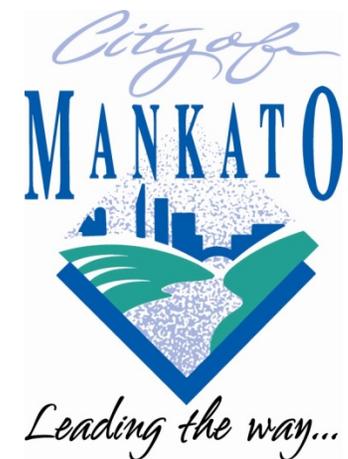


Service Level Changes 2010

January 25, 2010



Public Services

- Public Works
- Engineering
- Public Safety
- Civic Center
- Community Development

Administrative Services

- Public Information
- Legal
- Human Resources
- Finance
- Information Technology



Public Services

- Public Works
- Engineering
- Public Safety
- Civic Center
- Community Development

Service Level changes do not include internal system changes or budget reductions that streamline internal service delivery and build capacity.



Public Works

Airport

Contact: Kevin Baker

- New three-phase snow plow plan focusing on takeoff/landing and taxiing surfaces

Outcome: Some inconvenience to public

January 1, 2010

- Reduce mowing frequency in areas identified in new mowing plan

Outcome: Longer grass

May 1, 2010

Street Maintenance

Contact: Jim Braunhausen

- Residential streets will be swept in spring and fall. Heavily used streets and downtown district will remain the same

Outcome: More debris build-up in residential areas of town

January 1, 2010



Public Works (cont.)

Parks and Forestry

Contact: Mark Knoff or Bernie Fasnacht

- City banners changed for holidays only, organizations will reimburse city for install/removal costs
Outcome: Reduced cost for city/ Increased cost to organizations
January 1, 2010
- 50% reduction in hanging planters in downtown area and Sibley Park
Outcome: Reduced aesthetics
May 1, 2010
- Reduce mowing operations by 10% in low-impact areas
Outcome: Longer grass
May 1, 2010



- Elk Nature Center – partner with MSU using interns and volunteers to operate
Outcome: Reduced operating hours - volunteer help critical for operations
January 1, 2010
- Tourtellotte Pool - 33% reduction of hours - Noon to 6 PM
Outcome: Reduced hours of operation
May 22, 2010

Public Works (cont.)

Snow Plowing

Contact: Jim Braunshausen

- Snow emergencies called more frequently – residential streets cleared curb-to-curb *after* snow event; 75/25% Salt/Sand mix; close 3 hills (Parkway, Monks & Stadium) during extreme conditions

Outcomes: Less bare pavement; dirtier streets in spring; greater accumulation of snow especially on residential streets

January 1, 2010

Refuse

Contact: Jim Braunshausen

- Leaf pick-up reduced to 4 week period (2 week reduction)

Outcome: Inconvenient for some residents - free drop-off available at SMC

October 1, 2010

- Residents will be charged \$12/appliance during spring clean-up

Outcome: Inconvenience for some residents – *Contact: Marsha Conner*

May 1, 2010



Engineering

Contact: Jeff Johnson



- Assistant City Engineer position will remain unfilled for 2010; project inspectors will not work overtime unless it is critical
Outcome: Salary Savings; delays in customer service response and potential delays in project delivery

January 1, 2010

- Schedule and prioritize customer service requests during regular business hours with a 48 to 72 hour response time

Outcome: Reduction of staff overtime and delays in customer service response time

January 1, 2010

- Reduce General Obligation bonding by \$150,000 from \$2,500,000 to \$2,350,000

Outcome: Deferred construction of one major project

January 1, 2010

Public Safety



Fire

Contact: Jeff Bengtson

- Gold Cross is the primary ALS provider for the City and should be expected to be first dispatched with DPS as assist where needed except in selected cases. DPS personnel are not trained in ALS levels, nor are equipped for such service levels

Outcome: Reduction of responses to medical calls reduced by at least 25%

January 1, 2010

- Fire volunteers will be called out by shift page whenever a larger response than on-duty full-time staff or when commander deems necessary

Outcome: Will result in personnel sufficient to deal with level of incident

January 1, 2010

Patrol

Contact: Matt Westermayer

- Reduce number of part-time licensed officers through attrition

Outcome: Full-time officers will have strict training and performance requirements. Reserve and part-time officers will have a clear expectation of duties, schedules, and hours

Throughout 2010

- Reduce frequency of foot patrols in the downtown entertainment district to exceptionally busy nights (i.e. Homecoming, St. Patrick's Day, hockey games, etc.)

Outcome: Response times will be impacted. Crime prevention through visible presence may be impacted

January 1, 2010

Public Safety (Cont.)



Investigations

Contact: Matt DuRose

- All referred cases involving child/vulnerable adult abuse will be carefully scrutinized as to the need for police involvement, keeping in mind that involvement is required by statute in certain cases

Outcome: Will result in reduction of the number of cases investigated, freeing up more time for other investigations

January 1, 2010

- Compliance checks for all licensed tobacco suppliers will no longer occur
- Outcome: Time and expense saved. Though required by state statute, no penalty provision exists within the law. Potential for non-compliance

January 1, 2010

- Registered predatory offender checks will continue, concentrating on Level 2 and 3 offenders, once the transfer of a staff person to the Investigative Unit occurs

Outcome: More structured process with Investigative Unit oversight – greater efficiency for a process that is not required by statute

January 1, 2010

Public Safety (Cont.)



General Administration

Contact: Jerry Huettl

- Reduce participation in public education/ outreach efforts by 75%
Outcome: Citizens, particularly children, will have reduced opportunities for positive learning experiences with police and fire
January 1, 2010
- Alcohol server training sessions reduced by 50% from quarterly to twice annually
Outcome: Continue to charge \$15 for each person (except Gold Star members). Greater difficulty for retailers to have employees trained, may have to use outside training programs at higher cost
January 1, 2010

- Funding for annual competition for Police Explorers will be eliminated
Outcome: Explorers will have to cover costs (estimated at \$300) individually
January 1, 2010
- Community Service Officer assigned to animal control will be used in an increased role supporting patrol function
Outcome: Reduced hours at impound facility for inspection and reclaiming of animals. Less public education opportunities by impound officer
January 1, 2010

Public Safety (Cont.)



Staffing Levels

Contact: Jerry Huettl

- Reduce number of part-time Community Service Officers from 5,000 to 2,200 hours
Outcome: Reduction of hours will result in extended wait times for minor calls
January 1, 2010
- Add one staff to Investigative Unit
Outcome: Allows for six-day coverage with extended hours into the evening. Allows patrol officers to spend more time with proactive patrol
Throughout 2010
- Fire – reorganization of department staffing with the resignation of deputy director and 2 commanders
Outcome: Reduces total work force
January 1, 2010
- One position in Records Department will go unfilled after resignation. Typing done through outside agency will be brought in-house. Typing of statements will be eliminated unless required by court
Outcome: Delay in getting typed statements for prosecutors. Public may experience delay getting copies of written reports
January 1, 2010

Civic Center

Contact: Burt Lyman

- Ticket office staffed from 10am – 5 pm, M-F (one hour reduction) and will be open 3 hours prior to event (one hour reduction)

Outcome: Patrons will have to purchase tickets at a Ticketmaster outlet or online if they are not able to purchase them during ticket office hours

January 1, 2010

- Provide telephone in each meeting space whereby client may call civic center staff if they require assistance. Provide event facilitator at an extra charge to the client

Outcome: Client needs may not be met as quickly. Cost for client will be increased if they require an event facilitator

January 1, 2010

- Lock skyway from City Center Hotel at 6pm when no events

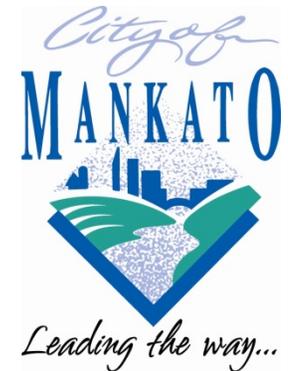
Outcome: Resident and visitors may be inconvenienced

February 1, 2010

- Reduce support staff schedule (client services, maintenance, cleaning, equipment, etc.)

Outcome: Reduced client services, maintenance may be noticed by patrons/clients

February 1, 2010



Community Development



Inspections

Contact: Tom Blazina

- Building permit application review increased to two weeks for residential, three weeks for commercial (one week increase for each)
Outcome: Longer wait for building permits
January 1, 2010
- Inspections will now be scheduled within 48 hours of request, depending on activity level – reflects expanded 4 day, 10 hour work week
Outcome: Longer wait for inspection requests
January 1, 2010
- Fire Marshal duties absorbed by Community Development
Outcome: Enhanced level of coordination and review between building and fire
January 26, 2010
- Perform I&I and firewall inspections every 10 years
Outcome: 1500 fewer inspections/year
February 2, 2010
- Reduce rental inspections by 20%, 4 year rotation (ordinance change)
Outcome: More time in between inspections
July 1, 2010

Community Development (Cont.)



Planning & Zoning

Contact: Paul Vogel

- Strategic planning studies for annexation will be postponed to an as-needed basis
Outcome: Reduce proactive planning resulting in less coordination with other agencies for annexation efforts
January 1, 2010
- Assume support for neighborhood associations from DPS - staff attendance reduced to quarterly meetings
Outcome: Reduced level of staff support
March 1, 2010

General Administrative

Contact: Paul Vogel

- Revise Sustainability Plan to address budgetary matters
Outcome: Existing plan will be self-monitored by individual departments. Focusing on sustainable budget and service outcomes
December 31, 2010

Community Development (Cont.)



Housing

Contact: Patti Ziegler

- Housing Choice Voucher list to remain closed
Outcome: Referred to possible service in public housing or to other agencies
Throughout 2010
- Ticket office staffed from 10am – 5 pm, M-F (one hour reduction) and will be open 3 hours prior to event (one hour reduction)
- Outcome: Patrons will have to purchase tickets at a Ticketmaster outlet or online if they are not able to purchase them during ticket office hours
- *January 1, 2010*

Economic Development

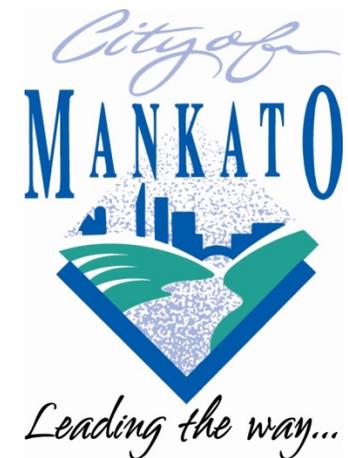
Contact: Paul Vogel

- Incorporate City Center Partnership Business development initiatives into Business Accelerator program
Outcome: 5-16 proposals each year will be removed or redirected to self-help options
January 1, 2010

Administrative Services

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- Legal
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- Information Technology

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City Council/ City Manager

Contact: Tanya Ange

- Reduction in Community Grant funds, Summit Center funding, and Neighborhood Association grants

Outcome: Reduced financial support for livability services. Organizations will need to rely on other sources of funding

January 1, 2010



Public Information

Contact: Shelly Schulz

- Eliminate April edition of City-School newsletter
Outcome: More reliance of technology tools
April 1, 2010
- Eliminate printed city calendar unless a sponsor is secured
Outcome: \$10,000 savings. No printed copies for public. More reliance on technology tools that may not reach all residents
Fall 2010

- Develop and soft-launch 311 call center to serve as a customer service expeditor and to offload non-emergency 911 telephone calls
Outcome: Simplified citizen access to information, enhanced citizen engagement, greater staff accountability for reliable information and tracking of citizen requests for service for deployment of resources
June 1, 2010



Legal

Contact: Eileen Wells

- Loss of Contract Attorney will require the City Attorney to appear in court more frequently and actively participate in the prosecutions
Outcome: Increased court appearances by City Attorney may result in delays
January 1, 2010

- Code Enforcement Appeals Process
Outcome: Effectiveness of code enforcement process may be affected due to increased responsibilities/ less availability of City Attorney
January 1, 2010



Human Resources

Contact: Krista Amos

- Job postings will no longer be put in newspaper, job applicants will receive an automatic email response
Outcome: Eliminating job postings from newspaper will have nominal impact – 90% of applicants get information from electronic sources. Only veterans (as required by law) and applicants receiving an interview will receive a personalized letter.

January 1, 2010

- Formation and administration of Volunteer Service Corps
Outcome: Individual volunteers and volunteer groups will be utilized to augment and enhance service delivery

April 1, 2010



Finance



Utility Changes

Contact: Daniel Scott or Laurie Osterman

- Past due utility account balances will be assessed to the property – no shut-offs will occur for delinquent accounts

Outcome: An estimated savings of 1,386 staff hours. Significant reduction of postage and phone calls for notifying service terminations

July 1, 2010

- Billing accounts to be in the name of landlord or agent of landlord along with software changes to accommodate new fee and credit calculations

Outcome: Significant staff capacity increase after more than 1,000 accounts phased-in as lease agreements expire and Will allow City to manage and calculate late fees, credits for paperless billing, NSF fee's, and percent usage

May 1, 2010

Public Hearing February 8th, 2010

- Establish a late fee of five dollars (\$5.00) for customers with a previous balance at the time bills are generated

Outcome: Late fee will be five dollars (\$5.00) plus one percent (1%) of the unpaid balance. The goal is not to generate revenue, but is to cover staff costs associated with late payments and encourage on-time payments

March 1, 2010

Public Hearing February 8th, 2010

Information Technology

Contact: Doug Storm

Technology Application initiatives are geared to build organizational capacity and streamline service delivery

GIS

- Fire Suppression/ Pre-Plans for in-the-truck mobile mapping capabilities

Outcome: This multi-phased project will allow the Fire Department to leverage their database system and the GIS data to improve response time and preparedness in emergency situations

May 2010

- Implement live GIS mapping for all calls for service to give Police and Fire Commanders live/ accurate information spatially

Outcome: This tool will assist Public Safety to incorporate proactive policing and better utilization of its resources by seeing where incidents are occurring spatially

June 2010

- Internal and External city mapping application to show closed streets and alternate routes

Outcome: Will assist both City employees and citizens about street closures and the recommended alternate route(s). This will also help with Public Safety response times to allow a spatial view of route status

July 2010

- Infrastructure and other City assets will be assembled spatially using GIS mapping

Outcome: Will increase efficiencies within Public Works and Engineering for streets management

January 2011



Information Technology (Cont.)



E-Gov

- Implement online reporting software to allow citizens the ability to report non-emergency requests online

Outcome: E-Gov service feature will allow citizens the ability to report non-emergency requests 24/7. Creating capacity and personnel efficiencies

April 2010

- Expand E-Gov processes for fee based transactions – parking tickets, permit applications and licensing type transactions online

Outcome: Expanded service area will make these transactions easier for residents

December 2010

Information Technology (Cont.)



Technology Applications

- Close Community Access Technology Center
Outcome: Community members directed to Blue Earth County Library
April 2010
- Redesign City website and implement Knowledge Management Software
Outcome: Improved content organization and delivery. Centralized portal for city wide sharing of knowledge assets. This software will play a critical role with the 311 Call Center
June 2010
- Implement Court management software to be shared between the City and Blue Earth County
Outcome: Shared Court system will create efficiencies between both entities and better access to common information
September 2010