Results MINNEAPOLIS

City Clerk

March 03, 2009

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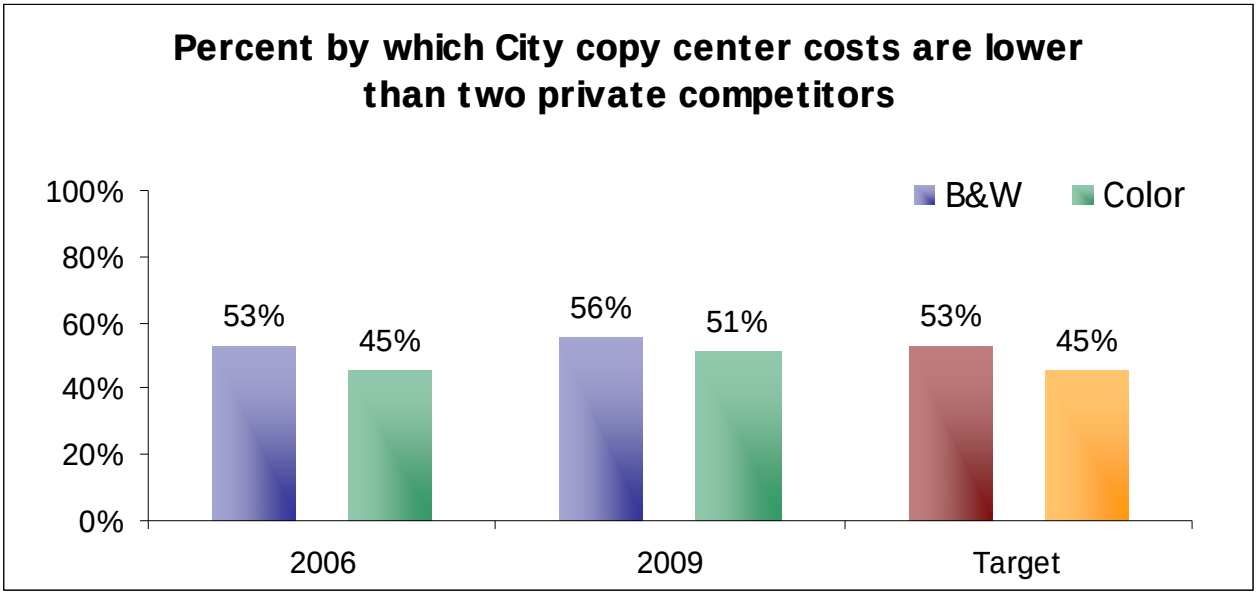
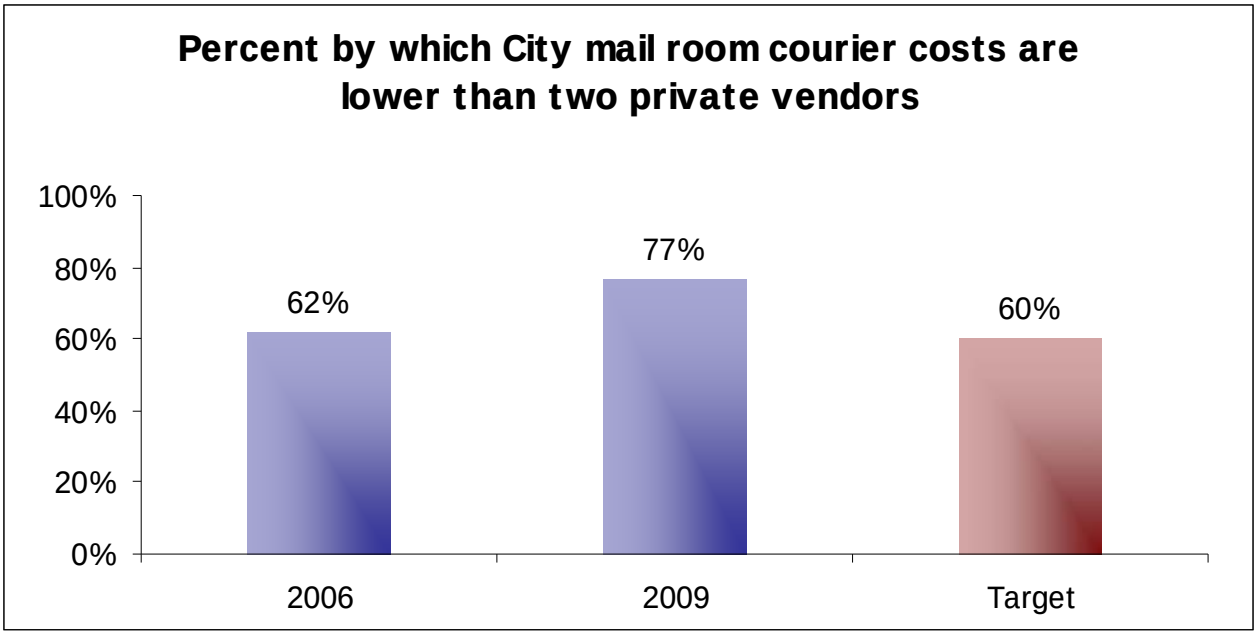
Copy and Mail Room Center Costs





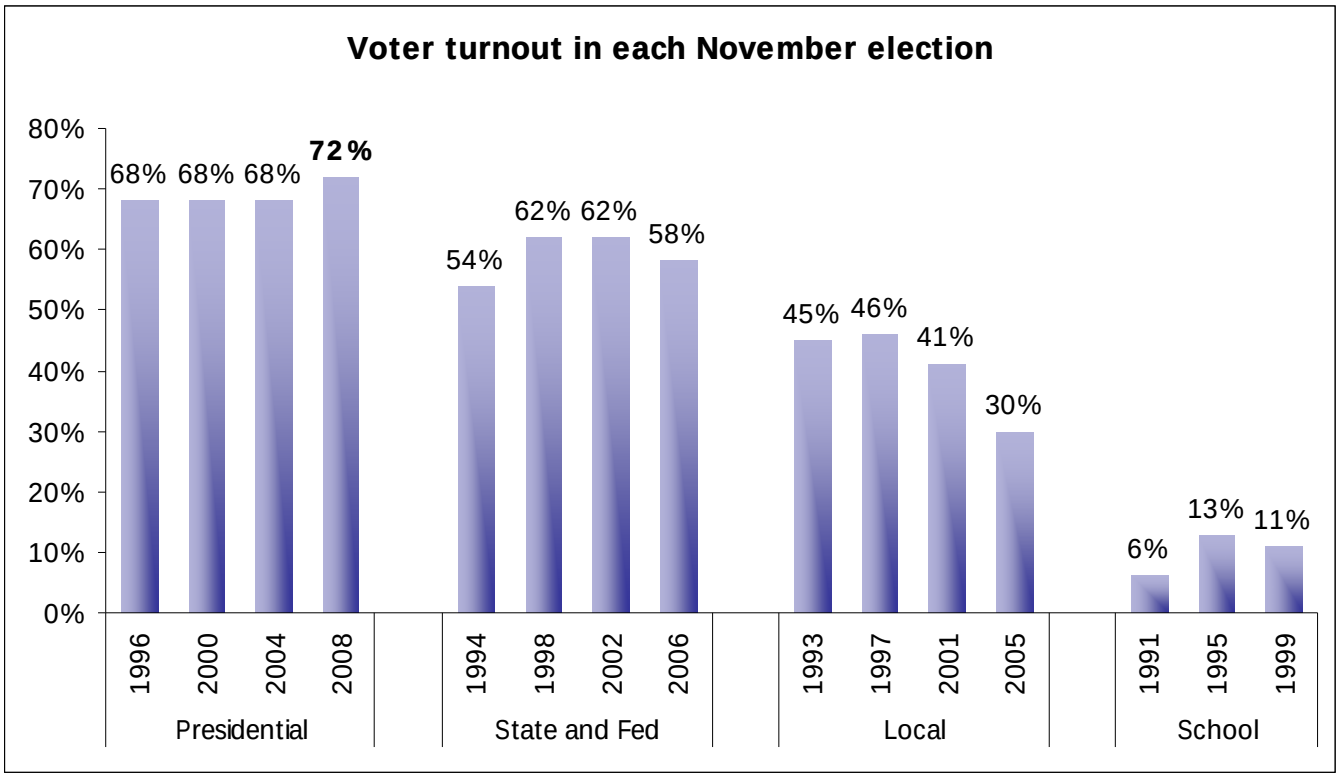
Copy, Data Operations and Mail Room Center Costs

Why is this measure important?

- If the City can obtain a significantly better price and equal or better customer service for a commodity through the private sector, the commodity should be outsourced.
- Comparing the Copy Center and Mail Room, each to two privates sector vendors, shows that in-house services provide a significantly better value over private sector vendors. This is in spite of the fact that City employees are union, usually meaning higher salary and fringe benefit costs and most private sector printing and mailing vendors are non-union.
- Statistics clearly show that in black and white copying, the City is 56% more cost effective, in color copying, 51% more cost effective and in courier service, 77% more cost effective. The taxpayer is getting a good value.
- In January 2007, the Data Operations printing was transferred from BIS to the City Clerk. Measures are currently being developed.

What will it take to achieve the targets?

- The key to maintaining lower costs in the 3 cost centers is writing bid specifications for equipment, materials and maintenance that are open, so many vendors can submit bids and at very competitive prices. This also includes the concept that by buying durable and updated equipment, efficiencies continue to be gained.
- Another key is conscientious staff that is well trained and cross trained.
- The final component to achieving targets is to maintain the larger equipment well, so that future capital purchases can be made well after the normal life cycle of a piece of equipment. The life cycle of a high speed copier is 7 years. The Copy Center has had high speed copiers that have worked 18 years.
- The City Council should routinely fund new equipment as requested by the department. Because the Copy Center, Data Operations and Mail Center adhere to best practices, the City Clerk is confident that with diligence, costs significantly lower than the private sector continues to be achievable.



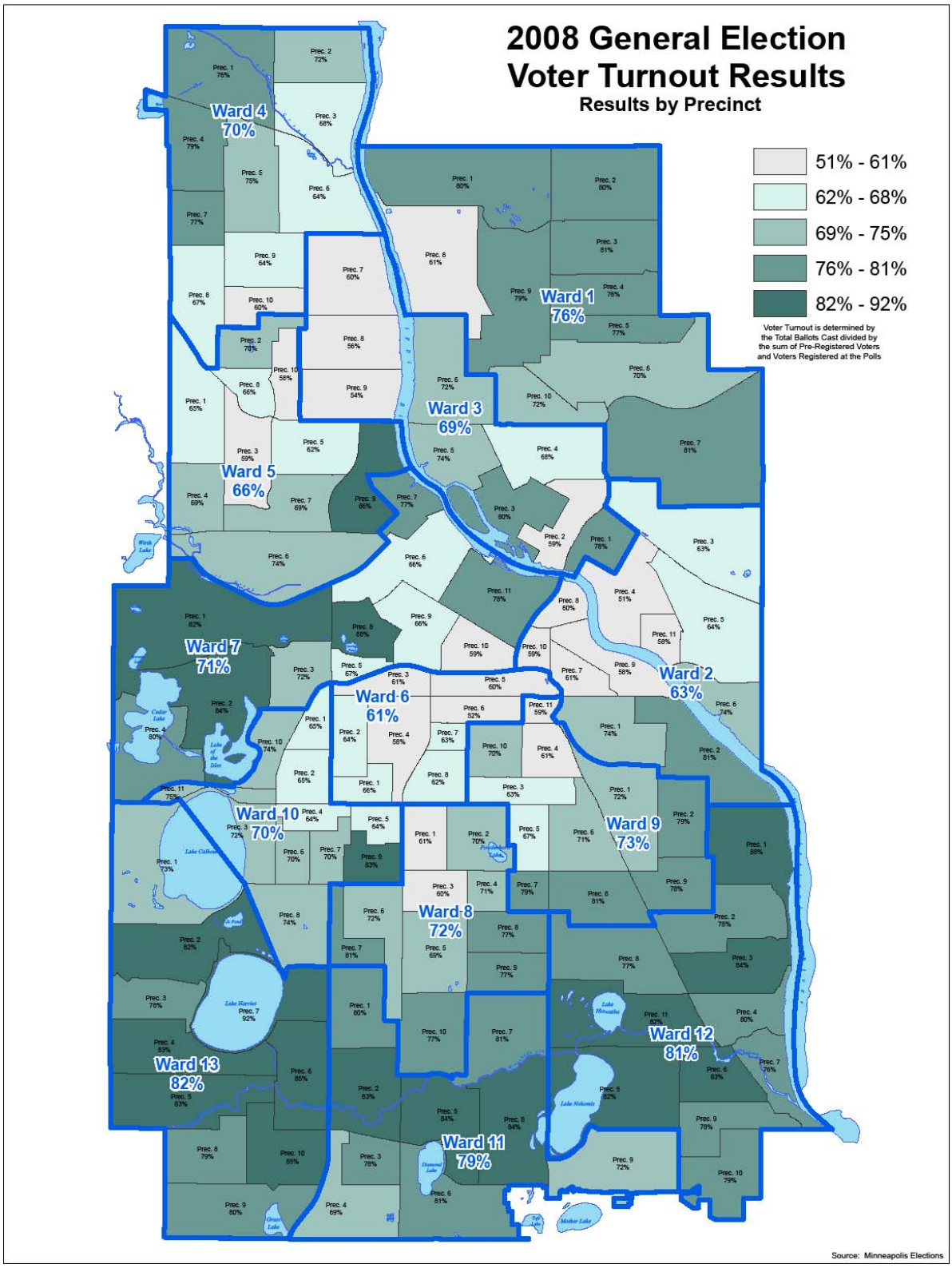
Why is this measure important?

Tracking this measurement will focus attention on voter education, voters' rights advocacy and study of methods available to us to increase voter participation.

What will it take to achieve the targets?

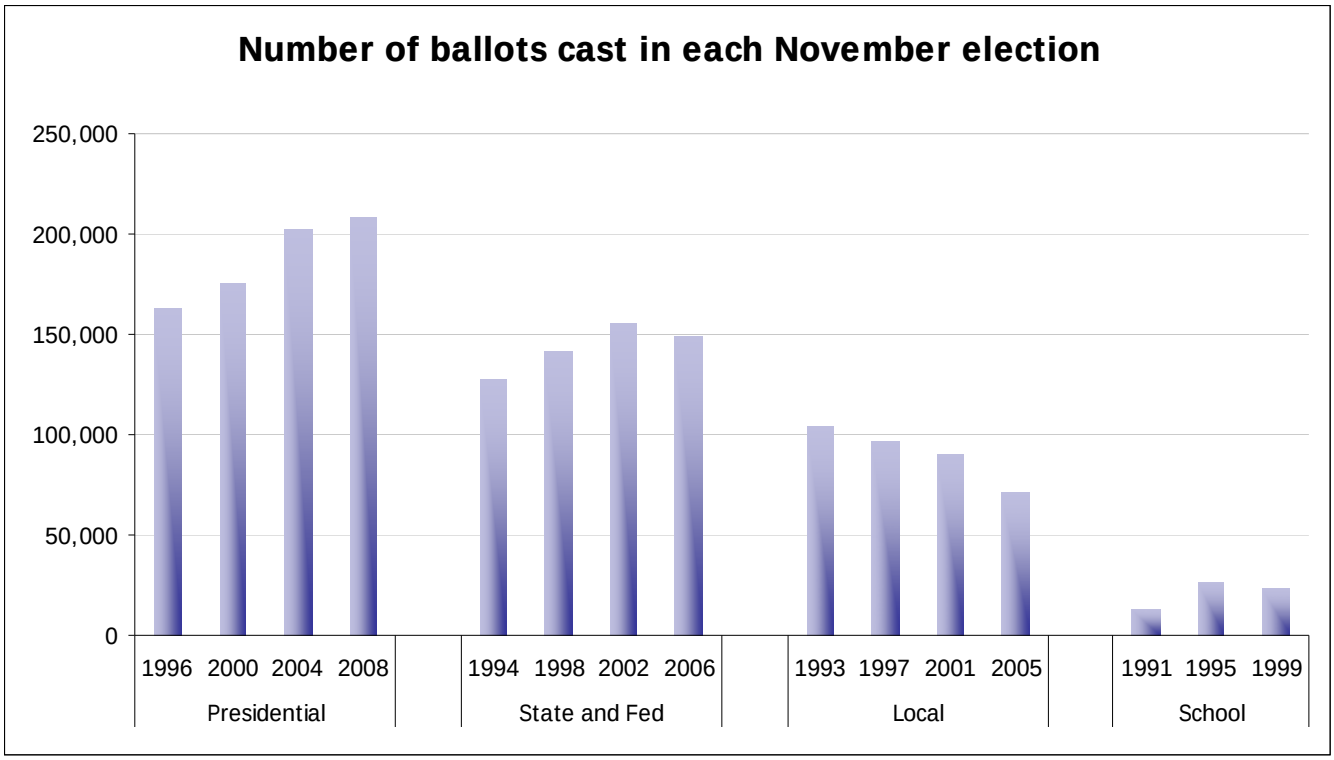
Many factors enter into a voter's decision to participate in an election. Historically, our department has dedicated few resources to promoting voter turnout and studying the relationship between voter participation and resident satisfaction. A first step in this analysis was taken as part of the 2008 Resident Satisfaction Survey, where residents were asked if they participate in local elections. Of the respondents, 88% indicated they were "likely" or "very likely" to vote in the 2009 municipal election.

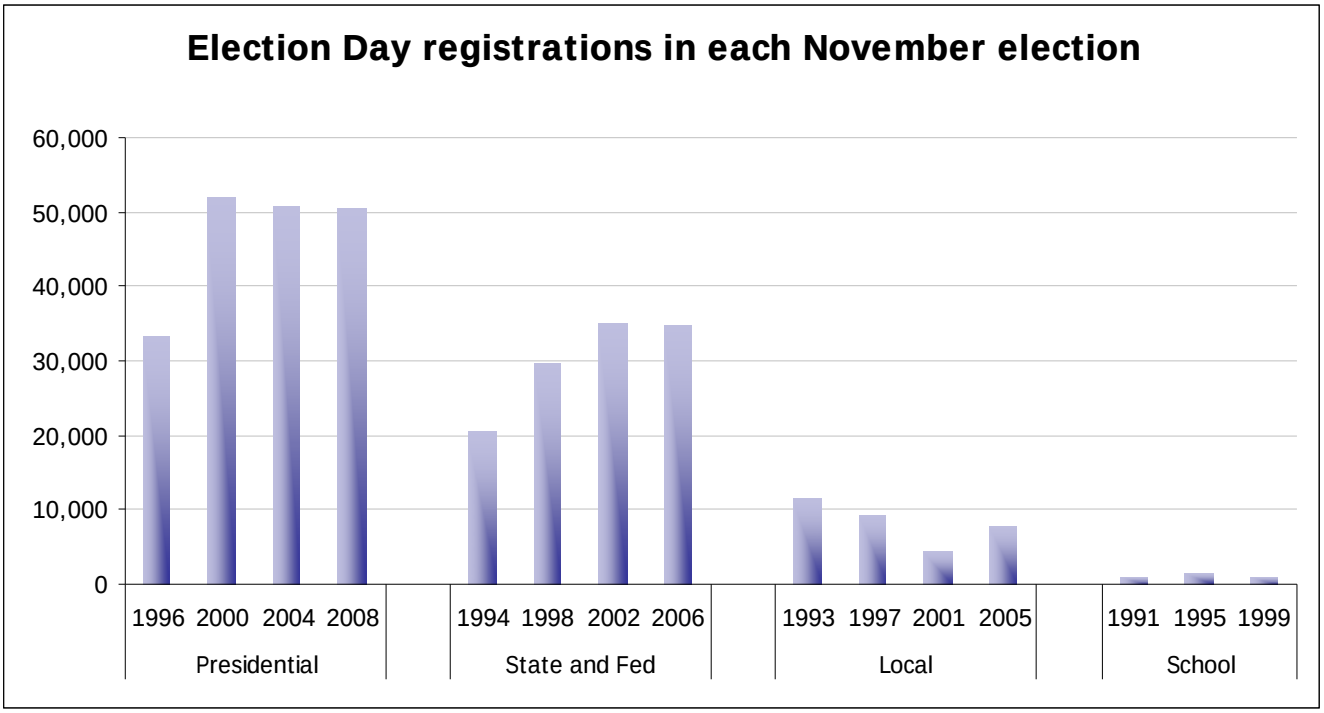
This year the City will be working to implement Ranked Choice Voting which many believe will stimulate greater interest in this fall's election. That, coupled with higher interest in the national political scene should help to increase voter participation in the 2009 municipal election. We plan to run an aggressive voter education campaign as we lead up to the 2009 municipal election.



City of Minneapolis

Voter Turnout

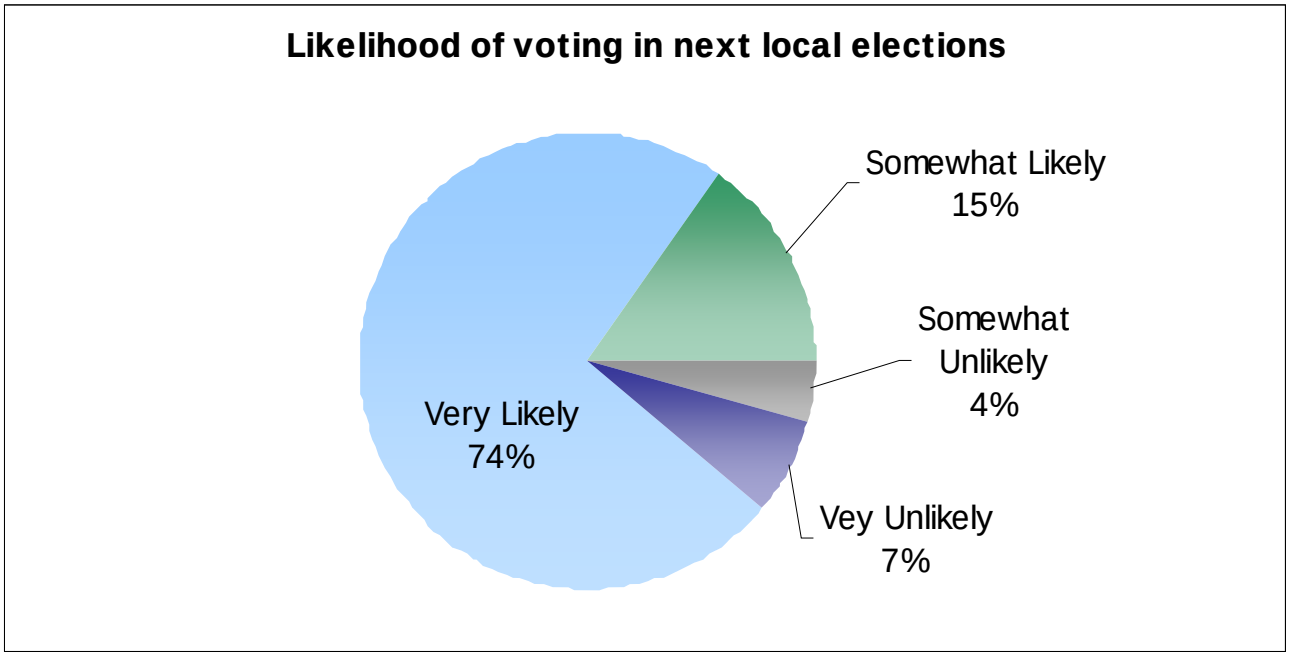


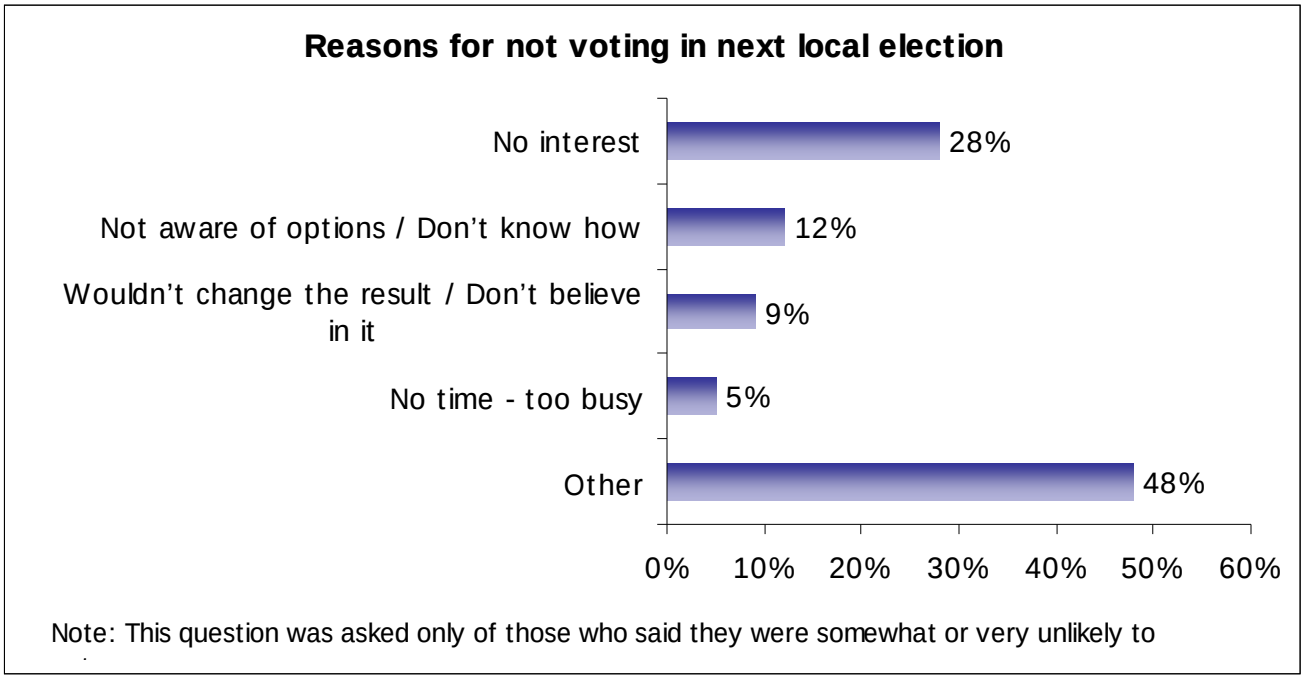


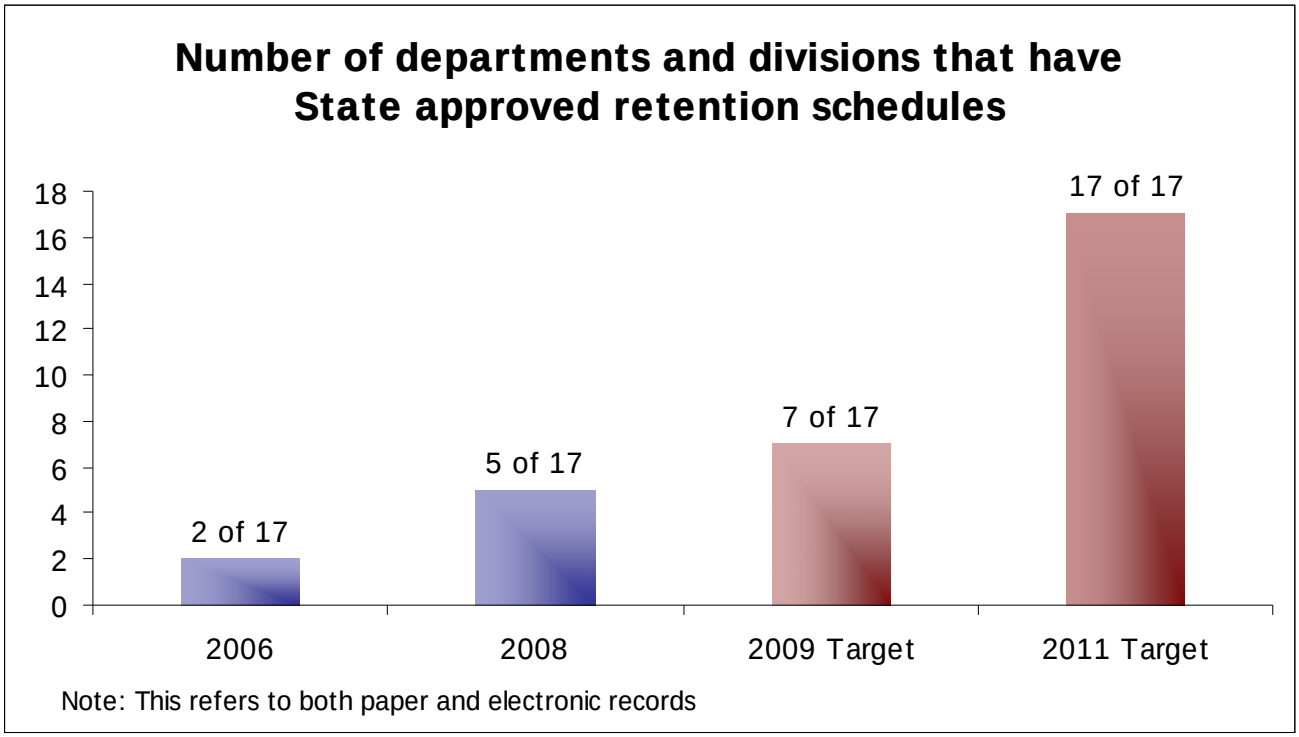
Voter Turnout

Likelihood of Voting in Next Local Election

(from 2008 Resident Survey)







Why is this measure important?

This measurement allows us to evaluate progress made in our plan to schedule all department specific records. Development of retention schedules which include all records of the City is a fundamental part of EIM. Many records are unique to department specific operations and are not currently scheduled. The City lacks the ability to properly manage these records. Most importantly, without retention schedules we do not have the legal authority to dispose of records.

What will it take to achieve the targets?

Departments will be required to devote project dollars and staff to develop retention schedules. A department retention schedule compliance work plan has been developed that includes projected costs of completing each department retention schedule. Departments will also be required to devote staff time, specifically designated records coordinators, to assist in the development of their retention schedule.