



Request for City Council Committee Action

Date: October 14, 2003

To: Ways and Means Committee

Prepared or Submitted by: Ilena Lonetti Phone 612-673-3351

Approved by: Karl Kaiser _____

Approved for Submittal by: John Moir _____

Subject: Request Permission to Accept *COPS Enhancing Community Policing Grant*

Presenters in Committee: Karl Kaiser, Chief Information Officer
John Dejung, Director, Emergency Communications & Technology Bureau

Recommendation:

The Police Department respectfully requests that the proper city officials be authorized to execute the grant award agreement for \$300,000 from the US Department of Justice – Office of Community Oriented Policing Services to strengthen the City's response to police non-emergency services. The Department also requests an amendment to the general appropriation resolution for 2003 in the amount of \$300,000. The grant award will operate through the Federal Grant Special Revenue Fund, 0300-880-8810, revenue source 3210.

Financial Impact (Check those that apply)

- No financial impact (If checked, go directly to Background/Supporting Information)
- Action requires an appropriation increase to the Capital Budget
- Action requires an appropriation increase to the Operating Budget
- Action provides increased revenue for appropriation increase
- Action requires use of contingency or reserves
- Other financial impact (Explain):

- Request provided to the Budget Office when provided to the Committee Coordinator

Background/Supporting Information:

The US Department of Justice – Office of Community Oriented Policing Services awarded the City of Minneapolis \$300,000 in grant funds. To develop an operational 311 model of service, the City will first implement an enterprise Citizen Relationship Management system.

In turn, City departments and Police Non-emergency services will be able to comprehensively track and report citizens' requests for service and information. The major benefits to the City are as follows:

- At an operational level, the City utilizes a combination of manual processes and disparate systems (from no system or 3 x 5 cards to Access and legacy systems) to record, track and report requests for service. Senior management recognizes the need for automation in order to do business efficiently and effectively into the future. Therefore, the objective is to integrate an enterprise Constituent Relationship Management (CRM) system into operational workflows.
- The City can reduce redundancy throughout the organization and lower the cost of doing business by significantly decreasing or eliminating manual processes.
- The citizens will be better served and public safety issues will be more effectively addressed.
- Police and fire departments can concentrate their efforts on true emergency calls and improving community-policing efforts by offloading police non-emergency calls. This will only happen when non-emergency requests for service are directed through a coordinated, well organized 311 system.

At the end of the pilot program and based on cost-benefit analysis, the team will determine if an enterprise rollout of the CRM tool and an operational 311 center will proceed. If the City decides not to implement an operational 311 system, any grant funds that have been spent must be repaid. The source for repayment would be the BIS Budget.