

ADAMS COUNTY, COLORADO
SERVICE AGREEMENT

THIS AGREEMENT ("Agreement") is made this 12th day of March, 2012, by and between the Adams County Board of County Commissioners, located at 4430 South Adams County Parkway, Brighton, Colorado 80601, hereinafter referred to as the "County," and Franklin Covey Client Sales, Inc., located at 2200 W. Parkway Blvd., Salt Lake City, Utah 84119 hereinafter referred to as the "Contractor." The County and the Contractor may be collectively referred to herein as the "Parties".

The County and the Contractor, for the consideration herein set forth, agree as follows:

SECTION I - SERVICES OF THE CONTRACTOR

The Contractor shall provide Organizational Trust Training Services and facilitate the Franklin Covey Speed of Trust Practice, as described in the Contractor's proposal attached Exhibit "A", and incorporated herein by reference. Adams County Human Resources' schedule for the 2012 services are attached as Exhibit "B" and incorporated herein as reference.

Emergency Services In the event the Adams County Board of County Commissioners declares an emergency, the County may request additional services (of the type described in this Agreement or otherwise within the expertise of Contractor) to be performed by Contractor. If County requests such additional services, Contractor shall provide such services in a timely fashion given the nature of the emergency, pursuant to the terms of this Agreement. Unless otherwise agreed to in writing by the parties, Contractor shall bill for such services at the rates provided for in this Agreement.

SECTION II - COMPLIANCE WITH C.R.S. § 8-17.5-101, ET. SEQ. AS AMENDED 5/13/08

Pursuant to Colorado Revised Statute (C.R.S.), § 8-17.5-101, *et. seq.*, as amended 5/13/08, the Contractor shall meet the following requirements prior to signing this Agreement (public contract for service) and for the duration thereof:

- A. The Contractor shall certify participation in the E-Verify Program (the electronic employment verification program that is authorized in 8 U.S.C. § 1324a and jointly administered by the United States Department of Homeland Security and the Social Security Administration, or its successor program) or the Department Program (the employment verification program established by the Colorado Department of Labor and Employment pursuant to C.R.S. § 8-17.5-102(5)) on the attached certification.
- B. The Contractor shall not knowingly employ or contract with an illegal alien to perform work under this public contract for services.
- C. The Contractor shall not enter into a contract with a subcontractor that fails to certify to the Contractor that the subcontractor shall not knowingly employ or contract with an illegal alien to perform work under this public contract for services.
- D. At the time of signing this public contract for services, the Contractor has confirmed the employment eligibility of all employees who are newly hired for employment to perform work

under this public contract for services through participation in either the E-Verify Program or the Department Program.

- E. The Contractor shall not use either the E-Verify Program or the Department Program procedures to undertake pre-employment screening of job applicants while this public contract for services is being performed.
- F. If Contractor obtains actual knowledge that a subcontractor performing work under this public contract for services knowingly employs or contracts with an illegal alien, the Contractor shall: notify the subcontractor and the County within three days that the Contractor has actual knowledge that the subcontractor is employing or contracting with an illegal alien; and terminate the subcontract with the subcontractor if within three days of receiving the notice required pursuant to the previous paragraph, the subcontractor does not stop employing or contracting with the illegal alien; except that the contractor shall not terminate the contract with the subcontractor if during such three days the subcontractor provides information to establish that the subcontractor has not knowingly employed or contracted with an illegal alien.
- G. Contractor shall comply with any reasonable requests by the Department of Labor and Employment (the Department) made in the course of an investigation that the Department is undertaking pursuant to the authority established in C.R.S. § 8-17.5-102(5).
- H. If Contractor violates this Section II of this Agreement, the County may terminate this Agreement for breach of contract. If the Agreement is so terminated, the Contractor shall be liable for actual and consequential damages to the County.

SECTION III - RESPONSIBILITIES OF THE COUNTY

The County shall provide information as necessary or requested by the Contractor to enable the Contractor's performance under this Agreement.

SECTION IV - TERM

The term of this Agreement shall be from February 1, 2012, through December 31, 2012.

SECTION V - PAYMENT AND FEE SCHEDULE

The County shall pay the Contractor for services furnished under this Agreement, and the Contractor shall accept as full payment for those services, the sum not exceed five thousand five hundred dollars (\$5500.00) per day. The total amount the agreement shall not exceed fifty thousand dollars (\$50,000.00). Travel costs will be billed to the county on an as needed basis within the not to exceed amount of the agreement.

A. Invoices

Invoices will be submitted to the County by the Contractor on a monthly basis for services performed under this Agreement. Payment of the invoices by the County will be made within twenty-five (25) days of the receipt thereof.

B. Fund Availability

The County has appropriated sufficient funds for this Agreement for the current fiscal year. Payment pursuant to this Agreement, whether in full or in part, is subject to and contingent upon the continuing availability of County funds for the purposes hereof. In the event funds become unavailable, as determined by the County, the County may immediately terminate this Agreement or amend it accordingly.

SECTION VI - INDEPENDENT CONTRACTOR

In providing services under this Agreement, the Contractor acts as an independent contractor and not as an employee of the County. The Contractor shall be solely and entirely responsible for his/her acts and the acts of his/her employees, agents, servants, and subcontractors during the term and performance of this Agreement. No employee, agent, servant or subcontractor of the Contractor shall be deemed to be an employee, agent or servant of the County because of the performance of any services or work under this Agreement. The Contractor, at its expense, shall procure and maintain workers' compensation insurance as required by law. **Pursuant to the Workers' Compensation Act § 8-40-202(2)(b)(IV), C.R.S., as amended, the Contractor understands that it and its employees and servants are not entitled to workers' compensation benefits from the County. The Contractor further understands that it is solely obligated for the payment of federal and state income tax on any moneys earned pursuant to this Agreement.**

SECTION VII - NONDISCRIMINATION

The Contractor shall not discriminate against any employee or qualified applicant for employment because of age, race, color, religion, marital status, disability, sex, or national origin. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices provided by the local public agency setting forth the provisions of this nondiscrimination clause.

SECTION VIII - INDEMNIFICATION

The Contractor agrees to indemnify and hold harmless the County, its officers, agents, and employees for, from, and against any and all claims, suits, expenses, damages or other liabilities, including reasonable attorney fees and court costs, arising out of damage or injury to persons, entities, or property caused or sustained by any person(s) as a result of the Contractor's performance or failure to perform pursuant to the terms of this Agreement or as a result of any subcontractors' performance or failure to perform pursuant to the terms of this Agreement.

SECTION IX – INSURANCE

The Contractor agrees to maintain insurance of the following types and amounts:

Commercial General Liability Insurance: to include products liability, completed operations, contractual, broad form property damage and personal injury.

Each Occurrence	\$1,000,000
General Aggregate	\$2,000,000

Comprehensive Automobile Liability Insurance: to include all motor vehicles owned, hired, leased, or borrowed.

Bodily Injury/Property Damage \$1,000,000 (each accident)
Personal Injury Protection Per Colorado Statutes

Workers' Compensation Insurance: Per Colorado Statutes

- * Professional Liability Insurance: to include coverage for damages or claims for damages arising out of the rendering, or failure to render, any professional services.

Each Occurrence \$1,000,000

- * This insurance requirement applies only to Contractors who are performing services under this Agreement as professionals licensed under the laws of the State of Colorado, such as physicians, lawyers, engineers, nurses, mental health providers, and any other licensed professionals.

The Contractor's commercial general liability, comprehensive automobile liability, and professional liability insurance policies and/or certificates of insurance shall be issued to include Adams County as an "additional insured," and shall include the following provisions:

1. Underwriters shall have no right of recovery or subrogation against the County, it being the intent of the parties that the insurance policies so affected shall protect both parties and be primary coverage for any and all losses resulting from the actions or negligence of the Contractor.
2. The insurance companies issuing the policy or policies shall have no response against the County for payment of any premiums due or for any assessments under any form of any policy.
3. Any and all deductibles contained in any insurance policy shall be assumed by and at the sole risk of the Contractor.

All insurers of the Contractor must be licensed or approved to do business in the State of Colorado. Upon failure of the Contractor to furnish, deliver and/or maintain such insurance as provided herein, this Agreement, at the election of the County, may be immediately declared suspended, discontinued, or terminated. Failure of the Contractor in obtaining and/or maintaining any required insurance shall not relieve the Contractor from any liability under this Agreement, nor shall the insurance requirements be construed to conflict with the obligations of the Contractor concerning indemnification.

Each insurance policy herein required shall be endorsed to state that coverage shall not be suspended, voided, or canceled without thirty (30) days prior written notice by certified mail, return receipt requested, to the County.

At any time during the term of this Agreement, the County may require the Contractor to provide proof of the insurance coverages or policies required under this Agreement.

SECTION X - TERMINATION

A. For Cause

If, through any cause, the Contractor fails to fulfill its obligations under this Agreement in a timely and proper manner, or if the Contractor violates any of the covenants, conditions, or stipulations of this Agreement, the County shall thereupon have the right to immediately

terminate this Agreement, upon giving written notice to the Contractor of such termination and specifying the effective date thereof.

B. For Convenience

The County may terminate the Agreement at any time by giving written notice as specified herein to the other party, which notice shall be given at least thirty (30) days prior to the effective date of the termination. If the Agreement is terminated by the County, the Contractor will be paid an amount that bears the same ratio to the total compensation as the services actually performed bear to the total services the Contractor was to perform under the Agreement, less payments previously made to the Contractor under the Agreement.

SECTION XI - MUTUAL UNDERSTANDINGS

A. Jurisdiction and Venue

The laws of the State of Colorado shall govern as to the interpretation, validity, and effect of this Agreement. The parties agree that jurisdiction and venue for any disputes arising under this Agreement shall be with the 17th Judicial District, Colorado.

B. Compliance with Laws

During the performance of this Agreement, the Contractor agrees to strictly adhere to all applicable federal, state, and local laws, rules and regulations, including all licensing and permit requirements. The parties hereto aver that they are familiar with § 18-8-301, et seq., C.R.S. (Bribery and Corrupt Influences), as amended, and § 18-8-401, et seq., C.R.S. (Abuse of Public Office), as amended, and that no violation of such provisions are present. Contractor warrants that it is in compliance with the residency requirements in §§ 8-17-101, et seq., C.R.S. Without limiting the generality of the foregoing, the Contractor expressly agrees to comply with the privacy and security requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), amended by the Health Information Technology for Economic and Clinical Health Act (HITECH), passed as part of the American Recovery and Reinvestment Act of 2009, effective February 17, 2010, when exposed to or provided with any data or records under this Subcontract that are considered to be "Protected Health Information."

C. Record Retention

The Contractor shall maintain records and documentation of the services provided under this Agreement, including fiscal records, and shall retain the records for a period of three (3) years from the date this Agreement is terminated. Said records and documents shall be subject at all reasonable times to inspection, review, or audit by authorized federal, state, or county personnel.

D. Assignability

Neither this Agreement, nor any rights hereunder, in whole or in part, shall be assignable or otherwise transferable by the Contractor without the prior written consent of the County.

E. Waiver

Waiver of strict performance or the breach of any provision of this Agreement shall not be deemed a waiver, nor shall it prejudice the waiving party's right to require strict performance of

the same provision, or any other provision in the future, unless such waiver has rendered future performance commercially impossible.

F. Force Majeure

Neither party shall be liable for any delay or failure to perform its obligations hereunder to the extent that such delay or failure is caused by a force or event beyond the control of such party including, without limitation, war, embargoes, strikes, governmental restrictions, riots, fires, floods, earthquakes, or other acts of God.

G. Notice

Any notices given under this Agreement are deemed to have been received and to be effective: (1) three (3) days after the same shall have been mailed by certified mail, return receipt requested; (2) immediately upon hand delivery; or (3) immediately upon receipt of confirmation that a facsimile was received. For the purposes of this Agreement, any and all notices shall be addressed to the contacts listed below:

For the County:

Adams County Purchasing and
4430 S. Adams County Parkway
Brighton, CO 80601
Contact: Liz Estrada
Phone: 720.523.6052
Fax: 720.523.6058

Adams County Attorney's Office
4430 South Adams County Parkway
Brighton, Colorado 80601
Phone: 720. 523-6116
Fax: 720. 523.6114

For the Contractor:

Franklin Covey
Legal Services Department
Ms Michael Bettin
2200 W. Parkway Blvd.
Salt Lake City, Utah 84119
Phone: 801.756.2700
Fax: 801.772.2593

H. Integration of Understanding

This Agreement contains the entire understanding of the parties hereto and neither it, nor the rights and obligations hereunder, may be changed, modified, or waived except by an instrument in writing that is signed by the parties hereto.

I. Severability

If any provision of this Agreement is determined to be unenforceable or invalid for any reason, the remainder of this Agreement shall remain in effect, unless otherwise terminated in accordance with the terms contained herein.

J. Authorization

Each party represents and warrants that it has the power and ability to enter into this Agreement, to grant the rights granted herein, and to perform the duties and obligations herein described.

K. Miscellaneous

Ownership of Materials: Contractor owns or controls all intellectual property rights, proprietary rights and copyrights to all workshops, seminars, training sessions, concepts and materials. Any unauthorized use, reuse, copying, reproduction, recording, transmittal, modification or revisions of any such materials or concepts of the scheduled workshop or any portion thereof is expressly prohibited and shall constitute a breach of this Agreement and/or federal copyright law. Any materials provided herein are intended for personal use only by the participant. Nothing in this Agreement implies a grant of license for County to use the seminar, workshop, or training session concepts and materials outside the scope of the Agreement.

Cancellation: The Contractor requires County to provide at least thirty (30) days notice for the cancellation or rescheduling of any services, workshop, program or training ("Services"). If County provides notice of cancellation/rescheduling within fifteen (15) calendar days of the scheduled Services, the county will be billed a cancellation fee of 75% or rescheduling fee of 25% of the base fee or consulting fee to cover Contractor's costs incurred. County will not be assessed a cancellation/rescheduling fee for any Services canceled or rescheduled by Contractor.

SECTION XII - CHANGE ORDERS OR EXTENSIONS

- A. The County may, from time to time, require changes in the scope of the services of the Contractor to be performed herein including but not limited to additional instructions, additional work, and the omission of work previously ordered. Such changes, including any increases or decreases in the amount of the Contractor's compensation, must be mutually agreed upon in writing by the County and the Contractor. The Contractor shall be compensated for all authorized changes in services, pursuant to the applicable provision in the Invitation to Bid, or, if no provision exists, pursuant to the terms of the Change Order.

- B. The County may, upon mutual written agreement by the parties, extend the time of completion of services to be performed by the Contractor.

IN WITNESS WHEREOF, the Parties have caused their names to be affixed hereto.

BOARD OF COUNTY COMMISSIONERS
ADAMS COUNTY, COLORADO


Chair

3-12-12
Date

ATTEST:
KAREN LONG
CLERK AND RECORDER


Deputy Clerk



APPROVED AS TO FORM:


Adams County Attorney's Office

Approved
Legal Division

CONTRACTOR

Gary T. Judd
Name
Managing Director
Title

Date 3.2.12

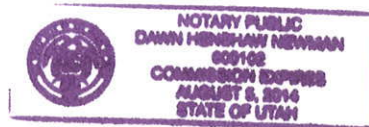
MB
2/29/12
Dated

Signed and sworn to before me on this 2nd day of March, 2012 by

Gary T. Judd

Dawn Henshaw Newman
Notary Public

My commission expires on: August 5, 2014



CONTRACTOR'S CERTIFICATION OF COMPLIANCE

Pursuant to Colorado Revised Statute, § 8-17.5-101, *et seq.*, as amended 5/13/08, as a prerequisite to entering into a contract for services with Adams County, Colorado, the undersigned Contractor hereby certifies that at the time of this certification, Contractor does not knowingly employ or contract with an illegal alien who will perform work under the attached contract for services and that the Contractor will participate in the E-Verify Program or Department program, as those terms are defined in C.R.S. § 8-17.5-101, *et seq.* in order to confirm the employment eligibility of all employees who are newly hired for employment to perform work under the attached contract for services.

CONTRACTOR:

Franklin Covey Speed of Trust
Company Name

3. 2. 12
Date

Gary T. Judd
Name (Print or Type)

Gary T. Judd
Signature

Managing Director
Title

Approved
Legal Division
MB
2/29/12
Dated

Note: Registration for the E-Verify Program can be completed at: <https://www.vis-dhs.com/employerregistration>. It is recommended that employers review the sample "memorandum of understanding" available at the website prior to registering

EXHIBIT "A"

FranklinCovey

Valerie Scott
Purchasing Agent
Colorado State University - Fort Collins
Purchasing Office

May 11, 2011

Letter of Interest

Valerie,

Thank you for the opportunity to explore working with your organization. We are honored to assist you with building high trust capabilities in the Facilities Management Team. As the participants follow through with embracing the language and behaviors of trust over time, you will see that high trust will show up as a performance multiplier in your organization - such as reducing turnover, and interpersonal HR related issues.

FranklinCovey's Global *Speed of Trust* Practice helps organizations achieve superior results through increasing and leveraging *trust*. The context of our work is taken from *The Speed of Trust* book, a *New York Times* and #1 *Wall Street Journal* best seller, authored by Stephen M. R. Covey. Our practice has world-wide reach, serving clients in over 33 countries. Our highly skilled consultants have conducted thousands of *Speed of Trust* workshops in nearly every industry - from governments, to non-profit organizations, to corporate institutions. Our workshops are carefully designed to meet the specific needs that are unique to the business or organization.

Our practical expertise lies in two fundamentals: 1 - Helping leaders develop and apply skills which increase *trust*; 2 - Organizationally, to systemize what we believe to be the single most critical leadership competency required for succeeding in business today - establishing, growing, extending and restoring *trust* with all stakeholders.

Trust is:

- > **Financial. It is an economic driver.**
 - It is more than just a 'nice to have' soft social virtue.
 - Low trust imposes a 'tax' on people, teams and organizations.

- > **A Learnable Skill. A tangible asset you can deliberately create.**
 - Trust is the #1 Leadership Competency needed today! -
 - High trust is the great performance multiplier.

- > **Measureable.**
 - Trust always impacts two variables: *Speed & Cost*. Cost can be quantitative and/or qualitative. -Credibility & behaviors are the mechanics of trust.

Through the *Speed of Trust*, individuals, leaders, teams and organizations will:

Understand the hard, measurable impact of trust as a *performance multiplier*.
Quantify the real, measurable cost of the *trust tax*[™] being paid within your organization, work group, or other relationships.
Increase *credibility* as an individual, leader, team and organization.
Build greater capacity for *teamwork* and collaboration.
Learn how to *problem solve* using the language and behaviors of trust.
Master the 13 Behaviors common to high trust leaders around the world. "*You cannot talk yourself out of problems you behave yourself into.. you have to behave yourself out of it.*" These behaviors show you how.
Develop the critical leadership skill of *extending trust* to others.
Receive the necessary *tools* and *processes* to build a high trust culture.
Understand why trust is a learnable and measurable leadership skill that makes organizations more *profitable*, people more *promotable*, and relationships more *energizing* and *collaborative*.

We implement the *Speed of Trust* learning process at up to 5 strategic levels, depending upon the relevance to the group or organization:

1. **Self Trust** - Building one's *credibility* is the starting point from which everything else ripples out. This is an evaluative process with four key components that make up the measurement.
2. **Relationship Trust** - Once a person is perceived as being credible, they are able to utilize the 13 highly leveraged Behaviors ^{^ttUAliliW^} to build *Trust Accounts* with others, learning the dangers of slipping into the "counterfeit world" and how to avoid the same.
3. **Organizational Trust** - The next step is to understand that it is not enough to have trustworthy people, but the imperative is to look into the work systems, insuring that the "systems trust the people." This leads to streamlined, trustworthy systems in combination with high-trust people.
4. **Market Trust** - With a high functioning, credible team, the question moves to being trusted by customers, both internal and external with the interpretation of trust being "customer loyalty," not the risk of just "satisfaction." It's about strengthening brand equity by delivering on brand promises.

5. **Societal Trust** - Organizations focus on creating value and making meaningful contributions, not only to shareholders, but to all stakeholders.

References:

Peter Sutherland
Director, Training and Development, Home Services
DIRECTV
Phone: (303) 395-6047 Cell:
(303) 257-7812 Fax: (877) 349-
0176 PSutherland@dtvhs.com

Mark Feurer
Global HR
Bunge Limited
914-684-3302
Mark.Feurer@bunge.com

Written Plan:

Our Understanding of the Facilities Management Needs:

In our telephone meeting with Jeff Sutton, we discussed the current needs with the Facilities Management Team. There appears to be significant trust issues among the staff of 140 employees. These issues have led to aggressive discipline action. The workload management process has been producing anxiety, and has contributed to creating low trust. People resist change - change itself can create distrust. A change in systems and processes can create suspicion and distrust. Leaders are having difficulty getting everyone on the same page to bring resolution and to move forward productively. The first level supervisors across shifts have very low trust, and the propensity to trust is low. Jeff mentioned that the culture of trust was low when he came there. The biggest tension is between the first level supervisors and the management team, and it varies from person to person. Under Jeff Sutton are 3 leaders - 2 custodial managers with 6 first level supervisors under them; and 1 solid waste manager with a team of 7 under him.

The question came up about how to affect different behaviors down to entry-level people. Jeff mentioned that he would like to start with first level supervisors - 13 in total, with 4 managers and 2 HR representatives in attendance as well. Will be another 120 he wants to affect - ultimately. The following plan describes how the Speed of Trust initiative can impact the entire Facilities Management Team.

Below is a *Speed of Trust* (SOT) behavior change model that helps ensure optimal results beyond mere training events. Here is what we know... *training programs don't work!* We can't expect that a group of mature people will change behavior after a few days of training. We are best at *institutionalizing* high trust language and behaviors through a behavior change model. Key elements include:

- **Work Sessions** : The *Speed of Trust* provides a 'roll-up-your-sleeves/ application-based work sessions that are tied into what you are trying to leverage (as described above) vs. a generic, one-size-fit-all, off-the-shelf training program.
- **Implementation Prep**: Because the session is conducted in the context of the work employees do every day, participants receive the necessary **tools** and **processes** *IN* the session to **take ownership** of reinforcing the language and behaviors of trust for themselves and with their teams - *after* the work session.
- **After Work Session**: What happens *after* the work session is probably more important than what happens *in* the work session. We design a *system*, or weekly *cadence of accountability* (in the *Behave* phase below) for participants to receive consistent repetition, reinforcement and accountability over time - this IS where you see REAL behavior change!

This proposal is based upon this model, and our intent is to keep this proposal very simple. On the following pages I have taken each part of the model to build out the proposal:

Sustain

Behave

Engage

Measure, Learn

Behavior change is a *process, not an event*. As your leaders follow through, and are supported with embracing the language and behaviors of trust over time, you will see that high trust will show up as a *performance multiplier* in your organization.

After Work Session Reinforcement &
Accountability



ENGAGE Phase

1. Plan:

- a. Design Workplace Situations.
 - i. We need to work with your team to come up with some specific workplace situations. These situations will be built into the SOT Work Session, and help to make it relevant to the leaders' world, and application based.

2. Measure:

- a. Organizational Trust Index (OTI): A behavioral baseline of the trust dynamics in the Facilities team.
 - i. The consultant will use part of it in the work sessions to create awareness in your team around what trust looks like in the organization - and give them a vision of how they can effect those metrics over the next few months.

Timing: 4-5 weeks before the SOT Work Session

Investment: No Cost - Typically \$1,000 (includes a post-index in 6-9 months).

- b. Trust Quotient (tQ) 360: This measures how trusted participants are and which of 4 Cores of Credibility or the 13 Behaviors are strong or weak as perceived by co-workers, direct reports and their boss.

Timing: 2 weeks before the SOT Work Session

Investment: Included with materials.

3. Learn:

- a. 2-day SOT Application-Based Work Session, for the 13 first level supervisors, with 4 managers and 2 HR representatives

Investment: \$5500/day senior consultant fee (travel and expenses are additional)
\$130/participant for materials (including tQ360s - pre- and post).

BEHAVE Phase

BEHAVE, A High, and Important, Activity
that is "Sustained"

• Team Weekly Cadence - 1-
Follow-up Sessions

W

What happens after the SOT Work Session is probably more important than what happens *IN* the work session! This is why we've created the "Behave Phase" and "Sustain Phase."

1. Implementation Preparation for the 'Behave' Stage:

- a. During work sessions, participants receive the necessary tools and processes to take ownership of reinforcing the language and behaviors of trust with their teams - *after* the work session. We teach the leaders a process of establishing a *system*, or "*weekly cadence of accountability*" in the *Behave* phase that enables them to receive consistent repetition and reinforcement over time. These activities, *and others* we will introduce in the work session, are to be supported by the internal champion over time.
- b. This initial group of leaders will provide (cascade) the SOT concepts to their own workers through the SOT Meeting in a Box (MIB) process. This will allow a common framework, language, and process to be institutionalized within the organization.

Timing: Leaders begin presenting MIB to their teams after their SOT Work Session.

Investment: \$500 for the MIB map and facilitator manual (may need more than one).

\$50/participant materials for hourly employees

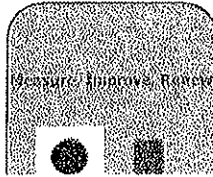
2. Check Point Meetings (at 8 and 16 weeks)

- a. We provide at least 2 follow-up sessions with the leadership team. This process facilitates "peer accountability" - a critical part of reinforcing behavior change with the leaders. The SOT consultant meets with multiple small groups during a day to review successes, best practices, challenges being faced, and results. The leaders leave with new, refined action plans and are better equipped to lead the behavior change process with their teams.

Timing: 2 sessions at 8 and 16 weeks for the leadership team.

Investment: \$5,500/day senior consultant fee (travel and expenses are additional)

SUSTAIN Phase



Measure: Final Post-
Accounts&it by Su'vily
Report-Out .

1. Measure: Re-Survey

- a. OTI re-survey to show how the team/organization is moving the 'needle of trust'
- b. The tQ360 re-survey. (This is done at the time of the *Final Accountability Report-Out Meeting*... but should be done at about the 9 month to 1-year mark.)

Timing: Do OTI four weeks prior to, and the tQ360 three weeks prior to the *Final Accountability Report-Out Meeting* **Investment:** Included

2. Final Accountability Report-Out Meeting

- a. Review success stories
- b. Debrief Organizational Trust Index - are we "moving the needle?"
- c. Refresh on SOT concepts
- d. Recognize performance in increasing *Speed* and decreasing *Cost*
- e. Create new individual Trust Action Plans from tQ360s

Timing: At 9 months to 1 year.

Investment: \$5,500/day senior consultant fee (travel and expenses are additional)

Speed of Trust/University of Colorado Facilities Management Investment Summary

Organizational Trust Index:	No Cost
SOT Work Session with Leadership Team	2 days total: \$11,000
SOT Materials for 20 Participants (includes tQ360):	\$2,600
Check Point Meeting Consulting Days:	
- 2 separate sessions for the leadership team:	\$11,000
SOT Meeting in a Box	
-1 MIB Map and facilitator guide: \$500 -120 MIB participant materials:	\$6,000
Final Accountability Report-Out Meeting	
-1 Consulting Day	\$5,500
- All re-survey's (Organizational Trust Index and the tQ360 are included in initial cost)	No cost
(SOT Facilitator Training: \$2,690 each at Sundance, Utah)	

Total Investment: \$36,600

Please Note:

- Consultant travel and expenses estimated:
 - o Airfare: \$325 per trip (4 trips @ \$1,300)
 - o Hotel: \$115 per night (5 nights @ \$575)
 - o Rental Car; \$200 per trip (4 trips @ \$800)
- Separate travel and expenses for Dwight Hansen are \$225 for airfare; \$230 for hotel - first session only. (SOT is not charging a consulting fee for his services.)
- Shipping (est. at \$210) and taxes (assuming 6.7% on materials only = \$610) are additional.
- All pricing will be honored through December of 2011.
- FranklinCovey will provide a certificate of insurance.

EXHIBIT "B"

Adams Coujity Speed of Trust Rollout Plan
Description Notes

Timeline

February 2012	1/2 Day Introductory luncheon to give overview of the Speed of Trust program.	BOCC, DD, EO, Horizons, Leadership Academy (Approx. 50 people)
February 2012	Launch Organizational Trust Index (OTI) - countywide	Will be distributed to employees of all departments and Elected Offices who agreed to participate.
February 2012	Evaluate OTI	BOCC, DD, EO, Horizons, Leadership Academy (Approx. 50 people)
March 2012	Identify roll-out schedule of departments and elected offices based on interest and need as a result of the OTI and discussions.	
April-December 2012	Roll out to approximately 300 employees within departments using "Working at the Speed of Trust" class	
April-December 2012	HR Support to departments in roll out schedule with checkpoint meetings and follow-up meetings.	Projected cost for 2012 \$50,000
Jan.-Dec. 2013	Rollout to another 300 employees	Projected cost for 2013 \$50,000
Jan.-Dec. 2014	Rollout to another 300 employees	Projected cost for 2014 \$50,000
Jan.-Dec. 2015	Rollout to another 300 employees	Projected cost for 2014 \$50,000