www.townofmonument.org/260/Town-Council>

1. Call to Order, Pledge of Allegiance, Roll Call

2. Disclosures of Conflicts of Interest:

- a. Disclosures of Potential Conflicts of Interest - *(Bob Cole)*
- b. Vote on Excluding Council Members With Potential Conflicts of Interest From Consideration, Discussion and Voting on Identified Matters - *(Bob Cole)*

3. Approval of the Consent Agenda:

- a. Agenda - October 21, 2024
- b. Meeting Minutes - October 7, 2024
- c. Resolution No. 53-2024 - A Resolution Approving Dissolution of Current Print Services Contract with All Copy Products and Administering New Contract with Enhanced Equipment & Services - *(Will Williams)*

4. Presentation(s):

- a. Tri-Lakes Cares Community Outreach - *(Haley Chapin)*
- b. Pikes Peak Small Business Development Center - *(Brandon Eldridge)*
- c. Employee Survey Results - *(Emily Trujillo)*

5. Resolution(s):

6. Discussion Item(s):

- a. Town Manager Evaluation - *(Emily Trujillo)*

7. Public Comment(s) For Items Not on the Agenda: *Individuals attending in person may raise their hand to indicate their desire to comment. Individuals attending via Teams may "raise their hand" digitally to comment via connected devices. Please lower your hand when finished with your comments. Comments are limited to 3 minutes.*

8. Future Agenda Item Authorization(s):

9. Council Comment(s):

10. Executive Session:

- a. Executive Session Pursuant to §24-6-402(4)(b), C.R.S. for a Conference with the Town Attorney for the Purpose of Receiving Legal Advice on Specific Legal Questions Regarding Limiting Long Term Residential Rentals - *(Bob Cole)*

b. Executive Session Pursuant to §24-6-402(4)(e), C.R.S., to Determine Positions Relative to Matters That May Be Subject to Negotiation, Developing Strategy for Negotiations, and Instructing Negotiators, Regarding Future Water System - (*Bob Cole*)

11. Adjournment:

**MONUMENT TOWN COUNCIL
REGULAR MEETING MINUTES**

Tuesday October 7, 2024 – 6:30 PM

Monument Town Hall – 645 Beacon Lite Rd., Monument CO 80132

Hybrid Meeting – Remote Participation Via Teams

- 1. Call to Order, Pledge of Allegiance, Roll Call:** Mayor LaKind called to order the regular meeting of the Monument Town Council and led those assembled in the Pledge of Allegiance. Proper notice of the meeting was posted for more than 24 hours in the designated posting locations. The following Council members were present for the meeting:

TOWN COUNCIL	TOWN STAFF
PRESENT: Mayor Mitch LaKind Mayor Pro Tem Steve King Councilmember Sana Abbott Councilmember Laura Kronick Councilmember Kenneth Kimple Councilmember Jim Romanello Councilmember Marco Fiorito	Madeline VanDenHoek, Acting Town Manager Patrick Regan, Police Chief Tina Erickson, Town Clerk Bob Cole, Town Attorney Rebecca Zisch, Town Attorney Will Williams, Director of IT Dan Ungerleider, Director of Planning Thomas Tharnish, Director of Public Works
ATTENDED REMOTELY:	Steve Murray, Sr. Town Accountant
ABSENT WITH PRIOR NOTICE:	Laura Hogan, Director of Administration Sylvia Simpson, Deputy Town Clerk
ABSENT WITHOUT PRIOR NOTICE:	Jeremiah Reichert, Assistant Public Works Director

2. Disclosures of Conflicts of Interest:

- a. Disclosures of Potential Conflicts of Interest
- b. Vote on Excluding Council Members with Potential Conflicts of Interest from Consideration, Discussions and Voting on Identified Matters.
- None received

3. Approval of the Consent Agenda:

- a. Agenda – October 7, 2024.
- b. Meeting Minutes – September 16, 2024
- c. Invoices Over \$25K
- d. Resolution No 52-2024 - A Resolution to Approve a Contract with Fence Consulting Services Inc., for Fencing at the Monument Cemetery.
Fiorito moved to approve the consent agenda as presented. Abbott seconded the motion. Roll call vote was taken, and the motion passed 7 to 0.

4. Executive Session:

- a. Moved to enter executive session pursuant to 24-6-402(4)(e), C.R.S., to Determine Positions Relative to Matters That May Be Subject to Negotiation, Developing Strategy for Negotiations, and Instructing Negotiators, Regarding Future Water System. Fiorito moved for executive session. Kronick seconded the motion. Roll call vote was taken, and the motion passed 7 to 0.
- The Council went into executive session at 6:33pm.
- The Council concluded the executive session at 9:05pm.
- The Council resumed the regular meeting at 9:10pm.

5. Presentations (s)

- a. Jonathan Bradley with Monument Lake Trail Wildfire Mitigation Demonstration Project asked the council to partner with them to provide education. Cole clarified that a contract should be drafted between the Town of Monument and Monument Fire Department.
- b. Oscar Rangel with Veregy provided an update on the Energy project.

6. Ordinances(s): Public Hearing

- a. Ordinance No. 20-2024 – An Ordinance Amending Titles 3 and 5 Regarding Revenue and Finance, and Business licenses and Regulations of the Monument Municipal Code. Cole presented Ordinance No. 20-2024 as included in the council packet. King moved to approve Ordinance No, 20-2024 with correction misspelling of tow to town in 3.28.080 subsection A, paragraph 1. Fiorito seconded the motion. Roll call vote was taken, and the motion passed 7 to 0.
- b. Ordinance No. 22-2024 – An Ordinance Repealing and Readopting Chapters 3.12 and Section 5.12.010, and Adding Chapters 3.08, 3.09, 3.10, 3.11 and 3.13, and section 5.12.000 of the Monument Municipal Code Regarding Revenue and Finance, and Business Licenses and Regulations. Sophia Hassman presented Ordinance No. 22-2024 as included in the council packet. Estimate additional revenue of \$372,000. LaKind opened the public hearing. No public comments. LaKind closed the public hearing. Fiorito moved to approve Ordinance No, 22-2024. Romanello seconded the motion. Roll call vote was taken, and the motion passed 7 to 0.

7. Public Comment for Items Not on the Agenda:

- a. None received

8. Future Agenda Item Authorization(s):

- a. VanDenHoek requested executive session for 10/21/2024- Limit long term rentals
- b. Pikes Peak Small Business Development presentation 10/21/2024.

9. Council Comment(s):

- a. Kronick commented on Pikes Peak Area on Aging, 50th Anniversary of program, Area agency on aging a new program, helping seniors decorate for the holidays.
- b. Fiorito commented on Fire mitigation and budget funds for this project. Acknowledged Israel biggest loss of life.
- c. Kimple commented about Creek week clean up.

10. Executive Session:

- a. Fiorito moved to enter executive session pursuant to 24-6-402 (4)(b), C.R.S. for a conference with the Town Attorney for the purpose of receiving legal advice on specific legal questions regarding special district services and adjourning regular meeting. King seconded the motion. Roll call vote was taken, and the motion passed 7 to 0.
 - The Council went into executive session at 10:25 pm.
 - The Council concluded executive session at 11:20 pm.

11. Adjournment:

- a. Moved to adjourn the meeting, the motion passed unanimously, the meeting was adjourned at 10:22 pm.

Respectfully Submitted,

Sylvia Simpson, Deputy Town Clerk

DRAFT



MEMORANDUM

TO: The Honorable Mayor and Councilmembers
FROM: Will Williams, Director of Information Technology
DATE: October 11th, 2024
RE: Extension and renegotiation of printer contract with All Copy Products

BACKGROUND: The last renewal/renegotiation of our business printer services contracts happened in May 2021. Currently, the Town IT Director along with the Planning Department has been working with All Copy Products on acquiring a Wide-Format print/scanning solution to provide the ability to digitize delicate/aged documents without damage. Additionally, the solution would provide cost effective production of large map/planning diagrams. The Director of IT had also been working with All Copy Products on a secure print solution enabling managed printing with a potential reduction of consumables (Toner and Paper). During the discussions All Copy Products provided an opportunity to meet both of those needs and upgrade our current business printer copier fleet. These 7 devices have an average age of 6.4 years. All Copy Products proposed replacing these aged units with new and faster page per minute devices.

FINANCIAL IMPACT: The proposed cost of the contract is \$3,223.12, billed monthly, for a 60-month term. The current contract has been averaging around \$2,600 a month for the last year. The new 60-month contract term will not start until February, providing cost savings of just under \$6,700. The new business printers and wide-format device would arrive and be installed, mid-Q4 how. Current leased equipment would be removed at no cost to the Town. The Director of IT reached out to 2 other Print Services companies to find comparable costs if the town was changed to another provider. Both proposals were competitive. However, to buyout All Copy Product's current contract would cost the Town \$74,558.35.

RECOMMENDATION: I respectfully request the Board to approve Resolution 53-2024, a resolution that would dissolve the current contract with All Copy Products and renew the contract with a 60-month term starting in February 2025. All Copy Products will continue to provide support and consumables, replace of existing aged business printers, implement a secure print system, PaperCut, and add a leased wide-format device for the Planning Department.

ATTACHED:

- 1) All Copy Products Contract Services Contract
- 2) Resolution No. 53-2024



OFFICE TECHNOLOGY PROPOSAL

Prepared By: Doug Caprio

Proposal Prepared For:

City of Monument



Dear Will Williams,

I would like to start off by thanking you for allowing me the opportunity to earn your business. In this sales proposal, I have outlined what I believe to be the best option to address the needs of your company, as well as some information about ACP so you can get a better understanding of what it is like to work with us and why so many people rely on us for their office technology needs. I am looking forward to working alongside you and helping fill all of your technology needs to ensure that you achieve your business goals. If you have any questions about this proposal or anything else, please let me know, and I will be happy to answer them.

Sincerely,

Doug Caprio
Sales Manager
(719) 757-1355
dcaprio@acp.com
1635 West 13th Avenue
Denver CO 80204-2403

SUPPORT & COMMUNICATION

COMMUNICATION AS A PART OF THE ONGOING MAINTENANCE/SERVICE EXPECTATIONS

Equipment ID Tags

All equipment is labeled with the local number to call in order to place a service call along with a unique ID number for the specific device. This allows our service team to ascertain the device and customer information associated quickly.

Phone Support Line

ACP will supply a local or toll-free phone number to cover all service calls, troubleshooting, supply orders, and inquiries regarding installation and delivery status. ACP will staff the support line Monday through Friday from 8:00 AM to 5:00 PM.

Service Calls

ACP's Service Dispatch team fields calls live, or customers can leave a message. If the dispatcher takes the call live, the call is recorded and sent immediately to the field technician based on GPS coordinates. If the call goes to voice mail, dispatch will respond within 30 minutes.

Technical Call Within the Hour

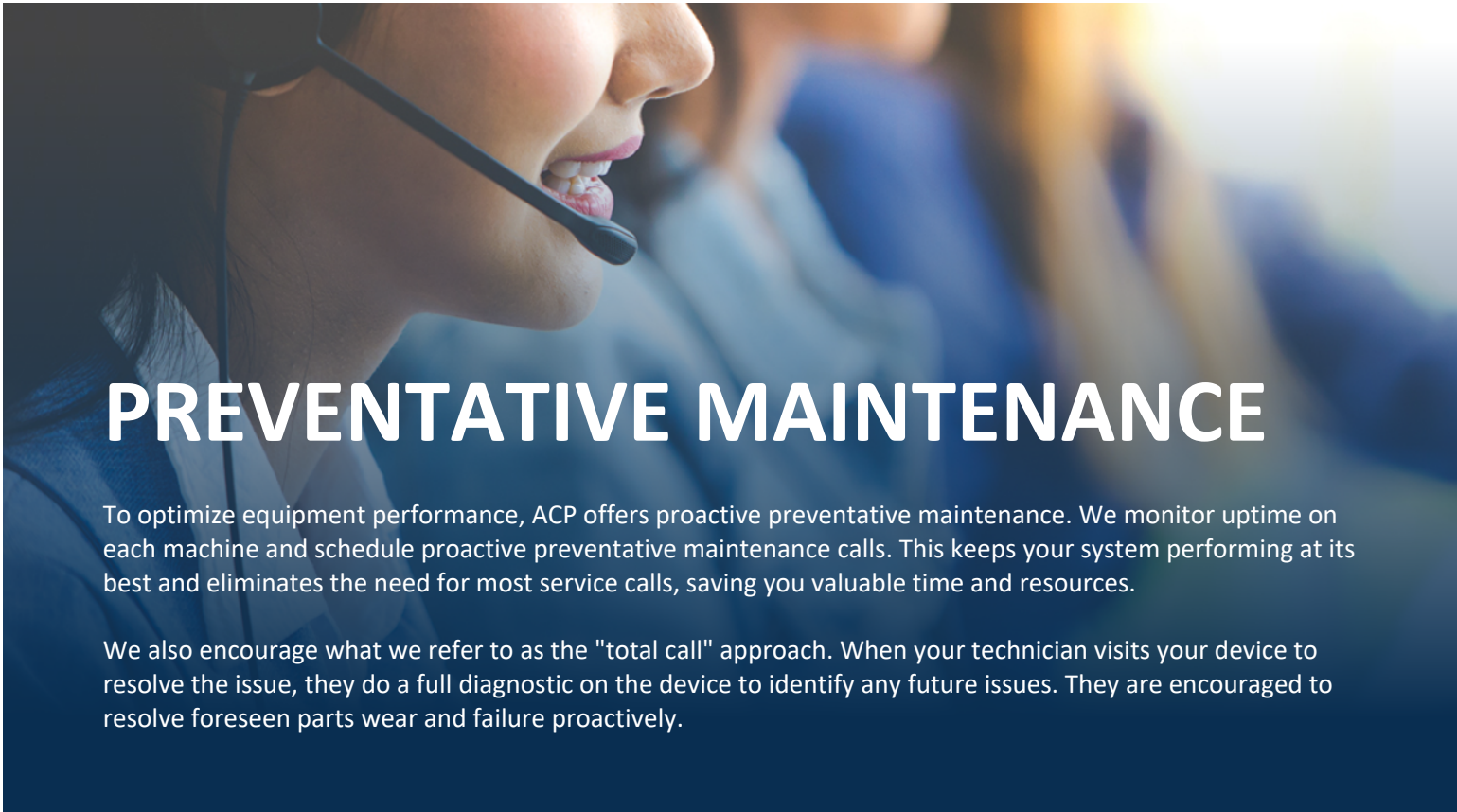
The ACP technician must contact our customers within one hour to gather additional information and potentially fix the issue via the phone or provide an ETA of their arrival if the call requires on-site assistance.

Technician On-Site Arrival

Response time is measured starting from when the service call is placed with ACP and ends when the ACP technician arrives at the location.

Follow-up Surveys

Customer Service provides surveys and follow-up calls to assure that our customers are pleased with how All Copy Products has responded to their call. All inbound service calls are recorded for training purposes.



PREVENTATIVE MAINTENANCE

To optimize equipment performance, ACP offers proactive preventative maintenance. We monitor uptime on each machine and schedule proactive preventative maintenance calls. This keeps your system performing at its best and eliminates the need for most service calls, saving you valuable time and resources.

We also encourage what we refer to as the "total call" approach. When your technician visits your device to resolve the issue, they do a full diagnostic on the device to identify any future issues. They are encouraged to resolve foreseen parts wear and failure proactively.

ACP Response Time

ACP guarantees a four-hour average response time for all service calls, averaged quarterly with a three-call minimum. Our technicians have their own territories and become very familiar with the customers that they serve. When a critical situation arises, the technicians communicate their ETA and help diagnose the issue over the phone.

ACP Uptime Process

ACP guarantees 95% service uptime for equipment and 95% uptime for each individual unit. Equipment uptime is calculated using a nine-hour workday (8:00 AM – 5:00 PM), Monday through Friday, and 22 workdays per month, 198 working hours per month. Equipment that is "down" will be described as unable to complete fax/print/scan requirements.

Reporting

Whether as a part of your account reviews or requested one-off separately, ACP will provide a current report. This report will include department/jobsite name, equipment location, manufacturer, model, serial number, and volume (images)/per month.



Office Equipment

- Multifunctional Printers
- Desktop Laser Printers
- Label Printers
- Wide Format Printers
- Production Printers
- Document Scanners
- Mailing Systems
- Interactive Display Boards



Technology Solutions

- Document Management
- Managed Print Services
- Production Services
- Scanning Services
- Office Coffee & Water
- Digital Signage
- Office Supplies
- Facilities Management



Verticomm IT Services

- Managed IT Services
- Cloud Solutions
- Hardware & Software
- Phone Systems
- Security Solutions
- Backup & Disaster Recovery
- Video Surveillance
- Structured Cabling

Current Situation”

Current Equipment, Costs, and Volumes:

Current Machines:

- 6 Sharp Copiers 4070/3070/5071/3071/402/407

Current Monthly Base Payment:

- \$2,419.42

Current Monthly Volume Allowance:

- 16,000 B&W
- 3,200 Color

Actual Usage:

- 9,615 B&W and 4466 Color (Last 12 Month Average)

Average Overage Costs per Month:

- \$112.94

Total Current Monthly Costs – \$2,532.36

ACP Improvements & Solutions:

- ✓ Replace older, higher usage Sharp equipment with upgraded, more cost-efficient technology.
- ✓ Provide an all-inclusive service package that includes all parts, labor, toner, backup toner, developer, service calls, travel time, etc.
- ✓ Right-size volume allowance to reflect a more actual usage and avoid future overages.

Proposed **Models**

BP-70C45 X 5

45 PPM B&W / 45 PPM Full-Color Workgroup Document System

Proposed Accessories: BP-DE14, BP-FN11, 3-Hole Punch Unit -requires MX-FN30/31-

Sharp BP-C535WD X 2

"35 PPM A4 Color Multi-Function Document System (optional finisher)

Copier, Printer, Scanner, Fax

Base models include multitasking controller, 100-sheet DSPF, PCL 6 and Adobe PostScript® 3™ printing systems, network scanning, auto duplexing, 1 x 500-sheet paper drawer, 50-sheet bypass tray. Drum, developer and starter toner included (starter toner estimated yield: 1,200 impressions)."

Proposed Accessories: High Stand BP-DS14

imagePROGRAF TM-355 MFP **Z36**

Proposed Accessories:

Papercut

7 Embedded Licenses/Card Readers/ 5 Year maintenance (This is for On Prem or Cloud)

Current Cost

\$2532.36 – Total Current Copier Cost

\$279.58 – Wide Format Lease Price

\$85.12 – Monthly Base maintenance with 200 Ft2 included

\$2,897.06- Current machines with the add on of the Wide Format

Proposed Solution

Models Proposed

QTY	Model Configurations
5	BP-70C45- With internal finisher
1	BP-70C45 With Booklet Maker
2	Sharp BP-C535WD
1	imagePROGRAF TM-355 MFP Z36
	Papercut for 7 devices, Card Readers, and 5 Years maintenance
	POSTAGE METER AND FOLDER INSERTER WILL BE OWNED BY T.O.M

All-Inclusive Maintenance Agreement

Includes 10,000 B&W and 4,500 color copies/prints per month

• All Service, Parts, and Labor	<u>Current CPC Rates</u>	<u>New ACP CPC Rates</u>
• All Toner and Developer	Black & White - \$.xxx	Black & White - \$0.008
• Backup Toner	Color - \$.xxx	Color - \$0.05000
• All Travel Time		
• Hardware Installation		
• Ongoing Training		
• Networking		

Total Investment

(Includes all equipment and services)

60 \$3,123.12
To remove Papercut,
subtract \$215.00 from
Monthly (\$356. if purchased
by itself)

No Payments for 90 Days (2/25). This will Save \$7,597.08 this year in Monthly payments.

ACP will satisfy existing Lease and ship back the existing equipment to the leasing company.



THANK YOU

When I purchased ACP back in 1999, I did so because I could see the potential that this organization had and how it could grow to assist businesses across a variety of industries.

Today, I am amazed at all ACP has accomplished due to our incredible employees and customers. Starting out as a small copier dealer, we now have the ability to help our partners accomplish their business goals by serving as their all-in-one office solutions provider. At ACP, we take pride in the service we provide and are always looking for new and innovative ways to help those who partner with ACP excel. Thank you for your time and consideration—we are excited about the chance to partner with you and your organization.

Brad Knepper



ACP President & CEO



Proposal prepared for:

Town of Monument

Date: September 27, 2024

Prepared By:
Heather Spahn

719.651.0209
hspahn@pds-mfp.com

Preferred Document Solutions
11665 Ridgeline Drive, Ste 100
Colorado Springs, CO 80921



Preferred Document Solutions - Overview

Preferred Document Solutions is a locally owned and operated Xerox Platinum Authorized Solution Provider that serves small, medium, and large businesses throughout Southern Colorado. We are committed to selling quality Xerox products, providing exceptional customer service, and offering valuable solutions for all business document needs. Our vision is to help people find better ways to do great work by constantly providing leading document technologies, products, and services that improve our customers' work processes and business results.

PDS truly cares about the client experience through the lease or maintenance agreement term and will strive for the best customer experience. We currently have a 5-star Google rating for customer service.

Customer Reviews



An amazing company hands down! We had an ancient copier that we needed to upgrade. Heather at PDS took the time to look at our numbers and fit us with the best printer to handle those needs. She exceeded my expectations and so did the rest of the team. From start to finish there was no down time and the printed was set up and working the day it arrived! I cannot tell you how much this new machine has increased our office productivity!



I've worked with the team over at Preferred Document Solutions in Colorado Springs for quite over 7 years and think highly of them. I would highly recommend them to any of my friends since they always do what is right for the customer and have top notch service. If you need copiers, printers or any other document solutions, this company will meet and exceed your expectations!

ConnectKey Technology

BRIDGING PHYSICAL AND DIGITAL
WORLDS FOR A SEAMLESS,
COLLABORATIVE WORK EXPERI-
ENCE.



ConnectKey is more than a copying or printing device; it's an ecosystem of hardware, software, mobile and cloud connections, solutions, apps, and partner programs that enhance security and workflows, collectively building the most productive workplace. The strategy is encapsulated in five ConnectKey Attributes:

Intuitive User Experience: Xerox has advanced user experience with mobile and tablet-like interactivity, allowing clients to customize and personalize their ConnectKey-enabled devices and utilize AI algorithms to speed up tasks.

Mobile & Cloud Ready: Xerox ConnectKey offers extensive connectivity, from mobile devices to cloud services, adapting to the fast-changing technical environment

Comprehensive Security: Known for state-of-the-art security, ConnectKey provides unparalleled protection against threats and extends this security across the office portfolio

Enables Managed Print Services: ConnectKey technology supports superior Managed Print Services by connecting seamlessly to managed print tools, enabling remote installation, configuration, and services

Gateway to New Possibilities: Xerox leads the industry in expanding office technology capabilities through customization via apps and software solutions, enhancing user productivity.

Enabling Zero Trust Security

To stay ahead of rising cybersecurity threats, organizations need new, more powerful security strategies.

AUTHENTICATE & CONTROL ACCESS

Start with the "no implicit trust" policy and ensure all user access is verified.

MONITOR AND DETECT

Continuously monitor and detect potential and existing security threats

CONTAIN AND REMEDIATE

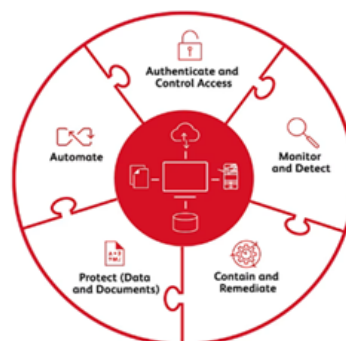
In the event of a potential compromise, contain the threat and provide swift remediation to eliminate it.

PROTECT (DATA AND DOCUMENTS)

Use data encryption techniques and software solutions to protect data and documents from intentional and unintentional disclosure.

AUTOMATE

Streamline security policy for best results



Xerox® AltaLink® C8245 Color Multifunction Printer



Key Features

- Copy/Print/Scan
 - Up to 45 ppm color and 45 ppm black-and-white
 - Up to 1200 x 2400 dpi
 - 130-sheet Single-pass Duplex Automatic Document Feeder (DADF)
 - 10-inch capacitive color touch screen user interface featuring full customization and personalization
 - Print and scan directly to and from the cloud with services like Box®, Microsoft® OneDrive®, Google Drive™, Dropbox™ and Microsoft Office 365™.
 - Mobile printing support across multiple platforms and NFC Tap-to-Pair
 - High-Capacity Tandem Tray
 - Xerox® ConnectKey® Technology
- Streamline complex jobs with AI-assisted technology
 - Comprehensive security with simplified implementation is built in
 - RFID Reader

Additional Features

4 Units Include - Internal Office Finisher – Mult position stapling

1 Unit Includes BR Booklet Maker Finisher

Xerox® VersaLink® C7130 Color Multifunction Printer



Key Features

- Copy/Print/Scan
- Up to 30 ppm
- Up to 1200 x 2400 dpi
- 110-sheet Duplex Automatic Document Feeder (DADF)
- 7-inch capacitive color touch screen user interface featuring full customization and personalization
- Print and scan directly to and from the cloud with services like Box®, Microsoft® OneDrive®, Google Drive™, Dropbox™ and Microsoft Office 365™.
- Mobile printing support across multiple platforms and NFC Tap-to-Pair
- Maximum paper capacity: 3,140 sheets
- Xerox® ConnectKey® Technology
- RFID Reader

PaperCut Licenses

Report Use - Reduce Cost - Secure Print

Manage Print, Copy, Scan and Fax

7 MFP Xerox Licenses with full support for lease agreement term.



HP DesignJet XL 3600 Multifunction Printer series



IMMEDIATE RESULTS—Fastest first page out **A NEW STANDARD**—Experience extreme reliability **SECURE**—World's most secure large-format printer

- Don't wait in front of your printer with the fastest first page out, in just 29 seconds.
- Free up your time with radically simple and fast batch PDF printing using HP Click software.
- Quickly access your personal and group folders from the 15.6-inch touchscreen, so you can print and share right away.
- Easily digitize your projects with automated scanning, user-centric quicksets, and post-editing capabilities.

A NEW STANDARD—Experience extreme reliability

- Built with the most robust design for demanding environments.
- Best fit for your office with up to 30% smaller footprint and the most quiet operation.
- Flawless user experience thanks to automatic media loading and print stacking up to 100 pages.
- Get the lowest running costs, with mono and color prints at the same price and using up to 10X less energy

SECURE—World's most secure large-format printer

- Rely on the best network protection with features like HP Secure Boot and whitelisting.
- Control who accesses the printer and its confidential documents with secure user authentication.
- Keep your fleet secure at any time with HP JetAdvantage Security Manager.

The Financial Proposal

Full-Service Contract

We can offer you a comprehensive service contract that includes Xerox consumables, telephone support and on-site maintenance of your equipment.

Proposed Costs – 60 Month Lease Agreement

Xerox Items	Agreement Information	Equipment Payment	Included Monthly Volume	Overage Print Charges	
				Meter	Per Print Rate
Xerox AltaLink C8245 – Booklet Maker	60 Month Lease	\$243.29	Included Volume 12,000 Black/White 6000 Color	Black/White	\$0.0079
				Color	\$0.0496
Xerox AltaLink C8245	60 Month Lease	\$214.49		Black/White	\$0.0079
				Color	\$0.0496
Xerox AltaLink C8245	60 Month Lease	\$214.49		Black/White	\$0.0079
				Color	\$0.0496
Xerox AltaLink C8245	60 Month Lease	\$214.49		Black/White	\$0.0079
				Color	\$0.0496
Xerox VersaLink C7030	60 Month Lease	\$158.81		Black/White	\$0.0079
				Color	\$0.0496
Xerox VersaLink C7030	60 Month Lease	\$158.81		Black/White	\$0.0079
				Color	\$0.0496
HP DesignJet XL 3600 MFP 36- IN Dual Roll PS	60 Month Lease	\$270.01	**One Year of included warranty. Additional HP 5 year Next Business Day Hardware Support w/Defective Media Retention /Maint Kit Repl for DesignJet 3600MFP - \$151.68/mon		
Papercut Licenses	60 Month Lease	\$205.41			

Proposed Costs – 48 Month Lease Agreement

Xerox Items	Agreement Information	Equipment Payment	Included Monthly Volume	Overage Print Charges	
				Meter	Per Print Rate
Xerox AltaLink C8245 – Booklet Maker	48 Month Lease	\$277.70	Included Volume	Black/White Color	\$0.0079 \$0.0496
Xerox AltaLink C8245	48 Month Lease	\$243.35	12,000 Black/White 6000 Color	Black/White Color	\$0.0079 \$0.0496
Xerox AltaLink C8245	48 Month Lease	\$243.35		Black/White Color	\$0.0079 \$0.0496
Xerox AltaLink C8245	48 Month Lease	\$243.35		Black/White Color	\$0.0079 \$0.0496
Xerox AltaLink C8245	48 Month Lease	\$243.35		Black/White Color	\$0.0079 \$0.0496
Xerox AltaLink C8245	48 Month Lease	\$243.35		Black/White Color	\$0.0079 \$0.0496
Xerox VersaLink C7030	48 Month Lease	\$176.94		Black/White Color	\$0.0079 \$0.0496
Xerox VersaLink C7030	48 Month Lease	\$176.94		Black/White Color	\$0.0079 \$0.0496
HP DesignJet XL 3600 MFP 36- IN Dual Roll PS	48 Month Lease	\$322.04	**One Year of included warranty. Additional HP 5 year Next Business Day Hardware Support w/Defective Media Retention /Maint Kit Repl for DesignJet 3600MFP - \$144.73/mon		
Papercut Licenses	48 Month Lease	\$229.42			

Proposed Costs – 36 Month Lease Agreement

Xerox Items	Agreement Information	Equipment Payment	Included Monthly Volume	Overage Print Charges	
				Meter	Per Print Rate
Xerox AltaLink C8245 – Booklet Maker	36 Month Lease	\$327.92	Included Volume 12,000 Black/White 6000 Color	Black/White	\$0.0079
				Color	\$0.0496
Xerox AltaLink C8245	36 Month Lease	\$285.47		Black/White	\$0.0079
				Color	\$0.0496
Xerox AltaLink C8245	36 Month Lease	\$285.47		Black/White	\$0.0079
				Color	\$0.0496
Xerox AltaLink C8245	36 Month Lease	\$285.47		Black/White	\$0.0079
				Color	\$0.0496
Xerox VersaLink C7030	36 Month Lease	\$203.40		Black/White	\$0.0079
				Color	\$0.0496
Xerox VersaLink C7030	36 Month Lease	\$203.40		Black/White	\$0.0079
				Color	\$0.0496
HP DesignJet XL 3600 MFP 36- IN Dual Roll PS	36 Month Lease	\$397.98	**One Year of included warranty. Additional HP 5 year Next Business Day Hardware Support w/Defective Media Retention /Maint Kit Repl for DesignJet 3600MFP - \$130.18/mon		
Papercut Licenses	36 Month Lease	\$229.42			

Pricing Notes:

- These rates include supply of Cyan, Magenta, Yellow and Black toners, regardless of toner yield.
- This service contract covers parts, labor and travel. It includes the print engine and associated connection.
- Lease Pricing does not include built-in volumes, you will only pay for the volume used each month. Xerox billing is monthly, Base Maintenance payment plus your (volume times the cost per copy rate).
- Includes Unlimited Analyst Support/ Product Training
- Includes advanced monitoring software (XDA) to automate Service Calls, Supply Orders, and Meter Reads
- Includes Service, Parts and Supplies including staples.
- Does not include paper.

PROPOSAL

Town of Monument

Prepared for: Will Williams

Phone:

Email: wwilliams@tomgov.org

Company address:

Date: 10/11/2024

Proposal Valid For 30 Days

This proposal contains confidential and proprietary information and is intended solely for the recipient.

Prepared by:
Reggie Abbott
Technology Consultant

719.630.8600 ext.
116

Axis Business Technologies
3004 N. Nevada Avenue
Colorado Springs, CO 80907

Proposed Solution

New Kyocera TASKalfa 4054ci (5)

Purchase Price (8 Machines):

\$57,109.05

FMV Lease Options/ (\$1 buyout)

36 month - \$ 1,648.74 (\$1,979.97)

48 month - \$ 1,378.04 (\$1,589.34)

60 month - \$ 1,133.04 (\$1,358.62)



Includes the following functionality:

- 40 ppm black/white and color
- 80 images Per-minute scanner
- 320 Sheet Dual Scan Auto Document Feeder
- 150 Sheet bypass tray
- 1500 Sheet Dual Paper Trays
- External QWERTY Keyboard
- Internal Finisher
- First page out time 4.5 Seconds
- Card Authentication Reader
- 4GB Memory Card
- 320 GB HDD
- 1200 x 1200 DPI
- Standard Security USB Port
- Scan to email (DropBox/GoogleDrive/Cloud)
- Scan to folder
- Data security kit
- Wireless network capabilities

The above purchase or lease pricing includes:

- Delivery, installation, connectivity, and unlimited training
- Necessary drivers, software and purchased applications/software
- Product literature, brochures and manuals
- 2-4 hour response time for service
- Pick up and dispose/return of old equipment
- **Axis Price Protection**
- **Axis Performance Protection**



Includes the following functionality:

Kyocera TASKalfa 3554ci (2)

- 35 ppm black/white and color
- 80 images Per-minute scanner
- 320 Sheet Dual Scan Auto Document Feeder
- 150 Sheet bypass tray
- 1500 Sheet Dual Paper Trays
- External QWERTY Keyboard
- First page out time 4.5 Seconds
- Card Authentication Reader
- 4GB Memory Card
- 320 GB HDD
- 1200 x 1200 DPI
- Standard Security USB Port
- Scan to email (DropBox/GoogleDrive/Cloud)
- Scan to folder
- Data security kit
- Wireless network capabilities

The above purchase or lease pricing includes:

- Delivery, installation, connectivity, and unlimited training
- Necessary drivers, software and purchased applications/software
- Product literature, brochures and manuals
- 2-4 hour response time for service
- Pick up and dispose/return of old equipment
- **Axis Price Protection**
- **Axis Performance Protection**



Service & Support Summary

Proposed Solution



Kyocera TASKalfa 4054ci & 3554ci Maintenance Rate

Price: Monochrome \$.006 Per Page

This includes all parts, labor, drum kits, rollers and preventative maintenance, all supplies including toner and developer. Excludes paper and staples.

Price: Color Tier 1 \$.02, Tier 2 \$.04, Tier 3 \$.06 Per Page

Monthly Minimum 12,000 B/W - \$72.00 Monthly **Color** – Pay as you use

Also Included:

- ✓ Includes Remote Automated Meter Reads (must be networked and DCA agent installed)
- ✓ Equipment firmware and updates as needed
- ✓ Standard 2-4 hour response
- ✓ Parts, Labor, Supplies (excludes paper and staples)
- ✓ Includes **Axis Performance Protection**



Important Note

Never include maintenance cost in your lease program. Unless specifically requested by you, Axis Business Technologies will not include maintenance pricing as part of the lease agreement. There are many reasons you should not include equipment maintenance pricing in a 3rd party lease agreement. Please consult with your representative if you need clarification.



(1) Epson T5470M

Enhance collaboration and streamline your workflow with the SureColor T5470M. Combining a 36" printer and integrated scanner in a sleek, space-saving design, the T5470M offers a faster, multifunction solution for printing, sharing and saving your business documents. The innovative print/copy/scan combo produces accurate A1/D-size prints in as fast as 22 seconds¹, making it an ideal choice for managing blueprints, charts, posters and more. It comes equipped with a variety of usability features, including an intuitive 4.3" LCD touchscreen, and is designed for use with high-capacity replacement ink cartridges. Plus, the T5470M offers versatile print options, such as easy printing from tablets and smartphones², for enhanced flexibility and productivity.

- **Versatile printing options** — easily print direct from USB thumb drives, tablets, smartphones and more² with integrated wireless plus router-free Wi-Fi Direct[®] printing³
- **Outstanding image quality** — PrecisionCore[®] MicroTFP[®] printhead with Precision Droplet Control for crystal-clear images, precise lines and crisp text
- **Vibrant, durable prints** — next-generation UltraChrome[®] XD2 archival pigment ink for high-quality printing
- **Industry-leading reliability** — permanent printhead with advanced Nozzle Verification Technology, plus world-class service and support, including a 1-year limited warranty

Eco Features

- RoHS compliant
- Recyclable product⁴
- Epson America, Inc. is a SmartWay[®] Transport Partner⁵

Better Products for a Better Future™

For more information on Epson's environmental programs, go to www.epson.com/environment

What's in the box:

-
- SureColor T5470M Printer
 - Printer Stand
 - Full Set of Initial Ink Cartridges (CMYK – 110 mL)
 - Start Here Poster
 - User Guide
 - AC Power Cable

PaperCut Hive Full Embedded Subscription, Comm 1-9, per device, **5yrs - \$9,953.48**

Includes – ACDI Subscription Plus software maintenance and support

Papercut Hive, per device configuration

Papercut Hive implementation and training

Includes (1) mobile/lite configuration

PaperCut Hive Full Embedded Subscription, Comm 1-9, per device, **3yrs - \$7,903.19**

Includes – ACDI Subscription Plus software maintenance and support

Papercut Hive, per device configuration

Papercut Hive implementation and training

- Includes (1) mobile/lite configuration



We know you have a fiscal responsibility to your organization. We also understand it is sometimes difficult to process all the features and pricing options available in the office technology marketplace to ensure the best value.

Axis Business Technologies will match any competitor's price. Whether the competitor is a global manufacturer or a Denver-based company, we want the dollars you invest in new equipment to stay in Southern Colorado. Not Denver. Not some other state.

If any authorized, office technology dealer offers to sell you the same or comparably equipped device(s) with a similar performance guarantee at a lower price, we will match the price.

1. **Price Protection** is only available for the purchase of a new printer, copier or multifunctional device. Discontinued models, demo units, used equipment, or refurbished models are excluded.
2. **Price Protection** is valid on competitive offers in effect until the date you take delivery. Competitive offer(s) must be an equivalent or comparable copier, printer, or multifunctional device with similar specifications, similar options/accessories, and similar operating costs over the equipment's life cycle. Pricing must also include delivery, set-up, training, software installation, a return of old equipment (if applicable), and lease buyout amounts when required.
3. Customer must provide an itemized quote from an authorized dealer for an identical or comparable device. Advertisements and online buying or quoting services are not valid proof of pricing.
4. Axis Business Technology must verify the competitive dealer's written offer and the availability of the equipment before matching the quoted price pursuant to the **Price Protection** guarantee.
5. **Price Protection** excludes all changes or charges after the date of delivery including, without limitation, any manufacturer's rebate program(s).
6. **Price Protection** is valid only for equipment purchased for delivery in the Colorado market area.
7. **Price Protection** must be approved by Axis Business Technologies' management.



If your multifunctional imaging equipment does not operate within manufacturer's specifications, and if the equipment cannot be repaired by Axis Business Technologies or the manufacturer's factory engineer in an agreed time period, Axis Business Technologies will replace equipment with a comparable new or preowned unit with similar features and capabilities. (Note: Leased equipment may require a lease upgrade and a new term to satisfy the contractual obligations of any third-party lease.)

Performance Protection is exclusive of any other terms or conditions that may be available to the customer from the respective manufacturer.

Performance Protection only applies to new copiers, multifunctional devices, facsimiles, printers, and accessories manufactured by Konica Minolta, Kyocera, Samsung, or HP. **Performance Protection** is included at the time of equipment installation. The equipment must be operated within the recommended equipment guidelines published by the manufacturer including, but not limited to, the recommended monthly volumes for the equipment, recommended paper types, and paper gsm weight specifications. Due to the variability in envelope quality, construction, and heat tolerance, envelope printing is not subject to **Performance Protection**.

All equipment must be maintained under a full-service maintenance agreement with Axis Business Technologies, and you have elected for the Minimum Charge to be billed Monthly, Quarterly, or Annually. Additionally, **Performance Protection** is automatically void if any supplies (including paper and staples) and/or parts are utilized in the equipment that are not recommended by Axis Business Technologies.

Performance Protection will be subject to the specific terms of your full-service maintenance agreement and will not be applicable to equipment damaged or destroyed due to negligence, misuse, improper electrical power, improper or harsh operating environments, or an act of God. **Performance Protection** is void if repair services are performed by any company other than Axis Business Technologies or an authorized manufacturer's technical representative.

Performance Protection is available for **up to 60 months** from the date of original equipment installation.

TOWN OF MONUMENT

RESOLUTION NO. 53-2024

A RESOLUTION APPROVING DISSOLUTION OF CURRENT PRINT SERVICES CONTRACT WITH ALL COPY PRODUCTS AND ADMINISTERING NEW CONTRACT WITH ENHANCED EQUIPMENT & SERVICES

WHEREAS, the Town of Monument (“Town”) is a home rule municipality duly organized and existing under Article XX of the Colorado Constitution and the Town’s Home Rule Charter approved by the electors on November 8, 2022 (“Charter”); and

WHEREAS, the Town has determined that dissolving the current print services contract with All Copy Products ending in May 2026 and to renew with added equipment and services, is in the best interest of its citizens and taxpayers: and

WHEREAS, the Town’s Contract and Procurement Policy requires approval to expend \$25,000 or more and the form of contracts for procurement of goods and services; and

WHEREAS, the Director of Information Technology reviewed cost and solution from All Copy Products and 2 additional bidders and found it would be cost effective to use sole source exception identified in resolution 30-2020, paragraph 7: and

WHEREAS, the Town Council has reviewed the contract attached hereto and incorporated herein as Exhibit A (“Contract”) for obtaining the Services from the Contractor and desires to approve the Contract and authorize its execution and funding.

NOW, THEREFORE, BE IT RESOLVED BY THE TOWN COUNCIL OF THE TOWN OF MONUMENT, COLORADO THAT:

Section 1. Incorporation. The recitals set forth above are incorporated and resolved as if set forth in the section in full.

Section 2. Selection of Contractor. The Contractor is selected as the lowest and/ or best bidder to provide the Services based on the evaluation and selection criteria contained in the contract and Procurement Policy and the solicitation for the Services.

Section 3. Approval of Contract. The Contract, in the form attached hereto and incorporated herein as Exhibit A, is approved, and with additional minor, non-substantive changes as may be approved by the Town Attorney. The Mayor and Town Manager are authorized to execute the Contract, the Town Attorney is authorized to sign the Contract indicating it is approved as to form, and the Town Clerk is authorized to attest such signatures.

Section 4. Authorization of Expenditure. The expenditure of funds provided in the Contract for the goods and services identified in the Contract is not to exceed 60-month term at \$3,223.12 monthly is approved.

Section 5. Effective Date. This Resolution shall become effective and be in full force and effect immediately upon approval.

Section 6. Severability. If any portion of this Resolution or the application thereof shall be found to be invalid by a court, such invalidity shall not affect the remaining portions or applications which can be given effect without the invalid portion or application, provided such remaining portions or applications are not determined by the court to be inoperable.

PASSED AND RESOLVED by the Town Council of the Town of Monument, El Paso County, Colorado, this 21st day of October 2024, by a vote of __ for and __ against.

TOWN OF MONUMENT, COLORADO

By: _____
Mitch LaKind, Mayor

Attest:

Sylvia Simpson, Deputy Town Clerk



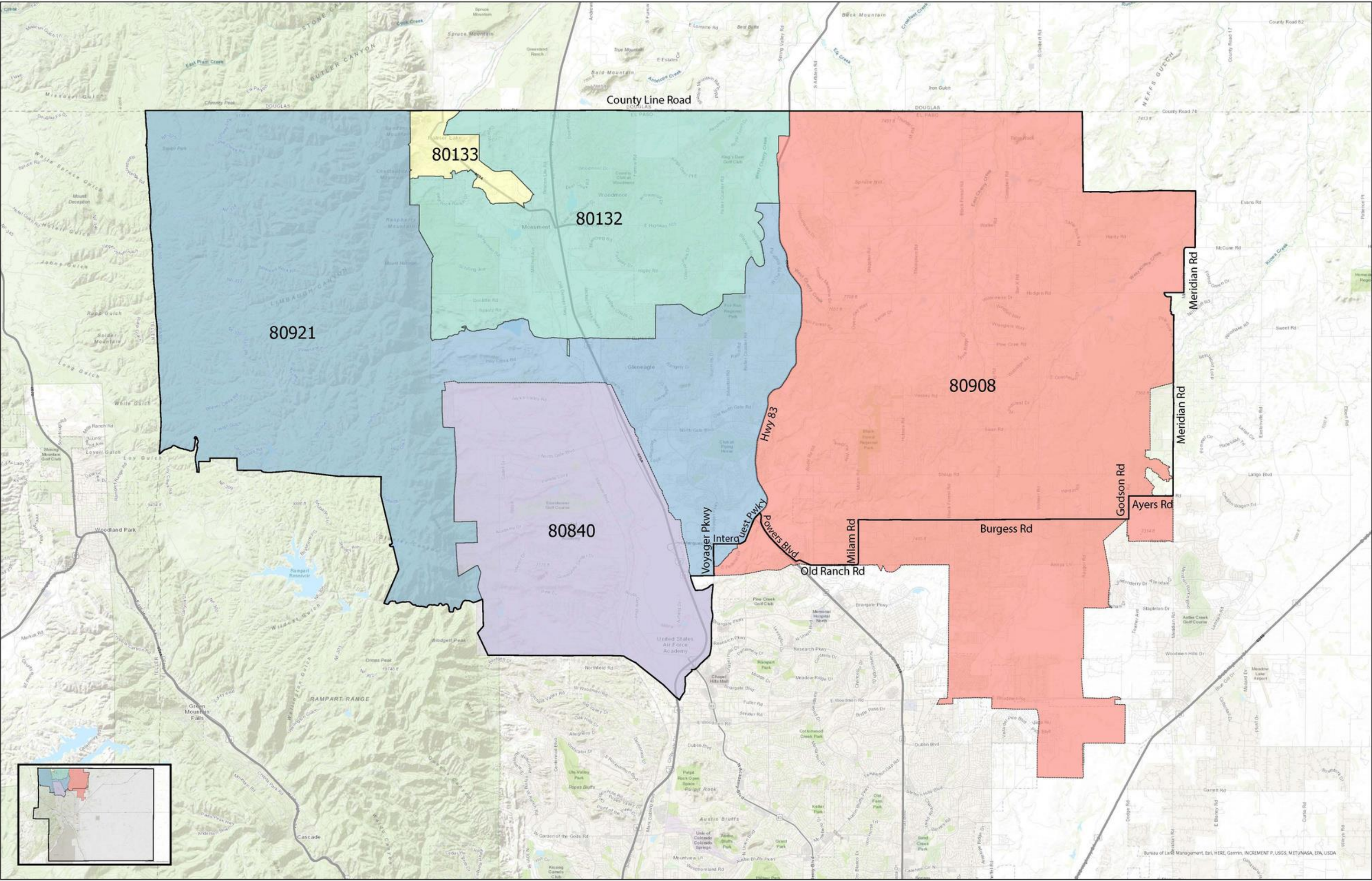
Mission

Empowering families and individuals to reach toward a better tomorrow

Tri-Lakes Cares began with a group of local residents who recognized a need in the community. Pictured are Celia Snyder, Betty Holoway, and Patricia Atkins.

Photo by Holly Robinson





TRI-LAKES CARES SERVICE AREA



A Glimpse at What We Do

Food for All

Supplemental Groceries at No Cost, Snacks for Area Students, Holiday Food

Housing Helping Hand

Rent/Mortgage Assistance, Utility Help, Home Repair Financial Assistance

Health Connection

Medical/Dental/Vision/Behavioral Health Help, and Medical Equipment Loans

Keep It Moving

Car Repair Financial Assistance, Windshield Repairs, Oil Change Events

Other Support

Budget Counseling/Financial Guidance, Books for Kids, Seasonal Programs



These efforts are possible because of supporters like the Town of Monument, as well as grants and contributions.

Funding is our life line. We can carry out our work because of the support of the Town of Monument. This funding goes a long way to assist clients with housing and utility costs.

We strive to provide relief before another life circumstance can cause a spiral.

- Disability
- Medical Bills
- Job Loss
- Car Accident





Sarah's Story

Sarah, a resilient mother of two, found herself in dire straits when she unexpectedly lost her job. Struggling to put food on the table and facing eviction, she turned to Tri-Lakes Cares for support.

TLC not only provided ample food for her family but also assisted with her rent for the month, easing a significant burden.

The impact was immediate. The groceries ensured her children never went to bed hungry. Tri-Lakes Cares didn't just provide nourishment; they offered dignity and a sense of belonging during a challenging time.

Over the following weeks, Sarah's perseverance paid off. She secured a part-time job that eventually became full-time. The rent assistance was a crucial step, helping her family regain stability and secure more permanent housing.

**Northern El Paso County seems affluent,
is there really poverty in our local region?**



Median Income



Housing Expenditures

But what about at Tri-Lakes Cares?

58% of households enrolled in TLC programs live below the federal Poverty Line - \$31,200 for a family of four in 2024.

**The population is growing.
Home prices and rent are rising.**

*What does that mean for
Tri-Lakes Cares?*

We can't overlook the growth in our community. Staying ahead of the curve, TLC has conducted a comprehensive community assessment to identify current needs as well as future concerns.



Housing Cost of Living

	80132	80133	80908	80921	El Paso County	Colorado
1-Bedroom Housing Wage	\$33.08	\$19.04	\$34.23	\$30.38	Unavailable	\$26.23
2-Bedroom Housing Wage	\$41.54	\$23.85	\$42.88	\$38.08	\$ 28.54	\$32.13
1-Bedroom Fair Market Rent	\$1,720	\$990	\$1,780	\$1,580	\$1,183	\$1,364
2-Bedroom Fair Market Rent	\$2,160	\$1,240	\$2,230	1,980	\$1,484	\$1,671

Source: National Low Income Housing Coalition, 2023.

Top Identified Needs



Behavioral Health



Childcare



Community Safety



Finances



Food Access



Housing



Shelters



Transportation



**Workforce
Development**



*Thank You For
Your Support!*



Bill Lyons

Director of Development & Planning

BillL@Tri-LakesCares.org

719-370-1315

Haley Chapin

Executive Director

HaleyC@Tri-LakesCares.org

719-370-1309

719-481-4864

235 N. Jefferson St.

Monument, CO 80132



Visit Our Website
www.tri-lakescares.org

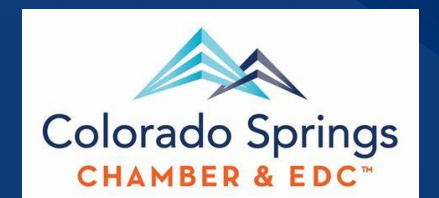


Pikes Peaks SBDC

Mission: To help existing and new businesses grow and prosper.



Hosted By:



Meet the Team

Brandon Eldridge
Executive Director



Lauren Shakes
Program Manager



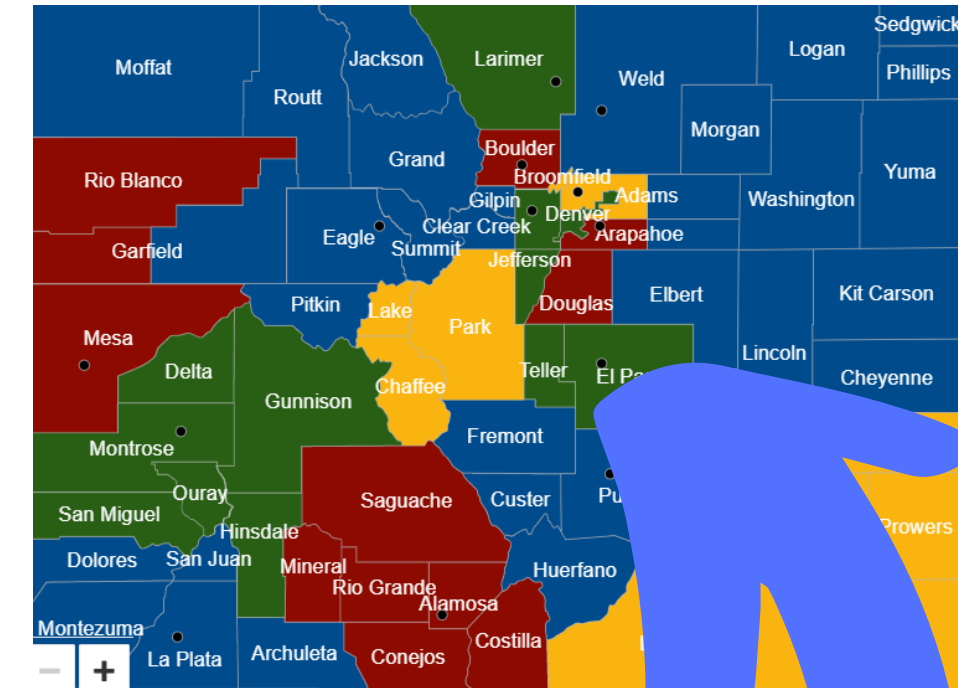
Shaula Denton
Consulting Coordinator



Doni Walter
Financial Manager



Where Are We?



Headquarters
Catalyst
Campus

Satellite:
Monument

Satellite:
Ft. Carson

Satellite:
Falcon

Satellite:
Woodland
Park

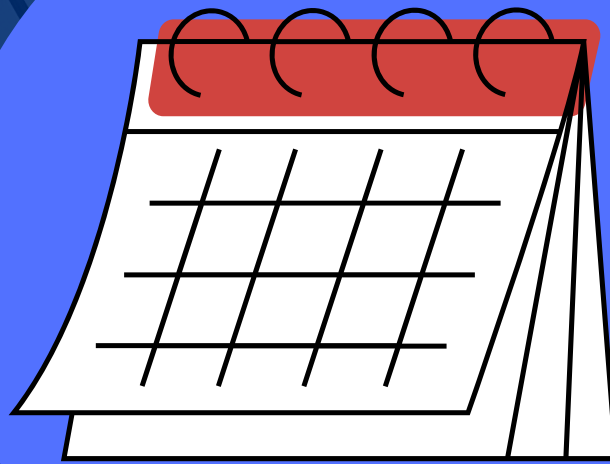
Satellite:
Victor

Satellite:
Fountain

Community Engagement



Free Consulting



Events



Cyber Security



Programs



Practical
Training

Business Owner

Aspiring
Business
Owner

New
Business
Owner

Seasoned
Business
Owner

Legacy
Business
Owner

"I recently opened a yoga studio. I need guidance on how to create a website and social media for my business to market my classes and products."

"I have an idea for a coffee shop and want to know how to start this business."

"I am an owner of an established pizza restaurant. I need guidance on how to expand my business to include multiple food trucks"

"I have owned a craft store for many years. I am ready to transition out of business ownership and want to know how to preserve the legacy of my business"

Certifications

Woman
Owned

Veteran
Owned

Minority
Owned

LGBTQ+
Owned





17th Annual

Veterans Small Business Conference

November 1st, 2024



PIKES PEAK REGION
SMALL BUSINESS WEEK
APRIL 29 - MAY 3, 2024



HOSTED BY



THE YEAR OF A.I.

(ACTION & INNOVATION)



Town of Monument 2023 Impact

Total # of
Clients

28 YTD

Consulting
Hours

126 YTD



Holiday Party



Newsletter



- Upcoming Classes
- Business Events
- Grants
- Cybersecurity
- And so much more...



Get the latest
updates in
the business
community



www.pikespeaksbdc.org



Hosted By:



Thank You

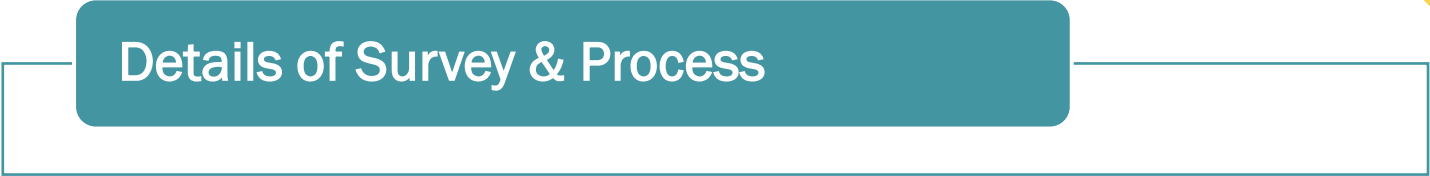




Employee Satisfaction Survey



Agenda



Details of Survey & Process



Main results



Category results



Actionables

Employee Satisfaction Survey Overview

Survey through BambooHR

- Existing HRIS system. No extra cost to the Town.
- Aids with tracking, set and custom tag words,

Anonymous

- System put in place to ensure anonymity

Survey open for 1 (one) full week

- September 5th – September 12th

Collection of Results analyzed

- Likes/Dislikes, eNPS (Employee Net Promoter Score)

Results and action items

- Shared with the staff & additional follow up to gather ideas on items needing attention.

Purpose



- Our employees are our greatest asset, and the feedback is imperative for the Town of Monument to continuously grow.
- Anonymous survey gives every employee a chance to share freely.
- Collection of feedback allows the leadership to target areas that need attention.
- Employee Satisfaction surveys approximately every 6 months to track progress and feedback, continually striving for improvement.

Directly from BambooHR

› Is the eNPS survey anonymous?

Employee Satisfaction in BambooHR is entirely anonymous, which helps you feel free to provide honest feedback that can lead to real improvements. To ensure anonymity, we take the following steps:

1. All employees in BambooHR have an assigned Employee #. We give a random number to an Employee # and tie your employee demographic information along with it. (The user is not anonymous at this stage.)
2. We send you the Employee Satisfaction email survey. When you click to complete the survey, it takes you to a separate URL, which deletes the Employee # and random number* from the database. Your demographic information only ties to your response.

*This information will not remain in our database, and we cannot look up who sent which responses.

Anonymity

How to ensure the survey feedback is anonymous?



We want your feedback!

Hi Team!

As you know, one of the most important things at Town of Monument is you! We care about you and the experiences that you have working at Town of Monument. To gain insight into places we're excelling and areas that we can improve, we will be conducting a super short employee survey. I promise it is short - like two questions short. The survey will be sent to your email tomorrow morning to complete.

Your experience at Town of Monument is important to us, and this survey is a chance to share your thoughts. It's places like this where we learn what we can do to make Town of Monument even better.

Thank you,

Madeline VanDenHoek

Important info about the survey:

The survey will be administered through BambooHR and the results are completely [anonymous](#) (emails or IP addresses will not be captured). Please be thoughtful, honest, and candid when you complete the survey.

Our goal is 100% completion—each department is unique and everyone has valuable feedback. The survey will be open for one week.

Heads up! If you sign your name (or use any other clearly distinguishing bit of information) the survey is no longer [anonymous](#)!

Day Prior:
Email from the Interim Town Manager was sent to all employees.

Survey Location

BambooHR, all employees access.

We want your feedback!

Just a couple quick questions for you...

1. How likely are you to recommend Help Content Alpha as a place to work?



2. We're glad to hear you're likely to recommend Help Content Alpha. What makes this place so great?

HSA plan needs to be more appealing. You're doing great work everywhere else.

C'mon...what else are you thinking? Add some more details.

Submit Answers

🔒 Your feedback will be kept completely [anonymous](#).

🔒 Your feedback will be kept [anonymous](#).

bamboohr®

Survey Details

2 questions

1. How likely are you to recommend Town of Monument as a place to work?
2. A question relating to how we can improve and what makes the place great.



Feedback

Quality feedback we achieve better results

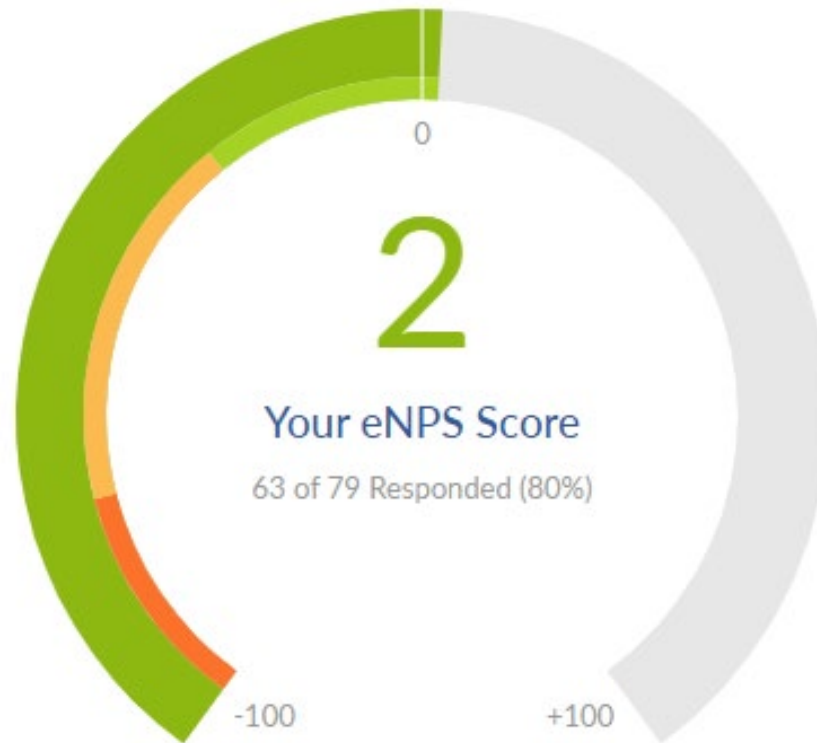


Results

THANK
YOU

- 80% response rate
- Anonymity gave a chance for all employees who responded to be heard
- Results sorted comments into Top 5 likes and Top 5 dislikes
- Produced an eNPS number, Employee Promoter Score
- Goal: Constant improvement

Main survey results



eNPS calculation:

- %of Promoters - %Detractors
 - Range: -100 to 100

80% response rate

- 63 out of 79 employees
- Current eNPS= 2

Rating scale:

- 10 to 9= Promoters
- 8 to 7= Neutral
- 6 to 0= Detractors

Comment tag categories

- Advancement/
Promotions
- Atmosphere
(Feeling)
- Autonomy
- Benefits
- Budget
- Communication
- Community
- Company/vision/
goals/mission/value
- Compensation
 - Culture
- Customers
- Diversity
- Ethics/ Honesty
- Growth (personal/
professional)
 - Hiring
- Leadership/
Management
- People at Work
- Physical work
environment
- Processes/Policies/
Regulations
- Product
- Reward/Recognition
/Value
 - Training
- Work Life Balance
- Work Resources

- People

Culture

Community

Atmosphere

Leadership/Management

Key Point	Promoters	Neutrals	Detractors
People	11	6	1
Culture	6	5	2
Community	7	3	2
Atmosphere	3	5	0
Leadership/ Management	2	3	0

*Note: Tags are evaluated on content not off score. A comment can have both positive and negative tags

Survey Details - **LIKES**

- Compensation

Communication

Reward/Recognition/ Value

Culture

Processes/ Policies/ Regulations

Key Point	Promoters	Neutrals	Detractors
Compensation	1	10	11
Communication	0	9	9
Reward/ Recognition/ Value	0	9	9
Culture	0	7	8
Processes/ Policies/ Regulations	0	7	8

*Note: Tags are evaluated on content not off score. A comment can have both positive and negative tags

Survey Details - DISLIKES

Upcoming actions



Compensation: Currently search for a third party to aid with a compensations survey.

- Goal: to have compensation system in place end of 2024/Q1-2025

Communication: Culture shift to put communication in the forefront of what we do.

- **We asked:** What is the best way for you to receive communication? How can everyone improve communication?

Reward/Recognition/Value:

- **We Asked:** We would like to know what we can do? What type of rewards/recognitions? How can we aid in all employees feeling valued?

Processes & Policies: We are working towards increased accountability for all employees regarding processes and policies.

- **We Asked:** Would the update be how they are communicated? How are they followed? Let us know.

Thank you





Multi-Rater (360) Feedback Report

Joe Example, Town Manager

Tuesday, October 26, 2021

Prepared by:
Marleene Buttice, MA
(she/her/hers)
Manager, Custom Opinion Surveys, Career Transition Services, and Employee Assessments
Employers Council

About Your Report

Presented on the following pages are the results of the multi-rater feedback process completed by you and your raters. The use of multiple raters increases the reliability and validity of the conclusions of this report.

This is a great opportunity to grow and develop yourself as a professional. In order to set yourself up for success when going through results, allow yourself sufficient time to go over the feedback. Feedback can be difficult to hear initially, but keep in mind that the purpose of this feedback is to accelerate your growth and development.

This report can help you to:

- Encourage candid and honest communication between you and your colleagues
- Help you identify your professional strengths and developmental opportunities
- Give you the opportunity to improve your skills by being more aware of others' perceptions and observations of your performance
- Guide your conversations with your colleagues to ensure you remain informed of their observations and suggestions

How to interpret results and determine action:

Do:

- Look at feedback holistically
- Identify themes in strengths and opportunities for improvement
- Prioritize a few focus areas to add to your development plan
- Understand that everyone has opportunities for improvement

Don't:

- Try to figure out who said what
- Focus on one positive or negative score/comment
- Create a development plan around every item
- Be discouraged that you have opportunities for improvement

Remember, there are resources within your organization to help you interpret your feedback such as HR Partners, your manager, and/or a mentor.

Pour yourself a cup of coffee and dive into your feedback.

Your Respondents

Self-assessment

Done

Respondent statistics

Group	Completed responses	% complete
Direct Report/Colleague	10/11	91%

Compare the number of people who finished your assessment to the number of people invited to participate.

Rating Scale

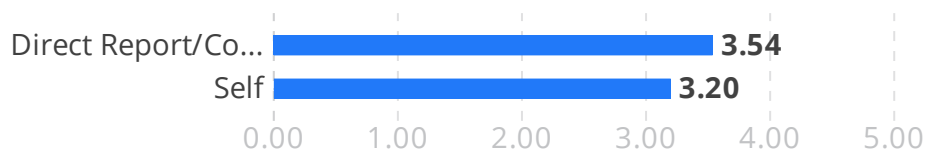
This assessment used the following rating scale when raters provided their feedback.

- 5 Strongly Disagree
- 4 Disagree
- 3 Neither Agree nor Disagree
- 2 Agree
- 1 Strongly Agree
- Not Included N/A

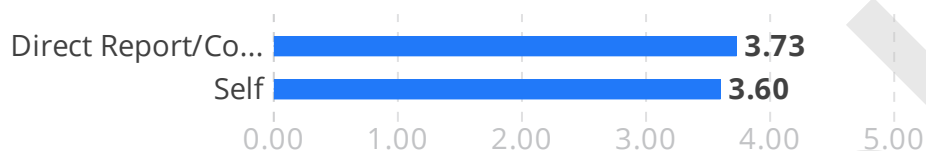
Scoring Overview

Below are the competencies or behaviors that you were evaluated on as a part of this multi-rater feedback process. Comparison ratings are provided by group. Competencies are listed in alphabetical order.

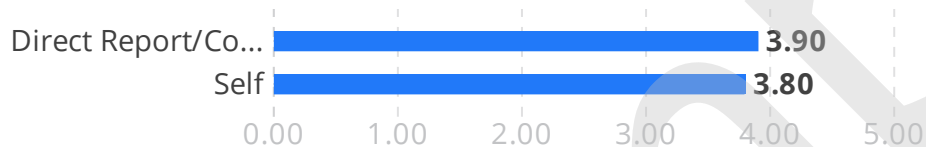
Communication



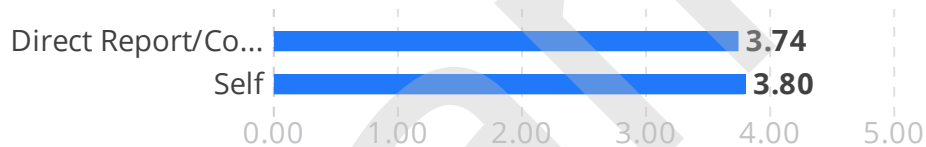
Overall Score



Staffing



Supervision



Displayed is the range of scores for each competency/behavior. The bar represents the numerical average.

High and Low Scores

By Direct Report/Colleague

The high/low chart displays items based on the areas where others rated you highest and lowest by group/relationship. The data does not include self-evaluation scores.

Highest scores

Rank	Scoring category	Item	Average
1	Supervision, Overall Score	Develops and maintains a friendly and informal relationship with the staff and work force in general, yet maintains the professional dignity of the city manager's office	4.27
2	Overall Score, Staffing	Professionally manages the compensation and benefits plan	4.20
3	Overall Score, Staffing	Promotes training and development opportunities for employees at all levels of the organization	4.18
4	Supervision, Overall Score	Instills confidence and promotes initiative in subordinates through supportive rather than restrictive controls for their programs while still monitoring operations at the department level	4.09
4	Overall Score, Staffing	Recruits and retains competent personnel for staff positions	4.09
5	Supervision, Overall Score	Encourages heads of departments to make decisions within their jurisdictions with minimal city manager involvement, yet maintains general control of operations by providing the right amount of communication to the staff	4.00
6	Communication, Overall Score	Actively listens to others to gain an understanding of the problems/situations they are facing	3.91
6	Overall Score, Staffing	Stays accurately informed and appropriately concerned about employee relations	3.91
7	Communication, Overall Score	Communicates effectively with subordinates	3.73
8	Communication, Overall Score	Summarizes information and verifies understanding	3.55

Lowest scores

Rank	Scoring category	Item	Average
1	Supervision, Overall Score	Sustains or improves staff performance by evaluating the performance of staff members at least annually, setting goals and objectives for them, periodically assessing their progress, and providing appropriate feedback	2.91
2	Communication, Overall Score	Clear and thorough in delegating responsibilities	3.09
3	Communication, Overall Score	Communicates expectations clearly	3.27
4	Overall Score, Staffing	Applies an appropriate level of supervision to improve any areas of substandard performance	3.45
4	Supervision, Overall Score	Encourages teamwork, innovation, and effective problem-solving among the staff members	3.45
5	Communication, Overall Score	Summarizes information and verifies understanding	3.55
6	Communication, Overall Score	Communicates effectively with subordinates	3.73
7	Overall Score, Staffing	Stays accurately informed and appropriately concerned about employee relations	3.91
7	Communication, Overall Score	Actively listens to others to gain an understanding of the problems/situations they are facing	3.91
8	Supervision, Overall Score	Encourages heads of departments to make decisions within their jurisdictions with minimal city manager involvement, yet maintains general control of operations by providing the right amount of communication to the staff	4.00

Hidden strengths/Improvement areas

According to Direct Report/Colleague

Hidden strengths show where others rated you higher than you rated yourself. Areas for improvement shows where others rated you lower than you rated yourself. Both sections are ranked from largest to the smallest gap.

Hidden strengths

Rank	Scoring category	Item	Self	Direct Report /Colleague	Gap
1	Overall Score	Communicates effectively with subordinates	3.00	3.80	+0.80
2	Overall Score	Summarizes information and verifies understanding	3.00	3.60	+0.60
3	Overall Score	Applies an appropriate level of supervision to improve any areas of substandard performance	3.00	3.50	+0.50
4	Overall Score	Communicates expectations clearly	3.00	3.30	+0.30
4	Overall Score	Develops and maintains a friendly and informal relationship with the staff and work force in general, yet maintains the professional dignity of the city manager's office	4.00	4.30	+0.30
5	Overall Score	Professionally manages the compensation and benefits plan	4.00	4.22	+0.22
6	Overall Score	Promotes training and development opportunities for employees at all levels of the organization	4.00	4.20	+0.20
7	Overall Score	Clear and thorough in delegating responsibilities	3.00	3.10	+0.10

Test, 2021					
7	Overall Score	Instills confidence and promotes initiative in subordinates through supportive rather than restrictive controls for their programs while still monitoring operations at the department level	4.00	4.10	+0.10
7	Overall Score	Recruits and retains competent personnel for staff positions	4.00	4.10	+0.10

Areas for improvement

Rank	Scoring category	Item	Self	Direct Report /Colleague	Gap
1	Overall Score	Encourages teamwork, innovation, and effective problem-solving among the staff members	4.00	3.40	-0.60
2	Overall Score	Stays accurately informed and appropriately concerned about employee relations	4.00	3.90	-0.10
2	Overall Score	Sustains or improves staff performance by evaluating the performance of staff members at least annually, setting goals and objectives for them, periodically assessing their progress, and providing appropriate feedback	3.00	2.90	-0.10
2	Overall Score	Actively listens to others to gain an understanding of the problems/situations they are facing	4.00	3.90	-0.10

The first column of scores indicates how you scored yourself. The second column indicates the average score of others. The third column indicates the difference between how you scored yourself and how others scored you.

Communication

Scoring category

Direct
Report
/Colleg
aue

Self

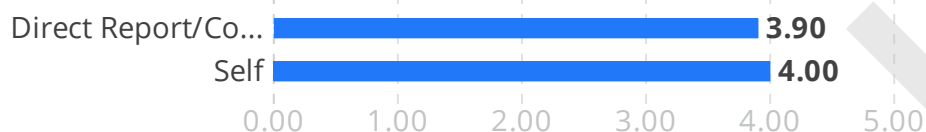
Communication

3.54

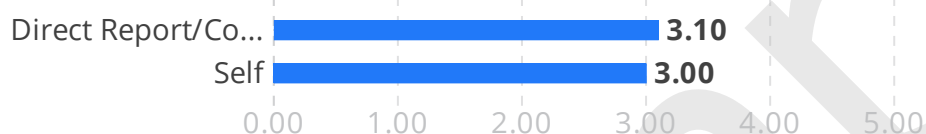
3.20

Scoring overview

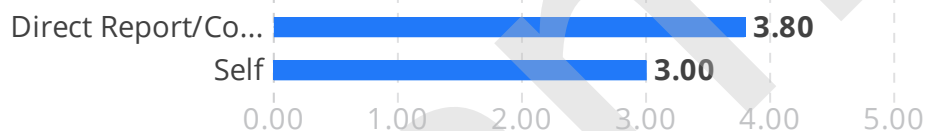
Actively listens to others to gain an understanding of the problems/situations they are facing



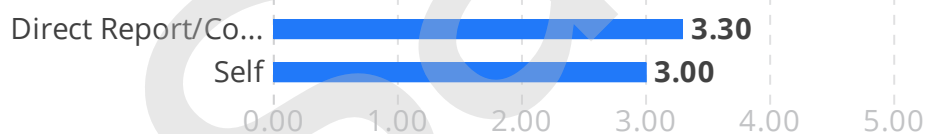
Clear and thorough in delegating responsibilities



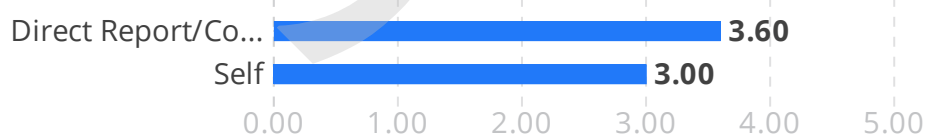
Communicates effectively with subordinates



Communicates expectations clearly



Summarizes information and verifies understanding



Displayed is the range of scores for each competency/behavior. The bar represents the numerical average.

Agreement charts

The agreement chart indicates the similarity of scores. Each dot represents how individuals rated you for each item. The size of the dot shows how many raters gave you a specific rating. The data does not include self-evaluation scores.

Communication

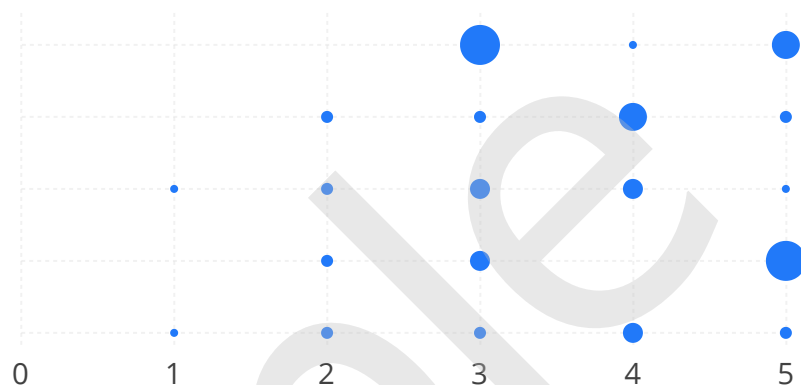
Actively listens to others to gain an understanding of the...

Summarizes information and verifies understanding

Clear and thorough in delegating responsibilities

Communicates effectively with subordinates

Communicates expectations clearly



How others rated you

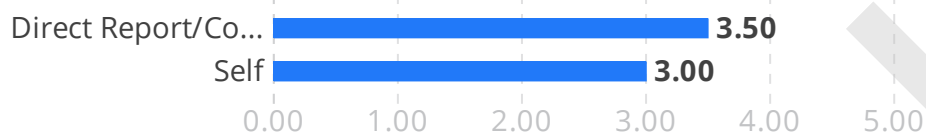
- 1 response
- 2 responses
- 3 responses
- 4 responses
- 5+ responses

Staffing

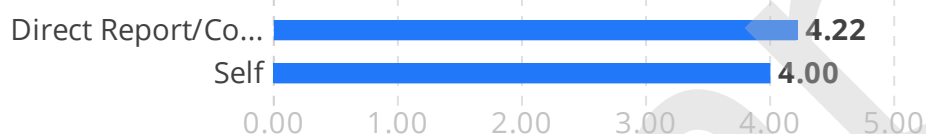
Scoring category	Direct Report /Colleague	Self
Staffing	3.90	3.80

Scoring overview

Applies an appropriate level of supervision to improve any areas of substandard performance



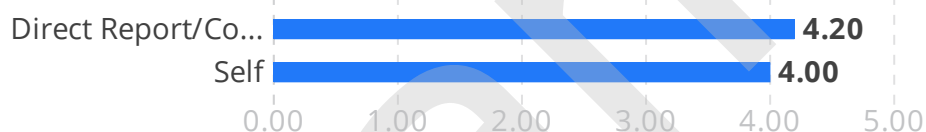
Professionally manages the compensation and benefits plan



Clear strength

You and other evaluators think this area is a top strength.

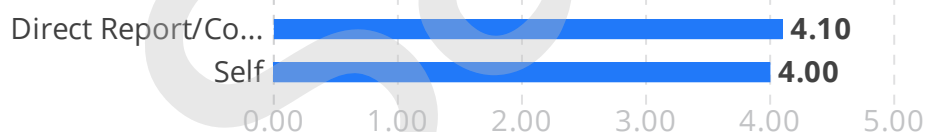
Promotes training and development opportunities for employees at all levels of the organization



Clear strength

You and other evaluators think this area is a top strength.

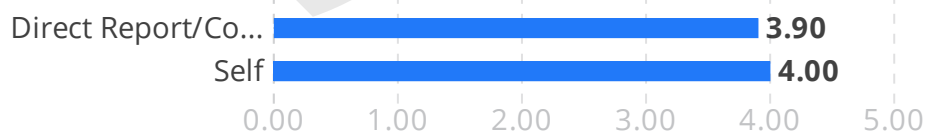
Recruits and retains competent personnel for staff positions



Clear strength

You and other evaluators think this area is a top strength.

Stays accurately informed and appropriately concerned about employee relations



Displayed is the range of scores for each competency/behavior. The bar represents the numerical average.

Staffing

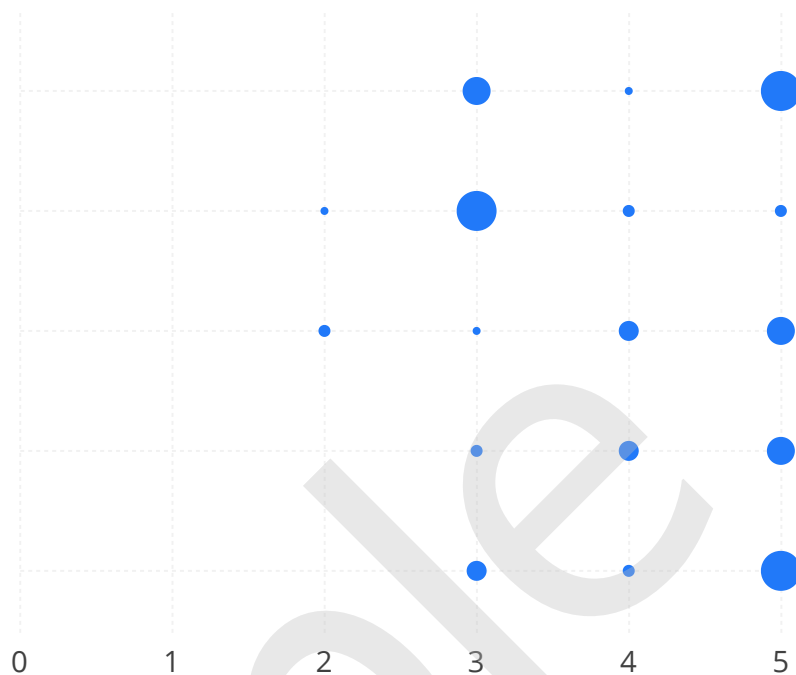
Recruits and retains competent personnel for staff positions

Applies an appropriate level of supervision to improve any areas...

Stays accurately informed and appropriately concerned about...

Professionally manages the compensation and benefits plan

Promotes training and development opportunities for...



How others rated you

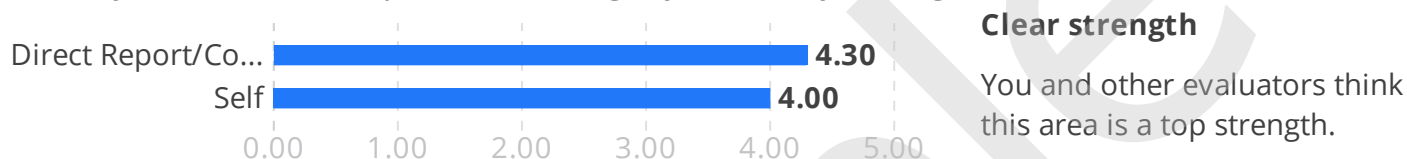
- 1 response
- 2 responses
- 3 responses
- 4 responses
- 5+ responses

Supervision

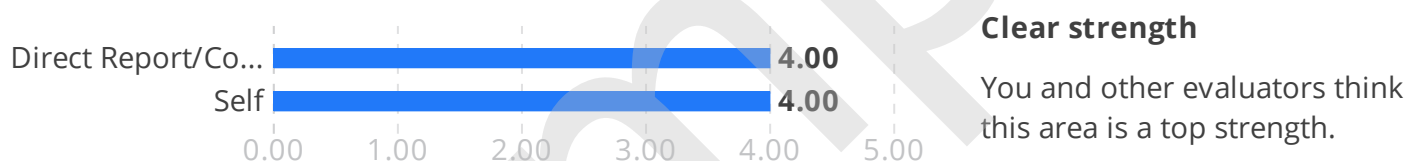
Scoring category	Direct Report /Colleague	Self
Supervision	3.74	3.80

Scoring overview

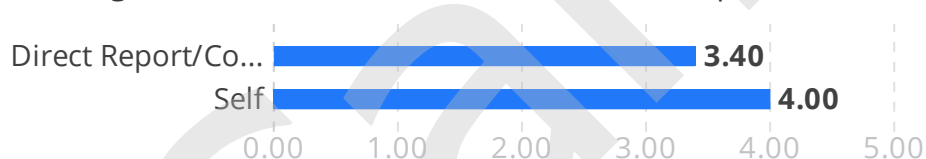
Develops and maintains a friendly and informal relationship with the staff and work force in general, yet maintains the professional dignity of the city manager's office



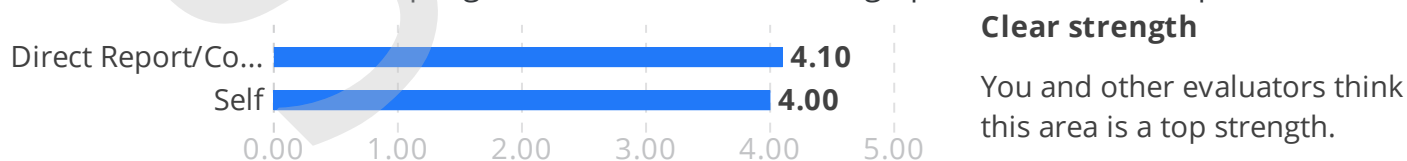
Encourages heads of departments to make decisions within their jurisdictions with minimal city manager involvement, yet maintains general control of operations by providing the right amount of communication to the staff



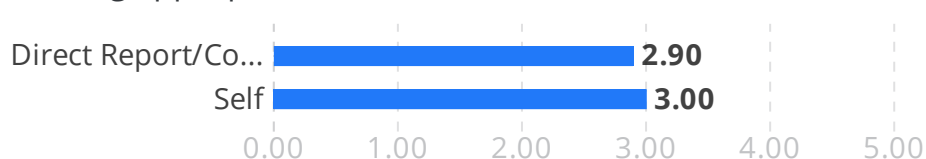
Encourages teamwork, innovation, and effective problem-solving among the staff members



Instills confidence and promotes initiative in subordinates through supportive rather than restrictive controls for their programs while still monitoring operations at the department level



Sustains or improves staff performance by evaluating the performance of staff members at least annually, setting goals and objectives for them, periodically assessing their progress, and providing appropriate feedback



Displayed is the range of scores for each competency/behavior. The bar represents the numerical average.



Supervision

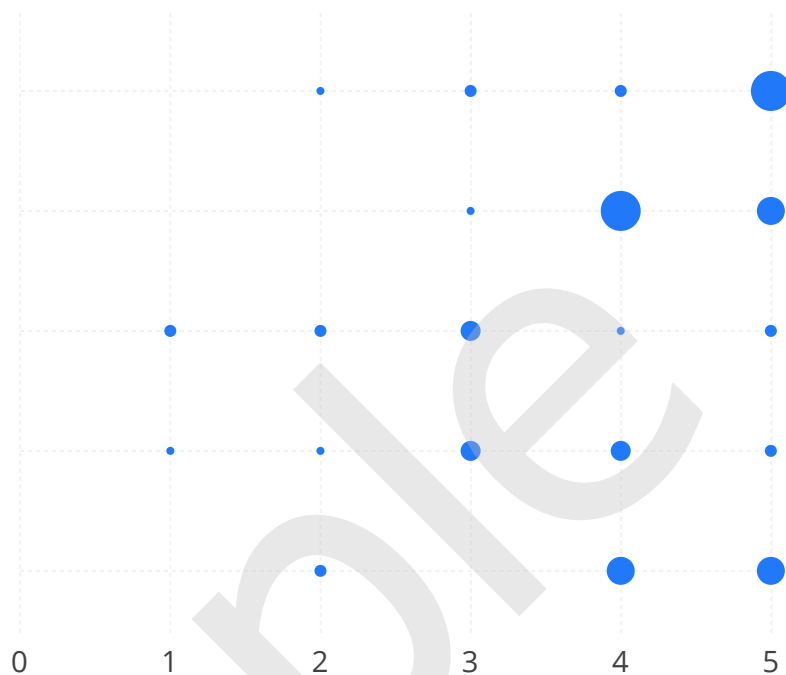
Instills confidence and promotes initiative in subordinates through...

Develops and maintains a friendly and informal relationship with the...

Sustains or improves staff performance by evaluating the...

Encourages teamwork, innovation, and effective problem-solving...

Encourages heads of departments to make decisions within their...



How others rated you

- 1 response
- 2 responses
- 3 responses
- 4 responses
- 5+ responses

What does this individual do especially well that you would like them to continue to do more of?

Self

1 Responses

I encourage a workplace that collaborates and connects organically, is approachable, and when we need help, know we figure it out, don't point fingers.

Direct Report/Colleague

8 Responses

He listens well.

He allows staff the autonomy to complete their respective job duties and department functions.

They are friendly, approachable, and supportive of staff.

Encourages innovation in the work place.

Development Planning Preparation

After reviewing your multi-rater feedback report, use the following general guidelines to help you identify and prioritize steps toward improvement.

Improvement may come from building on your areas of strength, working on your opportunity for improvement areas, or focusing on high gap or difference scores identified in particular competency areas.

Reflect on the Data

What is my reaction to these ratings? Do I agree with them? What specific items are of greatest concern?

What specific behaviors might lead raters to rate me this way?

Consider the Implications

What might be the consequences if I don't address the gaps and opportunities for improvement? (short and long-term)

What might be the impact if I am able to improve in these areas? (Consider the impact on staff/department and career.)

How important are these gaps to my personal and professional goals?

How important are these gaps to the organization?

How can I build on my identified strengths?

Assess the Potential for Success

What are some other possible development options?

What obstacles (internal and external) am I likely to encounter as I try to improve in any of these areas? How will I overcome those obstacles?

What support is available to me? (e.g. people, resources, etc.)

How will I know if I'm making progress? How will I measure success?

Determine What Action to Take

Considering my answers to the questions above, what do I want to do?

Why do I want to do it?

What will I do and when will I start?

The following allows you to identify your strengths and opportunities for improvement as indicated by your 360 degree feedback. Based on these strengths and development areas, use the form on the next page to create an action plan. Once your plan is developed, please share it with your manager/supervisor so it becomes part of your overall development planning.

Strengths:

Areas for Improvement:

Questions/Areas Needing Further Clarification:

Action Plan for Development

Use the chart below to plan for your development. Use the information from your report along with other feedback, information and knowledge you have about your skills and competencies. Note any key skills/knowledge you would like to gain, along with options for accomplishing the learning. Establish plans that balance the needs and resources of the organization with your personal goals. Share the completed plan with your manager/supervisor.

Development Goals (Skills/Knowledge I Plan to Improve or Develop)	Action Plan and Timeframe (e.g. on-the- job training, job rotation/cross-training, committee or project conferences, self-study, job shadowing, mentoring, job enlargement, customer/client visits, talking with employees in desired position(s), etc.)	Resources and/or Support Needed for Success (e.g., money, people, time)	Measures of Progress or Success



PROPOSAL FOR

Town Manager Evaluation/360

We know that no matter what business you're in, people are at the core.

Graves Consulting, LLC
918.639.6053
www.graveshrconsulting.com

About Us:

Graves Consulting is a Woman Owned Small Business that was formed in 2016 and was specifically designed to bring affordable Human Resources consulting services, with a focus on best practices and employee engagement, to clients in the municipal, public sector, and private sectors. We focus primarily on Compensation, Strategic and Operational HR Planning, Organizational Culture & Employee Engagement and Leadership Development.

We have a staff of seasoned professionals with various areas of HR and Management expertise as well as partnerships that provide a wide array of resources for our clients.

You'll see from our list of clients and similar projects that we specialize in the municipal sector. As a result, we are intimately familiar with many of the unique departments (and challenges) that exist within local governments including Public Safety including EMS, Courts/Judicial, Community Development, Public Works, Parks & Recreation, Finance/Treasury, HR, Legal, IT, Planning/Engineering, Assessing, Wastewater Treatment, Utilities, Museums, Libraries, Tourism, Airports, Housing and more.

As a full-service Human Resources consulting firm with dozens of municipal and private sector clients, we offer the ability to review and address a variety of HR challenges including recruiting and retention issues, benefit plan design, strategic planning, leadership development organizational culture and employee communications.

Further, we take a very customer service-focused, high touch approach to our work. We believe in working collaboratively with the internal team to ensure that every question or concern is addressed and that we enhance their knowledge and skillset during our engagement. .

Executive Summary:

Graves Consulting will work collaboratively with the Town and Town Council to deploy an evaluation for the Town Manager. This process can include a 360 and/or a full evaluation process as described in the Methodology and Process overview.

Assigned Resources:

Sr. Project Consultant: Wendy Ecklund, M.Ed.

Wendy Ecklund worked in a leadership capacity in Human Resources for both private and public sectors, including providing senior level leadership and expertise in the broad scope of Human

Resources and Risk Management initiatives for municipal government. She has a passion for providing HR guidance in the public sector, with comprehensive knowledge of compensation and benefits, recruitment and retention efforts, employee engagement and organizational culture, along with all other functions of HR and Risk Management. She also facilitated the evaluation process for the City of Steamboat Springs City Manager and City Attorney, as the HR Director for the City.

Methodology and Process Overview:

Graves Consulting will work collaboratively with the Town to determine the appropriate evaluation process. We are providing two options.

Option 1: The recommended evaluation process would include an anonymous 360 evaluation, designed by Graves, to be completed by Town Manager direct reports, and a separate evaluation tool deployed to Council members and the Town Manager. The process steps are as follows:

- Graves Consulting will design and deploy a 360 evaluation to be completed by direct reports of the Town Manager. The results will be analyzed and summarized into a final report provided to Council members. All responses will be anonymous. This provides valuable feedback to Council members directly from the Town Manager's leadership team.
- Graves Consulting will design and deploy a separate evaluation tool and rating structure, ensuring it aligns with the Council's expectations. This evaluation will be completed by each Council member and the Town Manager.
- Graves Consulting will provide guidance to all raters regarding subjective rating criteria to ensure clarity and enhance consistency of interpretation.
- A comprehensive executive summary, detailing the results of the self-evaluation and the council members' evaluations, will be provided to council members during a facilitated Executive Session by Graves Consulting. The meeting will focus the discussion on overall feedback, highlighting areas for opportunity, areas of success, and overall ratings.
- If requested, Graves Consulting will work with Human Resources regarding any potential adjustments to pay based on the evaluation results.
- The Executive Session can be facilitated virtually, or in-person as determined by the Town.

Total cost for Option 1 is \$5,600 (onsite costs listed separately below).

Option 2: If the Town decides not to do the full evaluation process above, Graves Consulting can deploy a 360 evaluation only, to be completed by Council members and the Town Manager, and up to two other individuals identified by the Town. This will be summarized into a full report and discussed during a facilitated Executive Session.

Total cost for Option 2 is \$2,800 (onsite costs listed separately below).

Timeline:

The full process (Option 1) should be completed within 2 to 3 months depending on the timing and availability of each participant and Council members.

Option 2 is estimated to be completed in approximately 6 weeks from the date we begin the process.

Total Cost and Payment Terms:

In addition to the costs listed in Option 1 (\$5,600) and Option 2 (\$2,800) above, we are happy to facilitate an onsite meeting for the Executive Session for an additional cost of \$1,500.

References are available upon request.

Multi-Rater (360) Feedback Surveys

2024 Service Quote and Information Details

Multi-rater (360) feedback surveys are a great way to gather information and perspective on an employee’s skills, attributes, and core strengths through the lens of multiple “raters”, including the subject’s perspective. Through this process, we can assist in creating clarity about and alignment between how the participant sees themselves, their “intentions,” and how others experience that person, i.e., their “impact.”

Your organization can choose from over 250 questions/items evaluating different competencies and open-ended questions from our sample list, or you can provide your unique questions/items. Our survey administrator will work with you each step of the way creating a smooth and worry-free experience.

General Scope of Work

*You will receive a checklist with detailed information on the process.

Setting a Timeline

Once an employer decides to have Employers Council assist them in conducting a 360 Feedback Survey, a timeline is discussed to schedule important dates and clarify expectations.

Developing the Survey Instrument

Employers Council provides sample questions, options for rater scales, and sample participant email invites to the member of their choosing. Once a list of multiple-choice items, open-ended items, a rater scale, and invite emails are decided, Employers Council will format the survey instrument and provide a draft back to the member for review. It takes 2 to 3 working days to get the survey instrument ready for review.

The survey instrument is finalized and approved by the member.

Administering the Survey

Employers Council will provide an excel spreadsheet for your organization to fill in with evaluators. Once this information has been received, invite emails are sent out and the survey is launched. The groups of evaluators provided should have a minimum of 5 people to maintain anonymity.

Surveys are often left open for 2-3 weeks with reminder emails sent out throughout the process within the discussed timeline.

Reporting

Once the survey closes and is no longer accepting responses, the survey data is processed, and a report is generated. You will be emailed a pdf of the final report.

The final report includes:

- Section 1: Overall Scoring
- Section 2: Positive and Negative Gaps
- Section 3: High and Low Scores
- Section 4: Dimension Breakdown by Questions
- Section 5: Open-Ended Questions
- Section 6: Development Planning Preparation



Pricing and Terms for Surveys Launched in 2024	
Service	Cost – Member and Nonmember Pricing
The first employee being evaluated with a newly created survey + 1 report	\$800 – Member Price \$900 – Nonmember Price
Additional employees being evaluated with the SAME questions and messages + 1 report	\$600 per additional subject – Member Price \$700 per additional subject – Nonmember Price
Post Survey Options	
Additional Reports	\$250 per report
Debrief and/or presentation of the results via our Human Resources Professional Services (HRPS) Department	\$135 per hour

Note the following:

- Any change of scope requested by your organization may require an adjustment to projected costs.
- By requesting to move forward, you agree to the cost of the project.
- The rates/pricing is only valid for the current calendar year.

Invoices are issued at the end of the project for the previous survey time frame, due within 30 days of receipt. All invoicing represented in this proposal will be through Employers Council Services (ECS) a wholly owned subsidiary of the Employers Council.

Employers Council and its employees understand the responsibility to respect the confidentiality of your organization and the information contained in its Human Resource Department to protect your privacy and to perform professionally.

This service quotation includes information that shall not be duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate this proposal.

