

# Results

MINNEAPOLIS

BIS

February 9, 2010

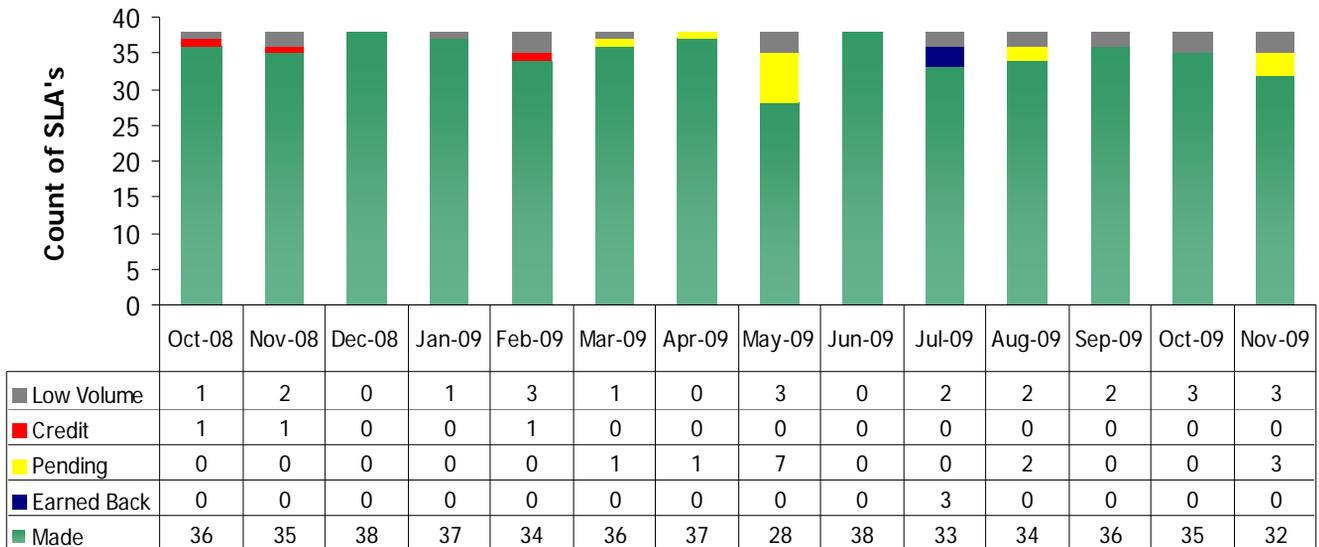
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# Outsourced services performance

## Unisys - SLA performance



Note: Details on SLA's available in appendix pp.12-17

### Why is this measure important?

This measure is important for assessing the performance of the City's outsourcing arrangement with Unisys against the contractual agreements for delivering services to the enterprise. The service level data covers 38 specific areas of performance and enables the City of Minneapolis to have a balanced view of Unisys service.

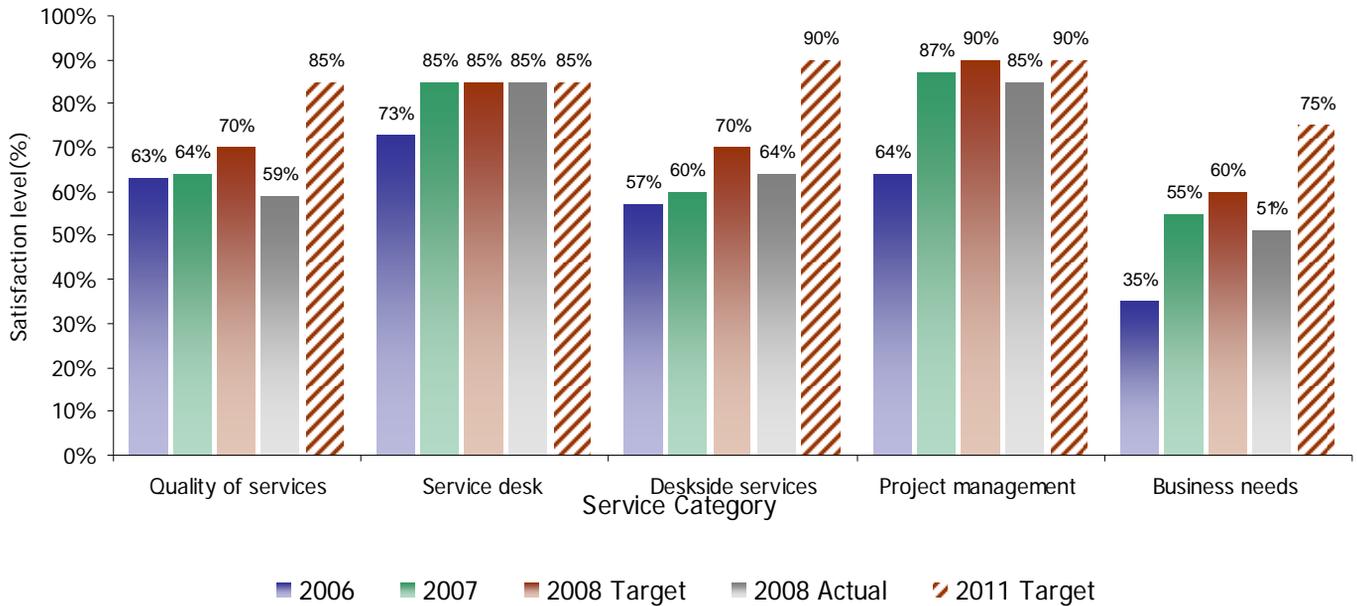
The chart shows, by month, the number of SLA's where Unisys met the performance requirements (green), the number of SLA's in a "Pending" state (yellow), the number of SLA's "Earned Back" (blue), the number of SLA's where "Credits" (red) have been issued to the City, and the number of SLA's not applicable (grey) because of low volume for that month.

The contractual agreement between the City and Unisys includes incentives for Unisys to perform the services to the level that we have agreed. Should Unisys miss a particular measure in a month, the service is subject to a "Credit" that would be given back to the City. These Credits are put in a "Pending" state, allowing Unisys the opportunity to correct the performance issue and "Earn Back" the credits within two months if they have met the SLA for the previous six months. Monitoring these areas over time assists the City in determining Unisys' performance to the contract and allow us to ensure they are taking appropriate actions to correct any deficiencies.

### What will it take to achieve the targets?

**2010-11:** Focus on maturing the governance and collaboration practices using industry standard best practices, including those built into the contract, to drive continuous improvement across services.

## Customer satisfaction with BIS



*Note: The top two responses out of five options were summed for each result reported here. Anything less than satisfied is not the level of customer service BIS strives to achieve. Neutral is not good enough.*

### Why is this measure important?

This measure enables BIS to assess overall customer satisfaction with its services as well as satisfaction with individual services. It is a measure of how our customers view our leadership and responsiveness in addressing their needs and the needs of the City.

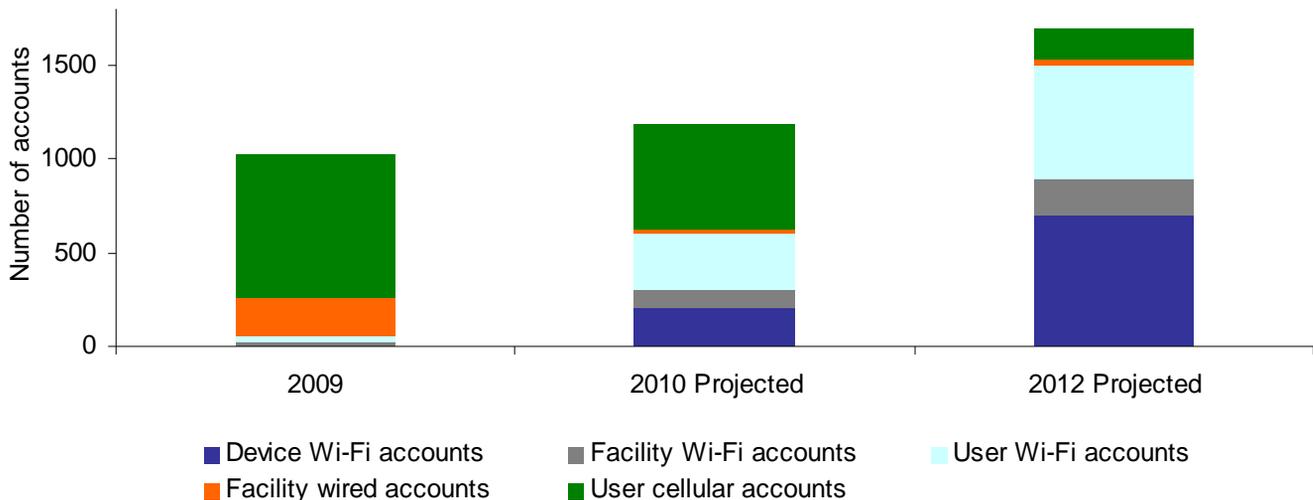
### What will it take to achieve the targets?

**2010:** Despite the significant budget reduction BIS will re-focus our efforts on customer satisfaction. Our motto for 2010: although we are doing far less, everything we do will be with excellence. Priorities will include additional focus on more engaged employees and clearer communication; both within BIS and with the entire enterprise.

**2011:** Until we see the full impact of the 15% staff reduction in BIS reasonable targets for 2011 cannot be set. Therefore, the chart now reflects projected satisfaction levels based upon historic information and the likely impact of reduced services.

# Wireless Minneapolis

## City of Minneapolis usage of USI Wireless Network



Note: **City departments' use of wireless services** (detail provided in Appendix)  
 Near-term (thru 2010) annual savings of approx. \$48,000      Mid-term annual savings of approx. \$61,500

**Awards from the Digital Inclusion Fund to organizations across the city for programs to promote technology access and technology literacy:**

2007: nine (9) grants totaling \$200,000      2008: eight (8) grants totaling \$192,676  
 For detail, see Digital Inclusion Fund web site at <http://digitalinclusionfund.tmfportal.org/General.aspx?SectionID=239>

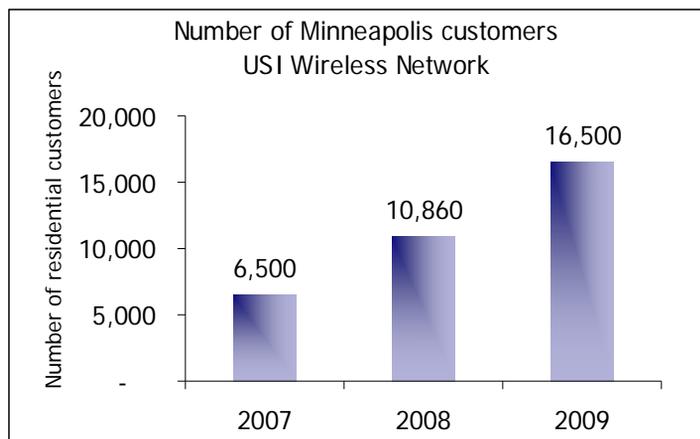
### Why is this measure important?

Increasing use of wireless services by the City will enable greater mobility and increased effectiveness. Minimizing return trips to the office will also improve staff and fuel efficiencies, promoting our sustainability objectives. Furthermore, additional usage supports the City's financial commitment while reducing overall costs. Extending the availability of wireless services to the general public will improve access to education, jobs, news and commerce.

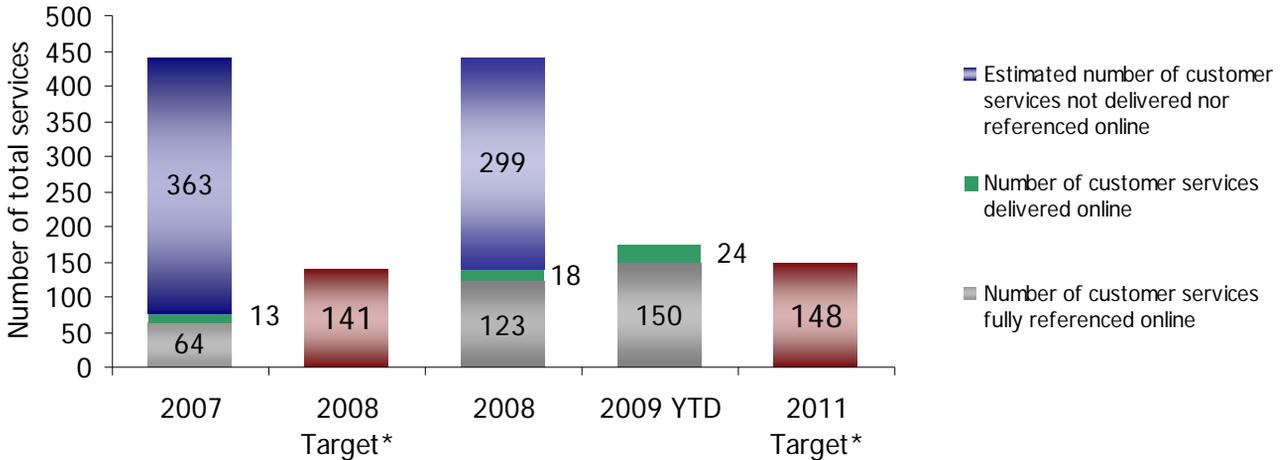
### What will it take to achieve the targets?

**2010:** For City government, near term savings are realized by the replacement of laptop air cards with Wi-Fi technology. With the completion of the network in December 2009 the emphasis for 2010 will be on City departments fully utilizing this investment and ensuring new initiatives include wi-fi. In addition, continual support of community based organizations bridging the digital divide will help them meet their goal to increase effective use of wireless services by underserved populations.

**2011:** Mid to long-term productivity improvements will be realized by City departments implementing new devices or services and providing employees with wireless access to business applications such as inspections, property assessment, and meter reading.



## E-Government services delivered and fully referenced compared to total City services



\*Target for delivered and fully referenced online

### Notes:

- *“fully referenced” is defined as providing useful information about a City service, such as publishing a guide on how to apply for a business license.*
- *“services delivered online” means that a customer can use the web to perform as much of the service transaction as is appropriate or feasible.*
- *A complete listing of customer services delivered or referenced online are found in the appendix.*
- ***In 2009 the list of services was reviewed and reduced to more accurately reflect the universe of services***

### Why is this measure important?

These measures are important to assess the City’s effectiveness in delivering services via the internet. Residents, visitors, businesses and other government agencies want and expect to use the internet to receive City services. At a minimum, the City needs to provide useful information about all of its services regardless of whether the ability to transact services is delivered online.

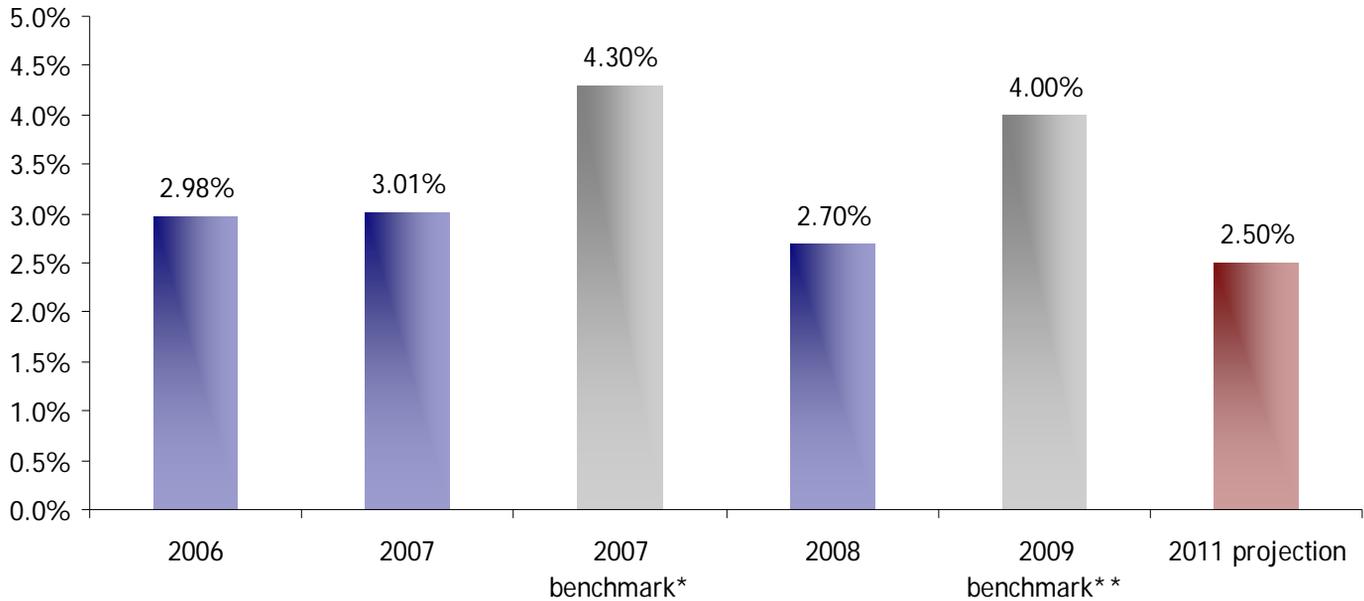
The number of eligible services delivered online means that a customer can use the web to perform as much of the service transaction online as appropriate or feasible. Not all City services are appropriate for online delivery. As the City refines its e-government strategy, measures will be developed around increasing self-service adoption. At its simplest, this is about getting more people to use the web to receive services from the City.

### What will it take to meet the targets?

Without an enterprise-wide commitment to online activities the targets will not be achieved. Our internet bandwidth is at capacity; there is little interest in rectifying the situation. Therefore, looking to increase services online will only add to our resident’s frustration.

BIS budget cuts necessitated the elimination of website support staff. Therefore, the number of additional web services that can be deployed will be very limited. Support for existing services will be significantly reduced.

## IT spending as a percent of City budget



\* Note: Source Forrester Research, gov't industry, company size 1,000 to 4,999, average from 27 cities

\*\* Note: 2009 Source Gartner, Government: IT Spend as % of Operational Expenses

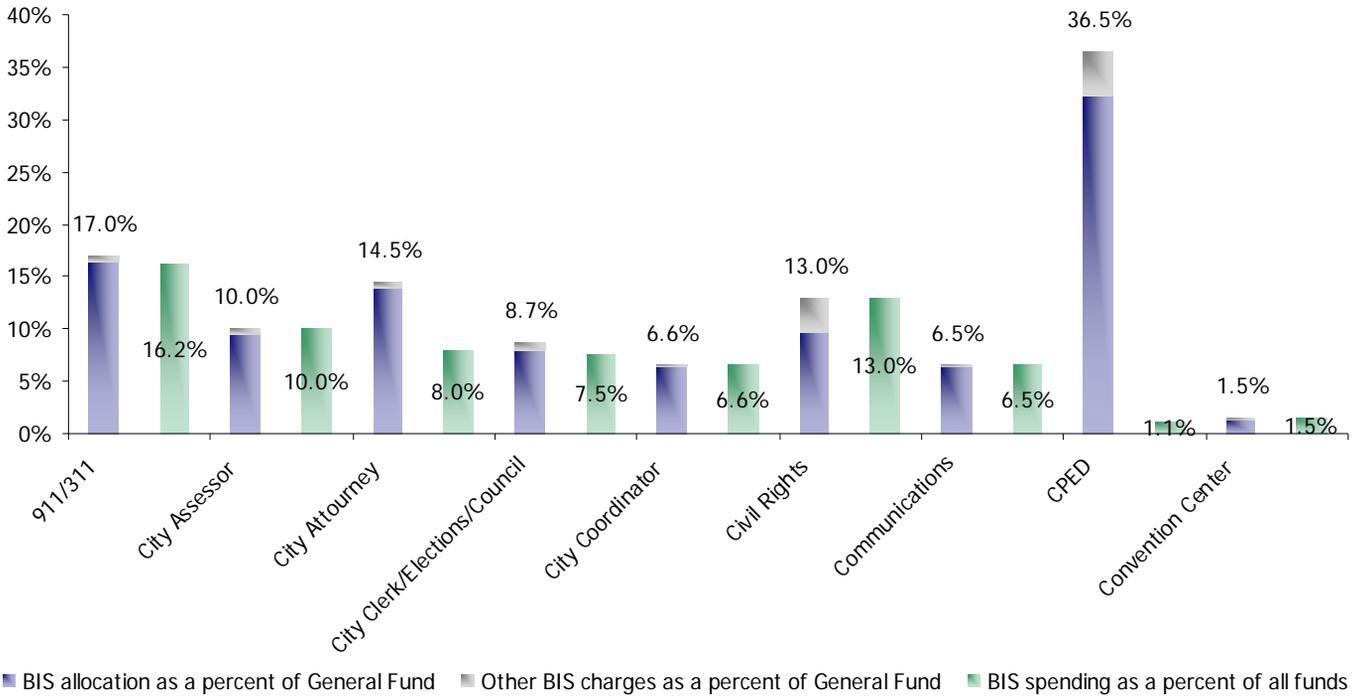
### Why is this measure important?

IT spending benchmarks are one metric used to answer the question: How does an organization know if it is spending too much or too little on information technology? IT spending benchmarks should be viewed as the start of an inquiry process, not the endpoint. Conclusions about this measure need to be made in context with total operational costs and performance metrics compared to peers. Other conditions may be present that help explain why the City's IT spending varies significantly from the benchmark, including the degree of decentralized IT services and automated business processes, geographic concentration and the expectation for less IT services than peers.

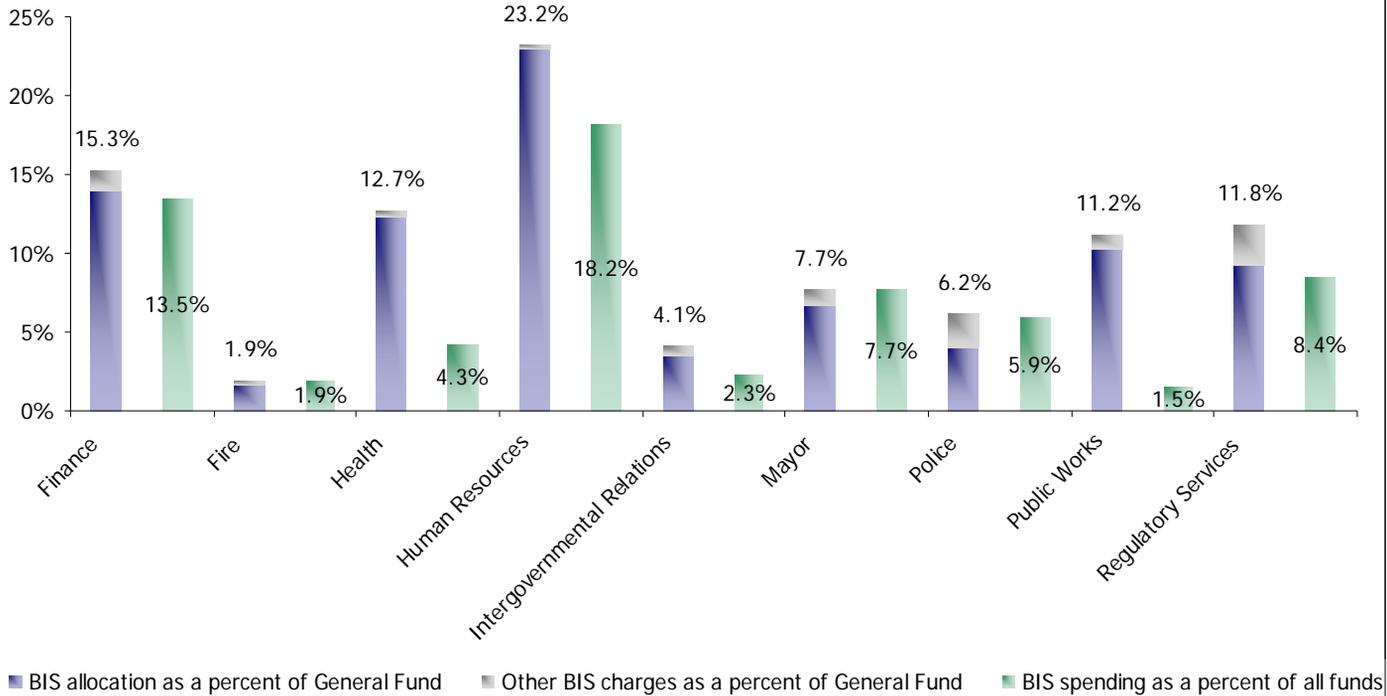
### What will it take to achieve the targets?

Comparing the City's IT spending metric with available benchmarks indicates that the City's IT spending as a percent of the City budget is lower than the industry benchmark as indicated in the table above. The projection for 2011 reflects the significant reduction in the IT budget and the reduced number of projects anticipated.

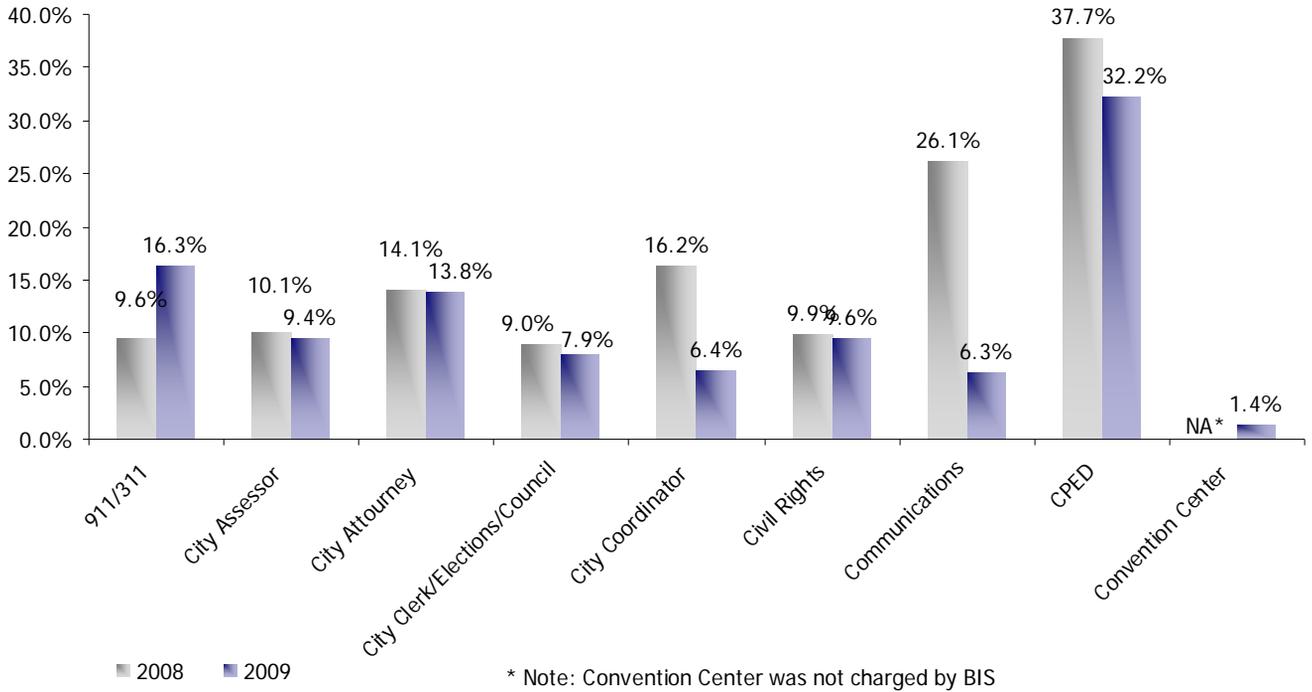
## 2009 BIS spending by department



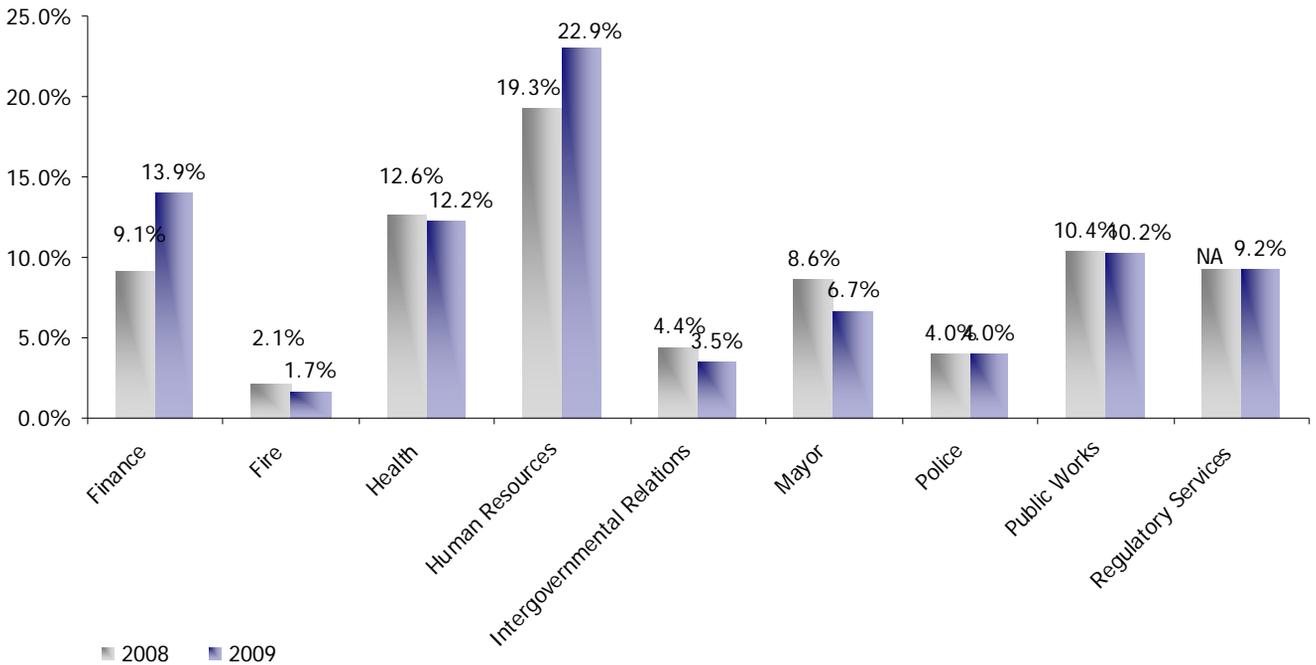
## 2009 BIS spending by department (continued)



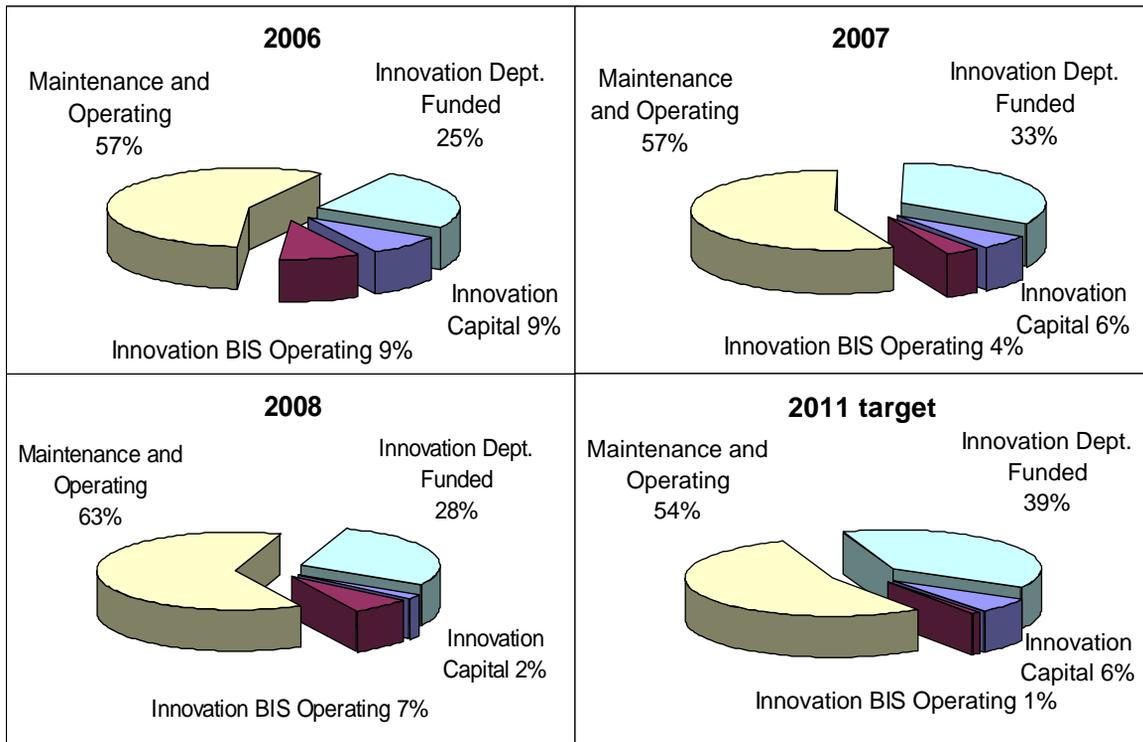
## BIS allocation as a percent of General Fund



## BIS allocation as a percent of General Fund (continued)



# City spending on technology innovation compared to maintenance and operating expenses



Why is this measure important?

This measure compares spending on IT maintenance, operations and support to spending on projects for innovation and new initiatives. It also shows the source of funds for innovation. This is a standard metric for IT organizations, which strive to minimize spending on maintenance and operations so that resources are available for innovations that improve business outcomes.

The charts above show funding for innovation shifted from enterprise capital to departmental operating budgets from 2006 through 2008. BIS continues to manage maintenance and operating costs at between 57% and 63% of total IT spending. Shrinking budgets, however, will continue to limit the amount BIS can contribute to the technology innovation spending.

What will it take to achieve the targets?

**2010:** Based upon the budget reductions across the City the expectation is that Maintenance and Operating will be a larger share of the IT spend in 2010. As a result, the innovation that has been critical to Minneapolis' success in the past will be reduced.

**2011:** BIS will continue to focus on ways to reduce Maintenance and Operating costs. The efforts in 2010 to significantly reduce the number of applications that reside on the City's network should have a positive impact. In addition, continued advancements in technology will reduce these costs as funds become available to implement.

# Appendix

# SLA Descriptions

No.		Metric/Measurement	Target Service Level
<b>DCH</b>	<b>Data Center</b>		
<b>DCH 1</b>	<b>Production High Availability Server - Tier 1 Data Center Server (eg. Tier 1 Unix, Tier 1 Data Center, Wintel Enterprise Data Center, Wintel Tier 1 Data Center).</b>	Server Availability (not including scheduled downtime) includes hardware, system software, database, data access	Service Availability will be at or above 99.9%
<b>DCH 2</b>	<b>Production Standard Availability Server (All other Data Center Servers)</b>	Server Availability (not including scheduled downtime) includes hardware, system software, database, data access.	95% of all individual services will be at or above 99.5%
<b>DCH 3</b>	<b>Time to Respond - CRITICAL (Severity 1 events)</b>	Measures the percentage of CRITICAL support tickets responded to within 30 minutes of ticket assignment.	98%
<b>DCH 4</b>	<b>Time to Respond - NON-CRITICAL (Severity 2 &amp; 3)</b>	Measures the percentage of NON-CRITICAL support tickets responded to within 4 business hours of ticket assignment.	98%
<b>DCH 5</b>	<b>Time to Resolve - SEVERITY 1</b>	Measures the percentage of SEVERITY 1 support tickets resolved within 4 hours of ticket assignment, excluding time for which City resolvers (or City agents) are working on resolution.	95%
<b>DCH 6</b>	<b>Time to Resolve - SEVERITY 2</b>	Measures the percentage of SEVERITY 2 support tickets resolved within 24 hours of ticket assignment.	95%
<b>DCH 7</b>	<b>Time to Resolve - SEVERITY 3</b>	Measures the percentage of SEVERITY 3 support tickets resolved within 3 business days of ticket assignment.	95%
<b>DCH 8</b>	<b>Production Server - Backup Management</b>	Weekly Full/Nightly incremental backup, excludes open individual files but not open databases	98% compliance to the CoM Server Backup Schedule. NOTE: If a given scheduled backup fails to execute properly in two successive cycles, it will be deemed to have missed this SLA.

# SLA Descriptions

No.		Metric/Measurement	Target Service Level
DCH 9	<b>Production High Availability Server - Restore Management</b>	Restore started service levels are from the time media is available onsite.	98% approved restores initiated in 1 Hour
DCH 10	<b>Production Standard Server - Restore Management</b>	Restore started service levels are from the time media is available onsite.	98% approved restores initiated in 120 minutes
DCH 11	<b>Production High Availability - Production Batch Application Processing for Autosys-enabled batch jobs (or successor technologies)</b>	Processing of batch jobs for standard servers - Batch Job Completion On Time	98% of all Provider managed batch jobs will be successfully completed as scheduled
DCH 12	<b>Production Standard Server - Production Batch Application Processing</b>	Processing of batch jobs for standard servers - Batch Job Completion On Time	96% of all Provider managed batch jobs will be successfully completed as scheduled
DCH 13	<b>Security Patches Completion Report</b>	Number of Approved (via the IT change management process) Operating System and Security patches deployed	98% of Approved Patches completed within each month (If a given security patch fails for a second successive month, the service level will be deemed to be missed.)
DCH 14	<b>Critical Server OS &amp; Security Patches Completion Report</b>	Number of <b><i>City Approved</i></b> Critical (via the IT change management process) Operating System and Security patches deployed	98% of Approved Patches completed within 48 hours (If a given security patch fails for a second successive 48 hour period, the service level will be deemed to be missed.)

# SLA Descriptions

No.		Metric/Measurement	Target Service Level
<b>EM</b>	<b>Email and Messaging</b>		
<b>EM 1</b>	<b>Email System Availability</b>	Measures the availability of the Microsoft Exchange Email Services, (not including scheduled downtime). Includes hardware, system software , Exchange System Attendant Service and Exchange Transport Driver service uptime for Email services managed by Provider.	System/Service Availability will be at or above 99.9%
<b>EM 2</b>	<b>Email Queue Size</b>	Measures the percentage of time the Microsoft Exchange SMTP Server\Categorizer Queue Length counter exceeds the maximum established value of 250 messages.	98%
<b>EM 3</b>	<b>E-mail Requests, to include: User Account Creation or Modification and Creation of Custom Distribution Lists</b>	Percentage of all requests completed inside an elapsed time window of 1 business days measuring from time an approved request is received by Provider to the completion of the request.	95% of requests processed in 1 business days.
<b>SD</b>	<b>Service Desk</b>		
<b>SD 1</b>	<b>Speed To Answer</b>	Elapsed time	95% of calls <=45 seconds
<b>SD 2</b>	<b>Call Abandonment Rate</b>	% of calls abandoned, excludes abandons within 30 seconds	< =3%
<b>SD 3</b>	<b>Email/Web Portal Response Time</b>	Elapsed time	95% of contacts <= 4 hours
<b>SD 4</b>	<b>Tickets Resolved at First Level</b>	Measures tickets resolved by Level 1 agent. Excludes tickets correctly dispatched to non-Provider resolver groups or associated with hardware failures.	90% resolved
<b>SD 5</b>	<b>Repeat Incident</b>	Measures tickets closed by Service Provider that subsequently experience a repeat incident ticket	<= 3%
<b>SD 6</b>	<b>Customer Satisfaction - Rate</b>	Measures the satisfaction of ticket initiators with Provider services (on a five point scale)	85% >= 4.0

# SLA Descriptions

No.		Metric/Measurement	Target Service Level
<b>EUS</b>	<b>End User Services</b>		
<b>EUS 1</b>	<b>All Computer/Laptop-IMAC</b>	The number of IMACs completed within the defined timeframe: Less than 5 devices - 5 days 6-10 devices - 10 days 11-30 devices - 20 days	95% of requests completed within prescribed time frames
<b>EUS 4</b>	<b>Remote Access REQUEST NEW Or CHANGE EXISTING</b>	Turnaround time	95% of requests completed within 3 business days
<b>EUS 5</b>	<b>IT Account Administration REQUEST NEW Or CHANGE EXISTING</b>	Turnaround time	98% of requests completed within 1 business day
<b>EUS 6</b>	<b>IT Account Administration Employee Departure REQUEST</b>	Turnaround time for completion of access disablement	98% of requests <= 4 hours or at scheduled time and date for planned separations
<b>EUS 7</b>	<b>Computer / Laptop OS &amp; Security Patches Completion Report</b>	Number of Approved (via the IT change management process) Operating System and Security patches distributed by agreed means	98% of Approved Patches completed within each month (If a given security patch fails for a second successive month, the service level will be deemed to be missed.)
<b>EUS 9</b>	<b>VIP / Critical Elapsed Time to Respond</b>	Measures the percentage of VIP/Critical EUS tickets responded to within 30 minutes. Restricted to VIPs within the City of Minneapolis boundaries.	90% <= 30 minutes
<b>EUS 10</b>	<b>VIP / Critical Elapsed Time to Resolve</b>	Measures the time from Defined VIP ticket open to ticket resolved for all trouble tickets assigned by Help Desk to desk side support	90% <= 4 hours
<b>EUS 11</b>	<b>Elapsed Time to Resolve - Hardware</b>	Measures the time from ticket open to ticket resolved for all trouble tickets assigned by Help Desk to desk side support for Hardware support issues	90% <= 1 business days
<b>EUS 12</b>	<b>Elapsed Time to Resolve - Software</b>	Measures the time from ticket open to ticket resolved for all trouble tickets assigned by Help Desk to desk side support for Software support issues	90% <= 4 hours

## SLA Descriptions

No.		Metric/Measurement	Target Service Level
<b>NS</b>	<b>Network Services</b>		
<b>NS 1</b>	<b>Network Availability</b>	Network Device Availability (not including scheduled downtime) includes hardware, system software, database, data access.	Service Availability will be at or above 99.9%
<b>NS 2</b>	<b>Time to Respond - CRITICAL</b>	Measures the percentage of CRITICAL support tickets responded to within 30 minutes of ticket assignment.	98%
<b>NS 3.1</b>	<b>Time to Respond - NON-CRITICAL (Severity 2)</b>	Measures the percentage of NON-CRITICAL support tickets responded to within 4 business hours of ticket assignment.	98%
<b>NS 3.1</b>	<b>Time to Respond - NON-CRITICAL (Severity 3)</b>	Measures the percentage of NON-CRITICAL support tickets responded to within 4 business hours of ticket assignment.	98%
<b>NS 4</b>	<b>Time to Resolve - SEVERITY 1</b>	Measures the percentage of SEVERITY 1 support tickets resolved within 4 hours of ticket assignment.	95%
<b>NS 5</b>	<b>Time to Resolve - SEVERITY 2</b>	Measures the percentage of SEVERITY 2 support tickets resolved within 24 hours of ticket assignment.	95%
<b>NS 6</b>	<b>Time to Resolve - SEVERITY 3</b>	Measures the percentage of SEVERITY 3 support tickets resolved within 3 business days of ticket assignment.	95%



# E-Government Service, Delivered and Fully Referenced Online

<b>E-Government Services</b>	<b>City Department</b>
Animal Removal	Regulatory Services
Animals - Dog Waste Reporting*	Regulatory Services
Animals - Dogs - Licensing	Regulatory Services
Animals – Dogs – Warden Services	Regulatory Services
Animals – Pests – Control - Environmental	Regulatory Services
Animals – Welfare Services	Regulatory Services
Archives - Access	City Clerk
Archives - General Information	Multiple Sources
Archives - Inquiries	City Clerk
Arts - Development	Cultural Affairs & Minneapolis Arts Comm.
Arts - Information	Communications
Business - Advice	CPED
Business - Business Development Plans - Consulting	CPED
Business - Cooperatives - Development Consulting	CPED
Business - Food Retailing – Information and Advice	Regulatory Services
Business - Food Safety - Illness/Contamination*	Environmental Health and Safety
Business - Food Safety - Inspections	Environmental Health and Safety
Business - Food Safety - Regulations	Environmental Health and Safety
Business – Food Safety – Risk Assessment	Regulatory Services
Business - Grants	CPED/METP
Business - Property Tax	City Assessor
Business - Security - Advice and Support	MPD
Business Broadband Campaign	BIS
Civil Emergencies – Emergency Plan	Regulatory Services - Emergency Prep
Community Development – Redevelopment Assistant Services	CPED - Redevelopment
Community Safety	Community Crime Prevention
Community Strategy-Comprehensive Plan	CPED
Complaints – Procedure*	311/Departments
Conference, Hall and Meeting Room Availability/Rental	Convention Center
Crime – Firearms	City Clerk

# E-Government Service, Delivered and Fully Referenced Online

<b>E-Government Services</b>	<b>City Department</b>
Council – Allowances	Finance/Purchasing
Council – Approved Suppliers/Vendors	City Clerk
Council – Civic Recognitions	City Clerk
Council – Committee Membership	City Clerk
Council – Communications	City Clerk
Council – Elections – Polling Stations	City Council/Mayor
Council – General Information	City Council/Mayor
Council – Host Events*	City Council
Council – Minutes, Agendas, and Reports	City Clerk
Council – News and Information Releases*	City Council/Mayor’s Office
Council – Triage*	311/Ward
Council and Committees – Schedule of Meetings	Council/Mayor
Crime – Neighborhood Watch Police E Report (Public)*	Police
Crime – Prevention	Police
Demonstrations and Parades – Permits	Regulatory Services
Disabled People – Parking	Public Works
Elections – Absentee Voting	Elections
Elections – Electoral Nominations	Elections
Elections – Electoral Register	Elections
Elections – Proxy Votes	Elections
Elections – Results – Publication	Elections
Elections – Voting	Elections
Emergencies – Winter Weather Snow Emergency Declaration App	Public Works
Environmental Information Regulations	Regulatory Services
Exhibitions – Temporary	Regulatory Services
Fire and Rescue – Alarms	Fire
Fire and Rescue - Community Safety	Fire Department
Fire and Rescue – Home Fire Safety Check	Fire
Grants – Business	CPED
Grants - Home Renovation	CPED

# E-Government Service, Delivered and Fully Referenced Online

<b>E-Government Services</b>	<b>City Department</b>
Health – Advice	Health and Family Services
Health – Vaccination Information and Advice	Health and Family Services
Health and Safety – Scientific Services	Health and Family Services
Housing – Accommodation Certificates – Fitness for Human Habitation	Regulatory Services
Housing – Associations – Financial Assistance	CPED
Housing – Empty Residential Properties	Regulatory Services
Housing – General Information and Advice	Regulatory Services
Housing – Improvement and Repairs – Loans	CPED
Housing – Improvements – Home Repair Assistance Grant	CPED
Housing – Improvements – Housing Renovation Grant for a Private Property	CPED
Housing – Improvements – Renovation Grants	CPED
Housing – Low Cost Home Ownership	CPED
Housing – Multiple Occupation – Register	Regulatory Services
Housing – Multiple Occupation – Safety Inspection	Fire Department
Housing – Nuisance and Threatening Behavior *	MPD/Regulatory Services
Housing – Public Health Information	Health
Housing – Social Housing Policy	CPED
Housing – Surveying – Major Repairs	Regulatory Services
Housing Inspections	Regulatory Services
IT – Website	BIS
Jobs - Employment and Training Initiatives	CPED (METP)
Jobs - Equal Opportunities - Information	Civil Service
Jobs Openings*	HR
Land and Property – Building Control*	Regulatory Services
Land and Property – Building Permits	Regulatory Services
Land and Property – Dangerous Structures – Public Safety	Regulatory Services
Land and Property – Demolitions – Assessment	Regulatory Services
Land and Property – Demolitions – Enforcement	Regulatory Services

# E-Government Service, Delivered and Fully Referenced Online

<b>E-Government Services</b>	<b>City Department</b>
Land and Property – Code Violations on Properties	Regulatory Services
Land and Property – Grass Cutting	Regulatory Services
Land and Property – Historic Sites – Maintenance	CPED
Land and Property – Improvement	CPED, Regulatory Services
Land and Property – Property Information	CPED
Land and Property – Property Searches*	Multiple Departments
Languages – Translation and Interpretation Services	Civil Rights
Legal – Litigation Support*	Community Impact Statement
Licenses – Alcohol and Entertainment – Personal	Regulatory Services
Licenses – Amusements with Prizes	Regulatory Services
Licenses – Boarding Animals	Regulatory Services
Licenses – Butcher Shops	Regulatory Services
Licenses – Cinemas	Regulatory Services
Licenses – Dangerous Animals	Regulatory Services
Licenses – Entertainment	Regulatory Services
Licenses – Explosives	Regulatory Services
Licenses – Fireworks Displays	Regulatory Services
Licenses – Food Carts	Regulatory Services
Licenses – Late Night Catering	Regulatory Services
Licenses – Licensed Premises – Off-Sale	Regulatory Services
Licenses – Licensed Premises - Bar	Regulatory Services
Licenses – Licensed Premises - Restaurants	Construction Permits
Licenses - Markets	Regulatory Services
Licenses – Massage and Special Treatment	Regulatory Services
Licenses – Obstructions – Building Materials	Regulatory Services
Licenses – Obstructions – Scaffolding	Regulatory Services
Licenses – Performing Animals	Regulatory Services
Licenses – Public Entertainment	Regulatory Services
Licenses – Storage of Petroleum	Regulatory Services/MFD
Licenses – Street Café	Regulatory Services

# E-Government Service, Delivered and Fully Referenced Online

<b>E-Government Services</b>	<b>City Department</b>
Licenses – Taxis	Regulatory Services
Licenses – Taxis – Drivers License	Regulatory Services
Local Economy - Development	CPED
Local Economy - Reports and Forecasts	CPED
Mayor - Invitations	Mayor
Media and Publicity Protocols	Communications
Parking	Public Works
Performance – Customer Satisfaction Surveys	Results Minneapolis
Performance – Indicators	Results Minneapolis
Permission to Film and Photograph	CPED
Permission to Host Events	Special Events Permits
Planning – Development Control	CPED
Planning – Decision Notices	CPED
Planning - Local Plans	CPED
Planning - Transportation Policy	Transportation and Public Works
Planning - Zoning	CPED
Pollution Control – Air Handling Units	Regulatory Services
Pollution Control - Air Quality	Regulatory Services - Environmental Mgt
Pollution Control - Asbestos	Multiple
Pollution Control - Construction	Regulatory Services
Pollution Control - Contaminated Land	Regulatory Services
Pollution Control - Hazardous Substances	Regulatory Services
Pollution Control - Noise	Regulatory Services
Pollution Control - Nuisances	Regulatory Services
Procurement – Contracts Lists	Finance
Procurement – Contracts Management	Finance
Procurement – Policy	Finance
Publications	Communications
Recycling – Bags and Containers	Public Works
Recycling - General Information	Public Works – Solid Waste & Recycling
Recycling - Residential Collections	Public Works – Solid Waste & Recycling

# E-Government Service, Delivered and Fully Referenced Online

<b>E-Government Services</b>	<b>City Department</b>
Referenda - General Information	Elections
Refuse – Commercial Waste – Collection*	Public Works
Refuse – Household Waste – Collection*	Public Works
Recycling – Household Waste Bin Distribution	Public Works
Registration – Food Businesses	Business Licensing
Registration – Scrap Metal – Site Registration	Solid Waste What to Do
Roads – Closures and Detours*	Public Works
Roads – Street Lighting*	Public Works
Roads – Traffic Lights*	Public Works
Roads – Street Parking – Permits	Public Works
Safety – Health and Safety – Regulation and Inspection	Health and Family Services
Safety – Health and Safety – Training Courses	Health and Family Services
Safety – Home Safety – Advice	Health and Family Services
Statistics – Census Information	CPED
Statistics – Economic Information and Analysis	CPED
Sustainable Development – General	CPED
Trading Standards – Advice to Businesses	CPED
Trading Standards – Illegal Street Trading	Code of Ordinances
Vandalism – Flyer Posting – Reporting and Removal	311/Public Works
Vandalism – Graffiti Reporting and Removal*	311/Public Works
Vandalism – Prevention Measures	MPD
Vehicles – Abandoned – Reporting and Procedures	Impound Lot
Water Billing	Public Works
Water Information	Public Works
Water Rates Domestic	Public Works

# Wi-Fi Services

DEPARTMENT	NEAR-TERM (through 2010)					MID-TERM (2011 and beyond)	
	USAGE	#	BIS ESTIMATES				BIS
			IMPL.	ANNUAL			IDEAS / COMMENTS
			COST	SAVINGS	WIRELESS USAGE		
911/311	None	0		-	-	None	
ASSESSOR	None	22	\$250,000	\$30,000	\$3168	None	
ATTORNEY	Replace laptop aircards for use in Hennepin County Courthouse	40		\$12,960	\$5,760	None	
BIS	Replace laptop aircards	40		\$12,960	\$5,760	None	
CIVIL RIGHTS	Replace laptop aircards for field interviews	34		\$11,016	\$4,896	None	
CLERKS	Replace laptop aircards	4				None	
	Electronic pollbooks connected to statewide voter registration system	15		\$6,156	\$2,736		
COMMUNICATIONS	Replace laptop aircards	16		\$5,184	\$2,304	None	
CONVENTION CENTER	None	0				None	Operating under existing facilities wireless contract until 2015
COORDINATOR'S OFFICE	Replace laptop aircards	2		\$648	\$288	None	
CPED	Laptops for Winona State Univ. partners	2		\$648	\$288	None	
FINANCE	Replace laptop aircards	3		\$972	\$432	None	
FIRE	Replace laptop aircards	40		\$9,600	\$5,760	None	
HEALTH	+ Possible use with SBC electronic billing	13			\$1,872	None	
	+ Replace laptop aircards for school-based clinic (SBC) staff						
HUMAN RESOURCES	None	0				None	
IGR	None	0				None	
POLICE	Replace laptop aircards - SQUADS	200		\$48,000	\$28,800	None	
	Replace laptop aircards - ADMIN	100		\$32,400	\$14,400		

# Wi-Fi Services

DEPARTMENT	NEAR-TERM (through 2010)					MID-TERM (2011 and beyond)	
			BIS ESTIMATES				BIS
			IMPL.	ANNUAL			
	USAGE	#	COST	SAVINGS	WIRELESS USAGE		IDEAS / COMMENTS
PUBLIC WORKS	+ Snow & Ice Control: Smart Sand Spreaders	13	\$5,000		\$1,872	+ Impound lot inventory system	
	+ Set-up laptop aircards for bridge inspections		-	-		+ Water and sewer monitoring	
	+ Replace laptop aircards for sidewalk inspections				-		
	+ Equip construction sites for time entry (dependent upon implementation of COMPASS Time & Labor)	30	-	-	\$4,320	+ Water meters in several years, dependent upon cost and options when the end of the useful life of the current meter technology approaches. (Savings, but not until meters are due to be replaced)	+ No need to replace water meters to make use of Wi-Fi technology, but purchase of communications device is necessary; providing cost savings, increased customer functionality and water system leakage monitoring capabilities.
	+ Parking meters	500		\$162,000	\$18,000		
REGULATORY SERVICES	+ Replace laptop aircards for housing inspectors	10	-	\$3,240	\$1,440		
	+ Replace laptop aircards for construction inspectors	10	-	\$3,240	\$1,440		
	+ Replace laptop aircards for digital health staff	10	-	\$3,240	\$1,440		
	+ Mobile Animal Control	10	\$14,000	\$3,240	\$1,440		
	+ Business license inspections	9	\$12,600	\$2,916	\$1,296		
TOTAL				\$351,660	\$111,024		