Wastewater “Intent to Lien” Mailings
“Just Do It”, January 2013

Innovation
- One colleague in PW–Wastewater Accounting Services implemented a change in mailing Intent to Lien* letter from Certified to First Class postage.

<table>
<thead>
<tr>
<th>Financial</th>
<th>Quality</th>
<th>&quot;Investing in Ourselves&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Soft = $2,201</td>
<td>• Reduced actual working time from 128 hours/year to 32 hours/year</td>
<td>• Initiated by Amber Vancil</td>
</tr>
<tr>
<td>• Hard = $44,699 in postage and envelopes</td>
<td>• Several employees now have more time to focus on primary duties such as storm billing</td>
<td>• Resulted from Green Belt training</td>
</tr>
<tr>
<td>• Total Annual Savings = $46,900</td>
<td>• Errors reduced from 12% to 0%</td>
<td>• 17 others trained</td>
</tr>
</tbody>
</table>

*Intent to Lien letters are letters sent to customers that meet the requirements to have a lien placed on their property.

Position Justification Process
Rapid Improvement Event, February 2013

Innovations
- Improved Position Justification Process
- More effective review/approval of positions that become new hires at the City delivering City services
- Team: Budget & Management Office, Office of Human Resources, Denver Motor Vehicles

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<tr>
<td>• Soft = $10,643 (projected annually)</td>
<td>• Errors reduced from 12% to 0%</td>
<td>• 3 departments working together to help Denver hire quality employees</td>
</tr>
<tr>
<td>• Total Projected Annual Savings = $10,643</td>
<td>• Hours spent on backfilled positions reduced by 394 hours</td>
<td>• 5 new RIE participants</td>
</tr>
</tbody>
</table>
February 2013

Process Improvement Impact Statements

**Burglar Alarms Permitting**

*Rapid Improvement Event, April 2012*

**Mayor’s 5281 Award Recipients!**

**Innovations**

- Reduce Denver Police Officers reacting to false alarms
- Eliminate redundant data entry
- Increase collections for Alarm Permits sold & managed
- Increase collections for false alarms

**Financial**

- Soft = $28,688 (1/2 FTE) (annually)
- Hard = $116,950 additional fines collected (annually)
- Total Annual Savings = $145,638

**Quality**

- Repurposed position from transferring data between systems to focus on alarm fine appeals
- Decrease False Alarms by 28% per year (Goal)

**Investing in Ourselves**

- Cooperation between departments
- 12 new RIE participants

**Parking Collection Eliminates Cash Payments**

*“Just Do It”, January 2013*

**Innovation**

- A team of colleagues in PW–Parking Collection changed the policy for employee parking payments to be entirely paid by Electronic Funds Transfer, which eliminated invoicing and reconciling cash payment customers.

**Financial**

- Soft = $20,368 (projected 1/4 FTE annually)
- Hard = $465 (projected annually)
- Total Projected Annual Savings = $20,833

**Quality**

- Eliminated manual invoicing, mailing, and reconciling process for 1 employee
- Reduced wait time at Parking Cashier station

**“Investing in Ourselves”**

- Resulted from Green Belt training
- Implemented by Public Works Parking Collection Customer Service Team