

City of Ramsey
Agenda
City Council Work Session
Tuesday April 24, 2012
5:30 p.m. or immediately following Personnel
Lake Itasca Room 7550 Sunwood Drive NW

- 1. Call to Order**
- 2. Topics for Discussion**
 1. Discuss Request for Special Events Permit
 2. Discuss Comprehensive Utility Plan Updates
 3. Expanded Recreational Vehicle Use
 4. Consider Customer Request Management (CRM) Software Purchase
- 3. Future Topics for Discussion - *See Attached Calendar***
 1. Review Future Topics/Calendar
- 4. Mayor/Council/Staff Input**
- 5. Adjournment**

CC Work Session

2. 1.

Meeting Date: 04/24/2012

By: Jo Thieling, Administrative Services

Title:

Discuss Request for Special Events Permit

Background:

Staff received a request for a Special Events Permit from SPM Properties, The Penalty Box Bar & Grill, located at 14077 St. Francis Boulevard NW, Ramsey. They are requesting permission to host a tent party for Friday and Saturday nights, June 22 and 23, 2012. Their plan is to have a live band in the tent both nights and they are requesting the party hours of 8:00 p.m. to midnight.

Staff (City Clerk Thieling, Police Chief Way, Fire Chief Kapler, and Director of Public Works Olson) met and discussed some of the items/issues that have come up from past tent parties at this location.

A brief history is as follows:

In 2009, a Special Events Permit was granted to The Penalty Box for Friday and Saturday nights, May 8 and 9. A request was made to have the live bands play from 7:00 p.m. to 11:00 p.m. Two officers worked each night. On Friday night, the officers worked from 7:00 p.m. to 11:30 p.m. The crowd was described as "light" by the officers. One person had to be escorted from the property and told not to return. This was taken care of by bar security. One anonymous complaint was made to dispatch a little after 7:00 p.m. regarding loud music. On Saturday night, officers worked from 7:00 p.m. to 12:30 a.m. The Penalty Box requested the officers stay an additional hour because of the large crowd. Officers were asked by Penalty Box staff to remove one disorderly person from the location; he left without incident. Officer indicated most went well and the crowd was mostly well behaved. People attending the event parked wherever they could find a spot in the area which included by businesses in the area and on the street. No vehicles were towed for illegal parking. One very upset person called dispatch to complain about the loud music at 9:42 p.m. The caller indicated she was going to contact Councilmembers about the permit. Prior to the event, Chief Way received one call from a citizen who had questions about the event. He answered the questions which related to parking and trash clean-up on private property. A few complaints were received from other tenants in the mall with regard to the parking spaces.

Mr. McManus of The Penalty Box requested a second Special Events Permit for a tent party and live music for Friday and Saturday nights, August 21 and 22, 2009. The request was for the band to be allowed to play until midnight which is later than allowed by City Code, but can be deviated from with Council approval. Since there had been a few complaints received from other tenants in the mall where The Penalty Box is located, staff requested Mr. McManus notify his neighbor tenants of his proposed event. Mr. McManus did that and brought in a notification signed by each of the neighboring tenants. Staff discussed parking options with Mr. McManus and offered the use of City property located on the northeast corner of 142nd Avenue and Highway #47 as well as the "old Amoco" site. Mr. McManus would take care of mowing that property to allow parking. The City Attorney wrote up an indemnification agreement with regard to the use of that site. No fee was charged for the parking site or Mr. Goodrich's time to write up the agreement. Fire Chief Kapler had suggested erecting the tent closer to the building, eliminating a drive lane between the tent and The Penalty Box and Mr. McManus agreed to that location. Council approved the Special Events Permit which included allowing the bands to play until midnight, with the condition that the volume of the amps be turned down at 11:00 p.m. A Ramsey Police Officer physically checked the volume at 10:30 p.m. and again at 11:00 p.m. to make certain Mr. McManus complied with Council's directive; Mr. McManus was in compliance. Chief Way reported there were no noise complaints received.

A Special Events Permit was requested by The Penalty Box to host a tent party on Friday and Saturday nights, May 7 and 8, 2010. Staff recommended the location of the tent be the same as at the August 2009 event - closer to the

building, eliminating the drive lane between the tent and the building. Mr. McManus agreed. Staff again offered the use of the "old Amoco site" and the "sledding hill" site for parking spaces providing Mr. McManus would take care of the mowing of it prior to the event and the clean-up following the event. Mr. McManus agreed. There was no charge for the parking sites and Attorney Goodrich wrote up an indemnification agreement as was done in August 2009. Mr. McManus again notified his neighbor tenants of the party and had to make certain a number of parking spaces were dedicated to each tenant during their hours of operation. Mr. McManus was told he would have to hire two Ramsey Police Officers for each evening, one-half hour before the band started, during the concert, and one-half hour following the end of the band's performance. The Penalty Box also had 12 of their own security people monitoring the parking lot. Staff recommended Council apply the following stipulations to Mr. McManus' permit if the action was to approve it: 1) Locate the tent in the area specified by staff; 2) sign the indemnification agreement prepared by the City Attorney for additional parking spaces on City property; 3) notify all neighboring tenants of the event in writing, have them sign off on the notification and present to City staff prior to the event; 4) hire two Ramsey Police Officers for each evening one-half hour prior, during, and one-half hour following the end of the band's performance as well as their own security crew; 5) deposit \$2,000 in an escrow account for expenses incurred (security, etc.); 6) apply for a tent permit with the Fire department and schedule the tent inspection; 7) abide by all liquor license regulations; and 8) allow the bands to play until midnight with volume to be turned down at 11:00 p.m. Council approved the Special Events Permit with those stipulations.

Following the 2010 event, police reports were as follows: one DUI issued, one fight, and several noise and trash complaints, mostly from citizens. Fire received a report from one of the neighbor tenants. The complaints/concerns were listed as follows: tent location - safety concerns and visibility with traffic cutting through; parking lot full of food and garbage; no one looking out for the safety of anyone - no crosswalk staffing; parking lot blocked off - endangering customers and not leaving enough space for this tenant's customers to park and permission was not sought to use their parking spaces; they were not informed of the event; Sunday morning there were still cars and garbage in the main parking lot - garbage not taken care of quickly enough. This tenant noted that they are totally against another tent party in the parking lot and that they would hire an attorney if necessary to fight against it.

With regard to the notification, one of the stipulations was that Mr. McManus acquire signatures of all neighbor tenants and staff should have checked more closely to make certain all tenants had signed off. This particular one had not.

There were no requests for a Special Events Permit for year 2011.

As previously stated, staff met to discuss the Special Events Permit application from The Penalty Box. Concerns expressed were about location of the tent. Staff is suggesting, if this event is to happen, that the tent be erected behind the facility - on Xkimo Street. That location should alleviate the safety concerns expressed. Two Ramsey Police Officers would have to be hired each evening - one-half hour before the band begins, during, and one-half hour after the band is finished. The 2012 Schedule of Rates, Fees and Charges lists Police service at \$76 per hour per officer. Staff would require a \$2,000 cash deposit be placed in an escrow account to cover police services as well as if any clean-up services are necessary. If the costs equal more than the \$2,000 escrowed, Mr. McManus would be billed for the remainder. When a special event request is made, staff also checks to make certain all utilities, taxes, etc. are up to date. The Penalty Box currently owes \$3,000.58 for utilities; \$2,876 of that amount was due February 15, 2012. Staff also informed Mr. McManus that, as in the past, prior to granting the permit, he would have to provide disclosure notices of the event, signed by all neighbor tenants, and that they are in favor of this event taking place. As of this writing, no signed notifications have been received.

Attached for Council review is a map depicting where staff is recommending the tent be placed.

Notification:

Staff notified Mr. McManus that his Special Events Permit request would be discussed at this evening's work session. A copy of this report will be mailed to him as well. It is anticipated he will be present to answer any questions.

Recommendation:

If Council should grant the Special Events Permit, staff's recommendation is to only allow the tent to be erected on Xkimo Street behind the facility for reasons stated above and past history. Staff is also recommending that prior to granting the permit, the applicant will provide disclosure notices of the event, signed by each neighbor tenant, noting that they are in favor of this event taking place. This was a requirement for both 2009 and 2010. As of this case writing, the signed notifications have not been received.

Funding Source:

N/A

Council Action:

Based upon discussion. If Council would like to move forward with this request, staff will place approval of same on the Consent Agenda for May 8.

Attachments

Penalty Box Tent Location Map

Form Review

Inbox	Reviewed By	Date
Jim Way	Jo Thieling	04/19/2012 12:25 PM
Dean Kapler	Jo Thieling	04/19/2012 12:25 PM
Kurt Ulrich	Kurt Ulrich	04/19/2012 02:33 PM

Form Started By: Jo Thieling Started On: 04/18/2012 12:50 PM

Final Approval Date: 04/19/2012



0 25 50 100 150
SCALE 1" = 50 FEET

CC Work Session

2. 2.

Meeting Date: 04/24/2012

By: Tim Himmer, Engineering/Public Works

Title:

Discuss Comprehensive Utility Plan Updates

Background:

On August 23, 2011 staff met with the City Council in work session to review the City's 2011 development cost study. This was a comprehensive review of where the City currently stands in relation to other municipalities with regard to development costs (utility trunk fees, building permit fees, escrows, etc.). During that meeting utility rates were discussed; particularly how those rates are determined. Rates are determined by taking a comprehensive look at the City's utility system, projecting future growth, and then determining the infrastructure needs to support such growth. A plan is then developed that outlines potential timelines and costs for infrastructure improvements. The ultimate costs to construct and maintain that utility system is then evaluated to determine the appropriate funding mechanism to distribute those costs to users and/or the development community. Revisions to those rates are then adjusted annually, with the adoption of the annual rates and charges, and are based on the construction index related to inflation and construction costs.

On November 15, 2011 the topic of comprehensive utility plan updates, and corresponding rate studies, was discussed by the Public Works Committee. This conversation was timely, in that the City Council wanted to understand how updates to these plans may impact adoption of the City's annual rates and charges. The Council wanted to delay action on adopting rates and charges for 2012 until these utility plan updates were completed. Since that time the 2012 rates and charges were adopted by the City Council in December, with the idea that the utility fees could be revised (if necessary) once the studies were updated and the results of the rate study completed. On January 10, 2012 the City Council awarded contracts to Bolton & Menk and Landform to undertake this study, which was last completed in 2004.

The first order of business in advancing these plan updates is to review growth projections, which was the topic of conversation with the City Council on February 6, 2012. Without first understanding the assumptions related to how the City intends to grow, updates to these plans are extremely difficult. At that meeting Council directed staff to proceed with plan updates using the same assumptions from the existing (2004) comprehensive utility plans and 2030 Comprehensive Plan for the City; including growth, densities, and flow projections.

On March 27, 2012 City staff and our consultants were again in front of the City Council at work session to discuss the sanitary sewer system. Direction from that meeting included maintaining a minimum fund balance equal to the average annual expenses over the study period, installation of a lift station to serve the Northeast Sewer Area (area near TH 47 and 167th Ave), and the creation of a residential equivalency factor for high density residential uses.

The discussion for tonight's meeting will primarily focus on the water system. Through the evaluation of this system we have carried forward the previous assumptions as directed by the Council with respect to growth projections, minimum fund balance, and use of a residential equivalency factor for high density residential development. Bolton & Menk has analyzed the utility systems, consistent with this direction, and has developed a preliminary Capital Improvement Program (CIP) that evaluates future expenditures and projected revenues from user rates and development fees.

Observations:

As previously stated, tonight we would like to focus the attention on discussion of the water supply and distribution system. As the CIP and preliminary budgets were being prepared we followed the same assumptions as were included in the sanitary sewer analysis. No acquisition costs are included for easement and/or right-of-way to install the required improvements; it is assumed they are part of a development scenario whereby the applicant would be responsible for all associated costs. The operation and maintenance (O&M) expenses for the water system (with the exception of the water treatment plant - see below) will be funded with user rates, while system expansion will be funded with development/connection fees. The City's current policy requires development to be responsible for all costs associated with the required utility extensions to serve their project; the City does not typically advance utility infrastructure expansion without an available funding source.

Finally, the current utility reimbursement agreement with 21st Century Bank related to the NW Sewer and Water Extension project was incorporated as well. Under this agreement we are required to pay back utility connection charges as properties and/or developments tie into this system, which currently stands at approximately \$5.3M in outstanding eligible connection charges. The City is still able to offer fee credits for lateral extensions to serve the connecting properties, so the total eligible trunk fee reimbursements from a development would likely be reduced by the infrastructure costs to serve the development. Based upon this information staff has factored in a \$2M payback from the water utility through the year 2025.

Staff is seeking Council direction on a couple of key items so the water system CIP budget can be refined, and the determination of utility rates can be further analyzed (if necessary). These issues center primarily on treatment and ultimate water source.

TREATMENT

Whether the decision is to utilize surface water or groundwater for the City's supply needs it is apparent that water treatment in some capacity will most likely be required in the future. The City's current groundwater water supply exceeds secondary standards for iron and manganese content, and as more users are added to the system it is likely that complaints will increase and there will be a demand and expectation for improved water quality. Therefore, staff feels it is imperative to plan for water treatment and include the associated costs in the water system plan.

Since there is a relatively low cost differential to construct a surface water treatment plant vs. a groundwater plant staff is proposing that a surface water treatment plant be included in the future plan. A surface water treatment plant allows for greater flexibility in servicing future population demands, provides an infinite source, eliminates concerns with respect to contamination and/or surface water connections within the aquifer, and potentially introduces additional funding sources if it were to be elevated to a regional supply concern. Based upon previous Council discussions, and to remain conservative in our funding approach, we have proposed that this facility would be funded 80% by the City.

Also within this budgeting analysis we have compared the number of users that are projected to be on the municipal system at the time a treatment facility will be necessary, and factored the user rates from this serviced population into paying a portion of the treatment plant construction. Based upon preliminary estimates it appears that approximately 50% of the 2030 MUSA service population will be connected to the water system at the time the plant will be necessary (approximately 2019). Based upon this information staff is recommending an approximate 50-50 split as an equitable distribution of costs between user rates (primarily O&M costs) and development fees (primarily system expansions) to fund this future treatment facility.

SURFACE WATER VS. GROUNDWATER

To meet the demands of the study period the City will need to install four more groundwater wells, at a capacity of 1,000 gpm each, to serve the 2030 MUSA population. We currently have only two wells that meet this output requirement, so if it is the desire of the Council to continue utilizing groundwater sources only we should begin those investigations relatively soon to seek out locations and conduct test pumping. Once locations are determined we would then have to factor all associated costs into the CIP budget, including acquisitions and required infrastructure to connect them to the existing treatment and distribute system. Due to previously expressed supply concerns in the Franconia-Ironton-Galesville aquifer (the City's municipal water supply) from the Minnesota Department of Natural Resources, securing approval for additional wells could also be challenging. While the City may be able to obtain the additional wells needed for growth, treatment would still most likely be required for the

reasons referenced above. Factoring all these items into account further reinforces staff's recommendation to plan for and partially fund (80%) a surface water treatment plant.

City consultants will again be in attendance to present the results of their evaluation and supporting information that has been developed to date.

Recommendation:

Staff is looking for concurrence and direction from the Council on the assumptions used to formulate the comprehensive water system CIP budget, and associated rate and fee structures to fund the proposed improvements. Further, staff is recommending:

1. Inclusion of a treatment plant for improved water quality, with an approximate 50-50 capital funding split between user rates and development fees.
 2. The use of surface water as a municipal water source to supplement the current groundwater well sources.
- If the Council is accepting of staff's proposal for the water supply and distribution system all that is remaining is to draft the final comprehensive utility plan reports and schedule for adoption at a regular City Council meeting in the near future. Included in the Bolton & Menk presentation and supporting documentation for this meeting, will be a summary of impacts to all utility fees and rates based upon direction to date.

Funding Source:

Funding for these comprehensive utility plan updates are being financed through the corresponding City enterprise funds.

Council Action:

Based upon discussion.

Form Review

Inbox	Reviewed By	Date
Brian Olson	Jo Thieling	04/19/2012 02:48 PM
Kurt Ulrich	Kurt Ulrich	04/19/2012 03:04 PM
Form Started By: Tim Himmer		Started On: 04/16/2012 12:38 PM
	Final Approval Date: 04/19/2012	

CC Work Session

2.3.

Meeting Date: 04/24/2012

By: Jim Way, Police

Title:

Expanded Recreational Vehicle Use

Background:

At the City Council Work Session on 4-13-12, Council and staff discussed the possible expansion of the use of recreational vehicles in the City of Ramsey. Staff was directed to create a draft ordinance based on discussion from the work session.

Staff is proposing separate ordinances for All Terrain Vehicles (ATV's), Golf Carts and Snowmobiles. Staff believes it will be less confusing to the public when you read about a specific vehicle.

Attached are the "draft" ordinances for ATV's and Golf Carts. A snowmobile ordinance would be created by removing reference to other types of vehicles in the existing ordinance.

Funding Source:

None required

Council Action:

Provide direction to staff if council is in favor of proposed ordinances for the expansion of recreational vehicle use.

Attachments

[ATV Ord](#)

[Golf Cart Ord](#)

[COR Map](#)

Form Review

Inbox
Kurt Ulrich

Reviewed By
Kurt Ulrich

Date

04/19/2012 02:15 PM

Form Started By: Jim Way

Started On: 04/18/2012 08:31 AM

Final Approval Date: 04/19/2012

ORDINANCE #11-16
CITY OF RAMSEY
ANOKA COUNTY
STATE OF MINNESOTA

AN AMENDMENT TO CHAPTER 54 OF THE RAMSEY CITY CODE, WHICH CHAPTER IS KNOWN AS THE TRAFFIC AND VEHICLE CHAPTER OF THE RAMSEY, MINNESOTA, CITY CODE.

AN ORDINANCE AMENDING ARTICLE IV, SECTIONS 96-102 RECREATIONAL VEHICLES.

The City of Ramsey ordains:

SECTION 1. AUTHORITY

This ordinance is adopted pursuant to and under the authority of the City Charter of the City of Ramsey.

SECTION 2. AMENDMENTS

ARTICLE IV. ALL TERRAIN VEHICLES

Sec. 54-96 Purpose

The purpose of this article is to provide reasonable regulations for the use of All Terrain Vehicles (ATVs) on public and private property in the city. This article is not intended to allow what the Minnesota Statutes expressly prohibit nor to prohibit what the state statutes allow. It is intended to prevent public nuisance.

Sec. 54-97 Definitions

The following words, terms and phrases, when used in this article, shall have the meanings ascribed to them in this section, except where the context clearly indicates a different meaning:

Agricultural zone means the areas in the state lying south and west of a line along the following highway rights-of-way: starting at the North Dakota border, the line goes east along State Highway 10 to State Highway 23, then follows Highway 23 east to State Highway 95, which it follows to the Wisconsin border.

All-terrain vehicle (ATV) means a motorized flotation-tired vehicle of not less than three but not more than six low-pressure tires. It includes Class 1 and Class 2 ATVs.

Boulevard means that portion of the street or highway between the roadway and private property.

COR means the area that lies between; west of Co Rd 56, south of Co Rd 116, east of Co Rd 83 and north of the BN Railroad Tracks.

Class 1 ATV means an ATV that has a total dry weight of less than 900 pounds.

Class 2 ATV means an ATV that has a total dry weight of 900 to 1500 pounds.

Designated trail shall mean a clearly marked route for recreational vehicles to follow.

Designated use area means the area north of a straight line running from east to west at the 16700 block, starting at the Rum River on the east and running to the City of Elk River border on the west.

Designated Restricted Use Area means that area south of a straight line running from east to west at the 16700 block, starting at the Rum River on the east and running to the City of Elk River border on the west. Within the Restricted Use Area, access to Elmcrest Park and Central Park will be made and restricted to loading and unloading of and ATVs in the parking lots only. A Designated Route from the parking lot will be clearly posted to allow access to the Designated Route on 167th Avenue from Elmcrest Park. A Designated Route from the parking lot of Central Park will be clearly posted to allow access to Armstrong Boulevard for direct northbound travel to the Designated Use Area.

Designated route shall mean a clearly marked route for ATVs to follow.

Operate means to ride in or on, and control the operation of an ATV.

Operator means every person who operates, or is in actual physical control of an ATV.

Public property means property that may be used by the public, subject to reasonable regulation by a governmental body. Such property includes city parks, city parking lots and public school parking lots and grounds.

Roadway means that portion of a street or highway improved, designed or ordinarily used for vehicular travel but not including the boulevard. For the purposes of this article, roadways not dedicated for public use and not maintained by the city are not included within this definition.

Semi-public property means private property generally for use by the public but not owned or maintained by a governmental body. Such property includes without limitation: church property, shopping center property and other property generally used by patrons of a commercial or private business establishment.

Street or highway means the entire width between boundary lines of any way or place when any part thereof is open to the use of the public, as a matter of right, for the purpose of vehicular traffic (includes the right-of-way or boulevard). For the purposes of this article, streets

or highways not dedicated for public use and not maintained by the city are not included within this definition.

Sec 54-98 Operation limitations

- (a) ATVs may not be operated in the following areas:
 - (1) Within the COR
 - (2) On or long the Burlington Northern Rail Road tracks.
 - (3) On or along any County or State Hwy other than as listed in Specific Limitations
 - (4) On lots less than two and one-half acre in size unless it is for maintenance or plowing
 - (5) On any city sidewalks, bike or pedestrian trails.

- (b) ATVs may be operated only in the areas defined in section 54-97 only as follows:
 - (1) On the operator's property subject to the provisions of this article.
 - (2) On privately owned property if the operator has in possession written permission from the property owner; or, on privately owned property if the property owner has posted a clearly visible notice indicating "ATV" or words substantially similar.
 - (3) On city streets only as allowed by MN State Statute.(Does not include County Roads or State Highways.)
 - (4) On public or semi-public property only if clearly posted with signs designating the area or specific areas as open to ATVs.
 - (4) On any clearly marked Designated Route.
 - (5) On your own property or the property of another with written permission only if the property is greater than two and one-half acres in size.
 - (6) On roadways within the Designated Restricted Area, as per MN State Statute allows. (Does not include County Roads or State Highways.)
 - (9) To designated parking locations within the city

- (c) *Specific limitations for operation of ATV's.*
 - (1) No ATVs may be operated within the right-of-way, including the ditch of a trunk, county state-aid, county highway or state highway from April 1 to August 1 as part of Minnesota's Agricultural Zone anywhere in the city.

- (2) No ATVs may be operated on the roadway or within the right-of-way, including the ditch of a trunk, county state-aid, county highway or state highway in the Designated Restricted Use Area at any time.
- (3) A direct crossing of a street, roadway, county or state highway is permitted if:
 - a. The crossing is made at an angle of approximately 90 degrees to the roadway at a place where no obstruction prevents a quick and safe crossing or blocks the view of oncoming traffic for 300 feet;
 - b. The vehicle is brought to a complete stop before crossing the shoulder or entering upon the traveled portion of the street, road or highway;
 - c. The driver yields the right-of-way to all oncoming traffic that constitutes an immediate hazard;
 - d. In the case of a divided highway, the crossing shall be made only at an intersection of the highway with another street or road;
 - e. If the crossing is made during period of one-half hour after sunset to one-half hour before sunrise or in conditions of reduced visibility, the front and rear lights of the vehicle must be on.
- (4) An ATV may only be operated with the number of passengers that it was designed to carry.
- (5) If ridden on a roadway, a valid driver's license is required and a Department of Natural Resources Certificate if required.
- (d) *Hours of operation.* ATVs may not be operated any place in the city between the hours of 10:00 p.m. and 8:00 a.m. Sunday through Friday, and between the hours of 1:00 a.m. and 8:00 a.m. Saturday and Sunday.
- (e) *Snow cover.* From November 1 to March 31, ATVs may not be operated off the operator's property or the property of another that the operator has written permission to be on, unless there is a minimum six inches of snow cover on the ground.
- (f) *Requirements.*
 - a. A rear view mirror located so as to reflect to the operator a view of the roadway a distance of at least 200 feet to the rear of the vehicle.
 - b. At least one head lamp.
 - c. Horn
 - d. At least one rear lamp plainly visible from 500 feet.
 - e. Front and rear turn signals

- f. A safety flag a minimum of seven feet off the roadway and orange in color.
 - g. A city permit issued yearly after an inspection of the ATV.
 - h. Liability insurance.
- (g) Every person operating an ATV on the roadway has the rights and duties applicable to the driver of any other vehicle under the provisions of chapter 169 of the Minnesota statutes, except those provisions that cannot be reasonably applied.

A map showing the boundaries of the Designated Areas and COR shall be on display at the city hall and the police department for public viewing, during normal business hours.

SECTION 3. SUMMARY

The following is the official summary of Ordinance #11-16 which has been approved by the City Council of the City of Ramsey as clearly informing the public of the intent and effect of the Ordinance.

It is the intent and effect of Ordinance #11-16 to amend Ramsey, Minnesota City Code Sections Article IV, Sections 96-102 Recreational Vehicles.

Expand the Designated Recreational Use Areas within the City of Ramsey to include a Restricted Use Area of the City.

SECTION 4. EFFECTIVE DATE

The effective date of this Ordinance is thirty (30) days after its passage and publication, subject to City Charter.

Adopted by the Ramsey City Council the 22nd day of November 2011.

Mayor

ATTEST:

City Clerk

Introduction Date:	November 7, 2011
Posting Dates:	November 7 – November 23, 2011
Adoption Date:	November 22, 2011
Publication Date:	December 2, 2011
Effective Date:	January 2, 2012

ORDINANCE #11-16
CITY OF RAMSEY
ANOKA COUNTY
STATE OF MINNESOTA

AN AMENDMENT TO CHAPTER 54 OF THE RAMSEY CITY CODE, WHICH CHAPTER IS KNOWN AS THE TRAFFIC AND VEHICLE CHAPTER OF THE RAMSEY, MINNESOTA, CITY CODE.

AN ORDINANCE CREATING ARTICLE V, SECTIONS 103-102 RECREATIONAL VEHICLES.

The City of Ramsey ordains:

SECTION 1. AUTHORITY

This ordinance is adopted pursuant to and under the authority of the City Charter of the City of Ramsey.

SECTION 2. AMENDMENTS

ARTICLE V. GOLF CARTS

Sec. 54-103 Purpose

The purpose of this article is to provide reasonable regulations for the use of Golf Carts on public and private property in the city. This article is not intended to allow what the Minnesota Statutes expressly prohibit nor to prohibit what the state statutes allow. It is intended to prevent public nuisance.

Sec. 54-104 Definitions

The following words, terms and phrases, when used in this article, shall have the meanings ascribed to them in this section, except where the context clearly indicates a different meaning:

Agricultural zone means the areas in the state lying south and west of a line along the following highway rights-of-way: starting at the North Dakota border, the line goes east along State Highway 10 to State Highway 23, then follows Highway 23 east to State Highway 95, which it follows to the Wisconsin border.

All-terrain vehicle (ATV) means a motorized flotation-tired vehicle of not less than three but not more than six low-pressure tires. It includes Class 1 and Class 2 ATVs.

Boulevard means that portion of the street or highway between the roadway and private property.

COR means the area that lies between; west of Co Rd 56, south of Co Rd 116, east of Co Rd 83 and north of the BN Railroad Tracks.

Designated trail shall mean a clearly marked route for recreational vehicles to follow.

Designated use area means the area north of a straight line running from east to west at the 16700 block, starting at the Rum River on the east and running to the City of Elk River border on the west.

Designated Restricted Use Area means that area south of a straight line running from east to west at the 16700 block, starting at the Rum River on the east and running to the City of Elk River border on the west. Within the Restricted Use Area, access to Elmcrest Park and Central Park will be made and restricted to loading and unloading of and ATVs in the parking lots only. A Designated Route from the parking lot will be clearly posted to allow access to the Designated Route on 167th Avenue from Elmcrest Park. A Designated Route from the parking lot of Central Park will be clearly posted to allow access to Armstrong Boulevard for direct northbound travel to the Designated Use Area.

Designated route shall mean a clearly marked route for ATVs to follow.

Operate means to ride in or on, and control the operation of a Golf Cart.

Operator means every person who operates, or is in actual physical control of a Golf Cart.

Public property means property that may be used by the public, subject to reasonable regulation by a governmental body. Such property includes city parks, city parking lots and public school parking lots and grounds.

Roadway means that portion of a street or highway improved, designed or ordinarily used for vehicular travel but not including the boulevard. For the purposes of this article, roadways not dedicated for public use and not maintained by the city are not included within this definition.

Semi-public property means private property generally for use by the public but not owned or maintained by a governmental body. Such property includes without limitation: church property, shopping center property and other property generally used by patrons of a commercial or private business establishment.

Street or highway means the entire width between boundary lines of any way or place when any part thereof is open to the use of the public, as a matter of right, for the purpose of vehicular traffic (includes the right-of-way or boulevard). For the purposes of this article, streets or highways not dedicated for public use and not maintained by the city are not included within this definition.

Sec 54-105 Operation limitations

- (a) Golf Carts may not be operated in the following areas:
 - (1) Within the COR
 - (2) On or long the Burlington Northern Rail Road tracks.
 - (3) On or along any County or State Hwy other than as listed in Specific Limitations
 - (4) On any city sidewalks, bike or pedestrian trails

- (b) Golf Carts may be operated only in the areas defined in section 54-100 only as follows:
 - (1) On the operator's property subject to the provisions of this article.
 - (2) On privately owned property if the operator has in possession written permission from the property owner; or, on privately owned property if the property owner has posted a clearly visible notice indicating Golf Cart or words substantially similar.
 - (3) On city streets only as allowed by MN State Statute.(Does not include County Roads or State Highways.)
 - (4) On public or semi-public property only if clearly posted with signs designating the area or specific areas as open to Golf Carts.
 - (4) On any clearly marked Designated Route.
 - (5) On roadways within the Designated Restricted Area, as per MN State Statute allows. (Does not include County Roads or State Highways.)
 - (6) To designated parking locations within the city.

- (c) *Specific limitations for operation of Golf Carts.*
 - (1) No golf Carts may be operated within the right-of-way, including the ditch of a trunk, county state-aid, county highway or state highway from April 1 to August 1 as part of Minnesota's Agricultural Zone anywhere in the city.
 - (2) No Golf Carts may be operated on the roadway or within the right-of-way, including the ditch of a trunk, county state-aid, county highway or state highway in the Designated Restricted Use Area at any time.
 - (3) A direct crossing of a street, roadway, county or state highway is permitted if:
 - a. The crossing is made at an angle of approximately 90 degrees to the roadway at a place where no obstruction prevents a quick and safe crossing or blocks the view of oncoming traffic for 300 feet;

- b. The vehicle is brought to a complete stop before crossing the shoulder or entering upon the traveled portion of the street, road or highway;
 - c. The driver yields the right-of-way to all oncoming traffic that constitutes an immediate hazard;
 - d. In the case of a divided highway, the crossing shall be made only at an intersection of the highway with another street or road;
 - e. If the crossing is made during period of one-half hour after sunset to one-half hour before sunrise or in conditions of reduced visibility, the front and rear lights of the vehicle must be on.
- (4) A Golf Cart may only be operated with the number of passengers that it was designed to carry.
- (5) If ridden on a roadway, a valid driver's license is required.

(f) *Requirements.*

- a. A rear view mirror located so as to reflect to the operator a view of the roadway a distance of at least 200 feet to the rear of the vehicle.
 - b. At least two head lamps.
 - c. At least two rear lamps plainly visible from 500 feet.
 - d. Front and rear turn signals.
 - e. A seat belt for the driver and passengers if used on a roadway.
 - f. A parking brake.
 - g. Horn
 - h. A safety flag a minimum of seven feet off the roadway and orange in color if used on the roadway.
 - i. A city permit issued yearly after an inspection of the Golf Cart.
 - j. Liability insurance.
 - k. Slow moving vehicle emblem.
- (g) Every person operating a Golf Cart on the roadway has the rights and duties applicable to the driver of any other vehicle under the provisions of chapter 169 of the Minnesota statutes, except those provisions that cannot be reasonably applied.

A map showing the boundaries of the Designated Areas and the COR shall be on display at the city hall and the police department for public viewing, during normal business hours.

SECTION 3. SUMMARY

The following is the official summary of Ordinance #11-16 which has been approved by the City Council of the City of Ramsey as clearly informing the public of the intent and effect of the Ordinance.

It is the intent and effect of Ordinance #11-16 to amend Ramsey, Minnesota City Code Sections Article IV, Sections 96-102 Recreational Vehicles.

Expand the Designated Recreational Use Areas within the City of Ramsey to include a Restricted Use Area of the City.

SECTION 4. EFFECTIVE DATE

The effective date of this Ordinance is thirty (30) days after its passage and publication, subject to City Charter.

Adopted by the Ramsey City Council the 22nd day of November 2011.

Mayor

ATTEST:

City Clerk

Introduction Date:	November 7, 2011
Posting Dates:	November 7 – November 23, 2011
Adoption Date:	November 22, 2011
Publication Date:	December 2, 2011
Effective Date:	January 2, 2012

THE COR

RAMSEY, MINNESOTA



LAND DESIGNATION

- PARK/PUBLIC SPACES
- PARCELS FOR SALE
- PARCELS OWNED BY OTHERS

DEVELOPMENT STATUS

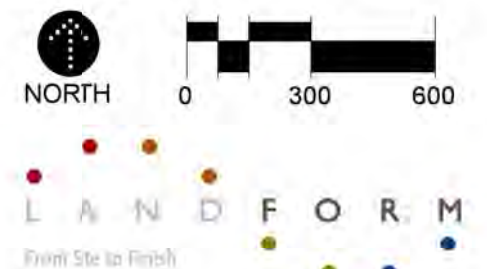
- EXISTING DEVELOPMENT
- PROPOSED DEVELOPMENT
- ACTIVE DEALS
- UNDER CONTRACT

ACCESS

- EXISTING SIGNALIZED INTERSECTION
- FUTURE SIGNALIZED INTERSECTION
- F FULL INTERSECTION
- 3/4 NO LEFT OUTBOUND MOVEMENTS
- P PARKING RAMP

TRAFFIC INFORMATION

ADT INFORMATION TAKEN FROM 2009 ACTUAL COUNTS AND 2030 PROJECTED VOLUMES



DEVELOPMENT PLAN 5.03

05.19.2011

CC Work Session

2. 4.

Meeting Date: 04/24/2012

By: Patrick Brama, Administrative Services

Title:

Consider Customer Request Management (CRM) Software Purchase

Background:

As part of the 2012 City Council Strategic planning process, pursuing efficiencies and improving customer service through the use of technology was identified as a priority. Staff and Council discussed the potential use of Citizen Request Management (CRM) software as a solution. The purpose of this case is to introduce the concept of CRM software and discuss the potential purchase of CRM software.

Observations:

CRM software serves many purposes. In general, CRM enables the City to provide efficient and effective management of customer requests and relationships through the use of software.

At a basic level, CRM allows customers (citizens) to make a request online or over the phone. After a request is made, both staff and the citizen have the ability to track the request. This benefits the citizen by providing transparency, ease-of-mind and professional service. This benefits the City by increasing efficiencies (in a number of ways), increasing the quality of customer service provided by the City and by providing a method to quantify services provided by the City. Furthermore, CRM can be used internally to increase efficiencies (in a number of ways).

Staff has reviewed nearly 20 CRM software options ranging from private sector to public sector solutions, large to small city capacity solutions and robust to simple solutions. Four products were reviewed in depth and demoed by department heads including: GovQA, CitizenServe, GovPartner and FastTrakGov.

Part of the process in researching CRM solutions spilled over into other local government software solutions such as planning and community development products, economic development products, building permit software and many others solutions. NOTE: each of the final four software companies do offer multiple solutions beyond CRM (known as modules).

Staff considered a partnership with Anoka County and utilizing their facility management software as a potential solution. However, this software is in it's initial phase of implementation and it would be some time before a CRM module would be available. This remains a possibility in the future if the City expands it use of management software into other functions.

Attached to this case is a breakdown of costs, and a fact sheet, for each of the final four companies.

Recommendation:

Staff is recommending GovQA as the CRM software solution for the City.

GovQA is a subsidiary of a company known as WebQA; which provides CRM solutions to the private sector. GovQA, based on numbers, is the most widely used CRM product in the U.S. with over 500 cities serviced today. Also, GovQA is currently used by Eagan, Woodbury and a couple other metro cities (unlike the other three products). Staff did have the opportunity to contact Eagan regarding the use of GovQA; and received positive feedback.

After much discussion, staff has identified the following items as reasons for their recommendation:
---When compared amongst the final four companies, GovQA is the most cost effective solution

---CRM is the best solution that GovQA provides (Compared to other companies specializing in community development solutions)

---GovQA is a proven and reliable product; and staff is confident that GovQA can deliver a high quality CRM solution

---The remaining three products only become cost effective if multiple modules are purchased by the City (beyond CRM). In which case, the City would need to abandon existing software used by multiple departments. With current staffing levels, such a large change in software is not recommended

Funding Source:

In 2012, savings from staff reductions will be able to cover the cost of implementation. Costs are estimated to be about \$9,000 in 2012 and \$6,000 in 2013.

Council Action:

Direct staff to bring forward the purchase of citizen request management software to the next regular City Council meeting.

Attachments

CRM Costs

CRM Fact Sheet

GovQA

Form Review

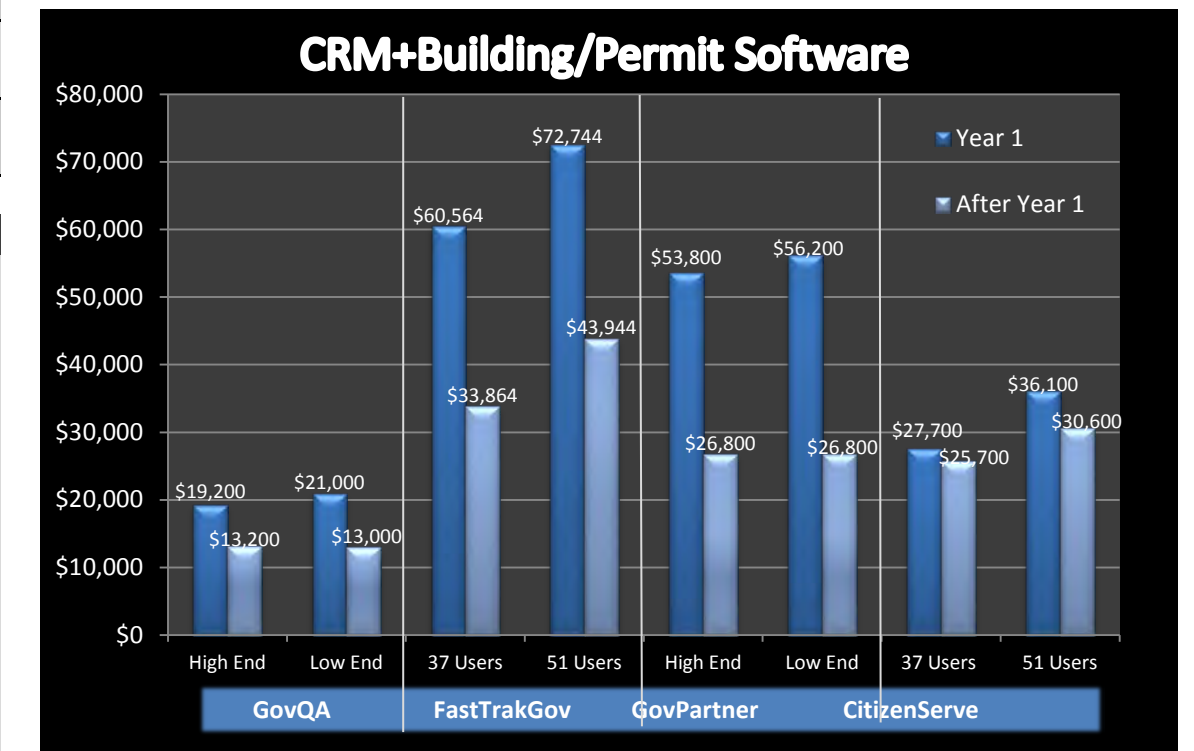
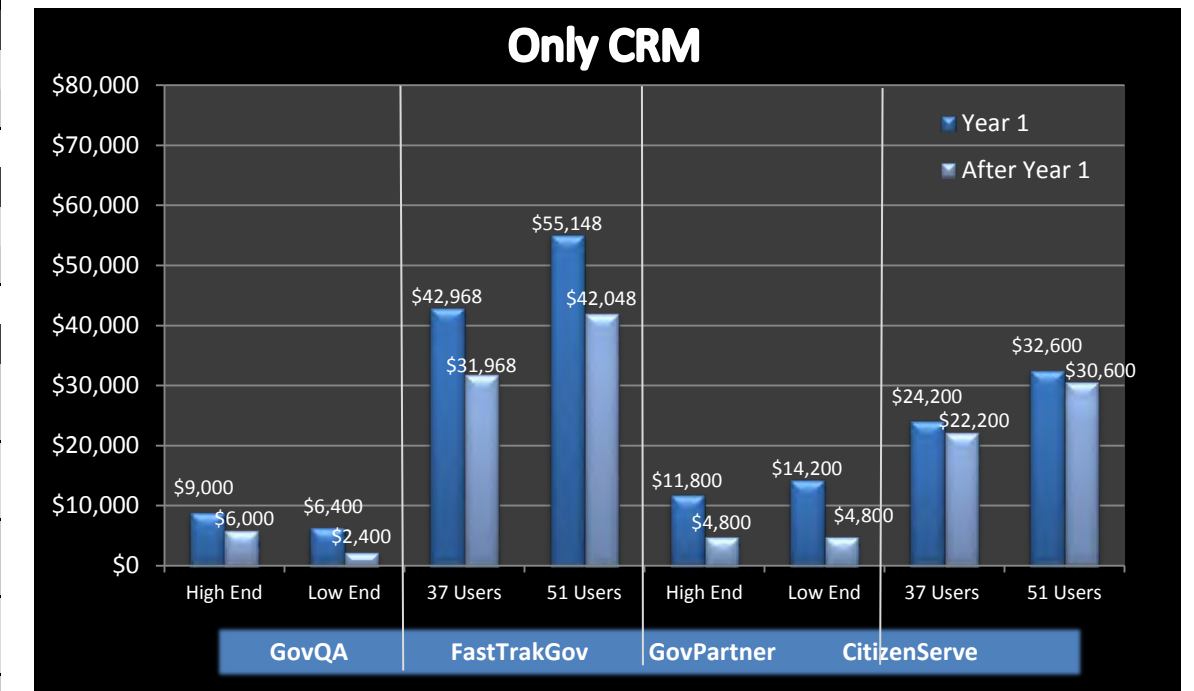
Inbox	Reviewed By	Date
Tim Gladhill	Tim Gladhill	04/18/2012 01:49 PM
Dean Busch	Amy Dietl	04/18/2012 02:39 PM
Kurt Ulrich	Kurt Ulrich	04/19/2012 01:05 PM
Form Started By: Patrick Brama		Started On: 04/12/2012 05:41 PM

Final Approval Date: 04/19/2012

Citizen Request Management Costs Comparison

	WebQA (GovQA)		FastTrakGov		GovPartner		CitizenServe	
CRM TOTAL	High End	Low End	37 Users	51 Users	High End	Low End	37 Users	51 Users
Year 1	\$9,000	\$6,400	\$42,968	\$55,148	\$11,800	\$14,200	\$24,200	\$32,600
After Year 1	\$6,000	\$2,400	\$31,968	\$42,048	\$4,800	\$4,800	\$22,200	\$30,600
CRM+BLD/PRMT TOTAL	High End	Low End	37 Users	51 Users	High End	Low End	37 Users	51 Users
Year 1	\$19,200	\$21,000	\$60,564	\$72,744	\$53,800	\$56,200	\$27,700	\$36,100
After Year 1	\$13,200	\$13,000	\$33,864	\$43,944	\$26,800	\$26,800	\$25,700	\$30,600
SPECIFIC MODULES	High End	Low End	37 Users	51 Users	High End	Low End	37 Users	51 Users
CRM	\$6,000	\$2,400	\$31,968	\$42,048	\$4,800	\$4,800	\$22,200	\$30,600
Set Up/Training	\$3,000	\$4,000	\$11,000	\$13,100	\$7,000	\$9,400	\$2,000	\$2,000
General Comm. Devel.	\$7,200	\$10,600						
Set Up/Training	\$3,000	\$4,000						
Building/Permitting			\$1,896	\$1,896	\$22,000	\$22,000		
Set Up/Training			\$15,700	\$15,700	\$20,000	\$20,000	\$3,500	\$3,500
Planning					\$22,000	\$22,000		
Set Up/Training					\$20,000	\$20,000	\$3,500	\$3,500
Code Enforcement/Comp.			\$1,896	\$1,896	\$22,000	\$22,000		
Set Up/Training			\$15,700	\$15,700	\$20,000	\$20,000	\$1,500	\$1,500
Admin/Business Lice.			\$1,068	\$1,068	\$22,000	\$22,000		
Set Up/Training			\$7,800	\$7,800	\$20,000	\$20,000	\$3,500	\$3,500
Shop QA	\$5,040	\$5,040						
Set Up/Training	\$1,500	\$1,500						

NOTES	WebQA (GovQA)	FastTrakGov	GovPartner	CitizenServe
	Their CRM product is very affordable and widely used. Beyond CRM, their products are limited. We will not get high quality Community Development modules with this product. If the City decides only to get a CRM product this would make a lot of sense. Furthermore, this product is used in 500 cities and several private sector companies. Because this company prices based on the size of an organization, the price for Ramsey is very reasonable. Finally, we could stack this product with others (only use CRM).	This product is likely the most robust. This product integrates into all Microsoft programs (i.e. Outlook, Word, Excel, PowerPoint). The options for customization are nearly unlimited. Internal users may enjoy this product because it looks and feels like Microsoft Outlook (it works within Outlook). This may be the most complex product. Finally, this product is the most expensive. NOTE: their building permit software is not 100% complete.	This is a solid product with very strong community development modules (perhaps the best). This product is fairly priced. The upfront costs for this product are high (see training and set up charges). Additional modules are expensive (if the City were to go beyond CRM and one additional module, this product gets expensive). Finally, they likely have the best smart phone/tablets applications.	Similar to GovPartner, this product not only has a quality CRM product it has impressive community development products. CitizenServe has a unique and attractive cost model. Each "user" in the City is charged an annual \$600 fee. After that fee is paid, the user is allowed to use all of the modules CitizenServe has to offer (without additional annual fees like other companies). NOTE: there is a 1 time set up fee for additional modules--which, is much less than competitors. Finally, this company takes pride in never charging for any upgrades or technical help.



	WebQA (GovQA) webqa.net	FastTrakGov fasttrackgov.com	GovPartner govpartner.com	CitizenServe jim@citizenserve.com
SUMMARY:	<p>Affordable, over 500 cities, Minnetonka, Eden Prairie, not as versatile as other products.</p> <p>Annually: \$2,400-\$6,000 (Prob \$4,800)</p> <p>Other Modules: Community Development TBD</p> <p>Economic Development ShopQA</p> <p>Set Up: \$3,000-\$4,000 Training: Zero Support: Zero</p>	<p>Probably best quality product, integrates with Outlook, very versatile.</p> <p>Annual: CRM \$60 casual per user per month. \$129 power user. Plus, \$4,500 portal fee.</p> <p>Enforcement/Inspections \$129 (2) --\$5,000-\$15,000 set up</p> <p>Business Licensing \$129</p> <p>Set Up: \$5,000-\$15,000 Training: Zero Support: Zero Free 3 month trial</p>	<p>Solid product, also has several high quality community development products</p> <p>Annual: \$4,800 Other Modules, Building/Permitting (Set Up 20,00 and annual \$22,200), Code Enforcement/Compliance (same) Planning (same), Business Licensing (same). When you bundle three additional products the price caps at \$45,000, \$42,000.</p> <p>Set Up: \$7,000-\$9,400 Training: Zero Support: Zero</p>	<p>Solid product, also has several high quality community development products</p> <p>Annual: \$600 charge per user. This covers the use of all modules. Only additional setup fee for other modules. 37 Users: \$22,200 51 Users: \$30,600</p> <p>Set Up: \$2000 (CRM) Training: \$500 per half day Support: Zero The take pride in not ever charging customers for anything. They make updates to the software 2x per month. There is no contract.</p>
ESTIMATED COSTS FOR YOUR SERVICE (CRM MODULES ONLY):				
WHAT IS THE ANNUAL/MONTHLY FEE?	<p>This can range depending on which pieces of the module you are interested in utilizing. Without showing you an online demo and diving in deeper to which exact portions to give you a ball park number it could be anywhere from 200- 500 per month.</p>	<p>Monthly fee is dependent on several factors, such as what you are wanting to do on the Citizen Portal, how many users in the backend, and the forms, payment etc. But as a basis the rate would be \$129 to \$149 per month per administrative user, and about \$375 per month for Citizen web portal.</p>	<p>We offer both a hosted (we host at our secure data center) or non-hosted model (you host on your servers.) If you decide to utilize the hosting model, the annual hosting fee would be \$4,800. Should you decide to host locally, you would pay an annual maintenance fee rather than a hosting fee, and it would be \$1,920. The hosted model pricing includes an unlimited user license, and both prices above also include ongoing support, maintenance and enhancements. For a non-hosted model, an unlimited user license would be an additional \$8,000.</p>	<p>\$600 per year per user</p>
WHAT ARE THE SET UP RATES OR FEES?	<p>The one time implementation fee is also dependent on whether integrations are involved and what portions of the tool are a need. This can be anywhere around 1500-2500</p>	<p>Ranges from \$5,000 to \$15,000 (again depends on the details)</p>	<p>For a hosted model, the estimated set-up/implementation and training fee would be \$7,000. For a non-hosted model, it would be approximately \$9,400. If there are</p>	<p>Onetime setup fees, \$500 base setup, \$1500 request tracking</p>

	without a large integration. Again, I would need more information to give you a correct number.		additional requirements (for example, integration to work management, IVR, address validation, or data migration, this would be done on a time and material basis, and an estimate could be provided after scope assessment.)	
WHAT ARE THE TRAINING FEES (IF DIFFERENT THAN ABOVE)?	Training fees are included in our pricing though should there be a need or want to have an onsite training there would be a cost associated around that.	Included in above	Included in above pricing	\$500 per half day online training, sessions can be recorded, ongoing training is included with annual subscription fee
WHAT ARE THE SERVICE RATES/FEES?	These are included in the monthly maintenance fee that is billed annually.	Included in above	Included in above pricing	annual subscription includes unlimited support, this includes creating reports, adding new processes or workflows, web site support, etc.
INTERNAL TRACKING:				
DOES YOUR PRODUCT NEED TO BE ACTIVATED BY AN OUTSIDE USER? OR, CAN IT BE USED INTERNALLY? FOR EXAMPLE, CAN THE CITY MANAGER ASSIGN A TASK (I.E. REQUEST) TO A PARTICULAR PERSON IN THE CITY?	Our solution can absolutely be used internally. Your example is one of many in which our CRM tool can service the city.	Yes, we provide a full service portal, and the back-end administrative portion can be accessed for outside users (per security).	Yes, our solution has a “back-end” piece for staff to utilize, and a portal for the public as well.	City employees can initiate requests/cases and route to users or departments.
CAN WE USE YOUR PRODUCT AS A SUBSTITUTE FOR OUR IT HELPDESK—CAN WE DIRECT INTERNAL QUESTIONS/REQUESTS REGARDING IT TO A DEPARTMENT (OR PERSON) USING YOUR PRODUCT?	Yes, many of our clients utilize it not only for residents though also using our employee intranet in order to route/direct questions and requests such as IT to specific departments and or persons.	Yes, fully supported case management, which is perfect for this situation.	Yes, but I would want to learn more about specifics to better answer this question.	Yes. We can setup an IT request category and sub-category and the requests can be routed based on type. System will also track open issues and show to-do list for assigned open tasks.
HOSTING THE PRODUCT:				
IS THIS HOSTED ON YOUR SERVER OR OURS?	All of our products our hosted on our servers. We have three tier 3 Data centers, two in Chicago and on in Canada. Our platform is SQL and hosted on our servers.	Hosted – but can be implemented internally (pricing above based on hosted)	Either option is available.	We host the system.
IF IT IS HOSTED ON OUR SERVER, WHAT IS THE PLATFORM (SQL, ETC.)?	All of our products our hosted on our servers. We have three tier 3 Data centers, two in Chicago and on in Canada. Our platform is SQL and	MS-SQL	SQL	MS SQL Server 2008 R2

	hosted on our servers.			
INTEGRATION TO EXISTING SOFTWARE:				
DOES YOUR PRODUCT INTEGRATE WITH OTHER PROGRAMS (I.E. EXCEL, ADOBE PDFS, WORD, OUTLOOK)?	Our Program does integrate with other existing software solutions. There are certain solutions that do have an added cost depending on whether you want to integrate or not.	Yes, based on Microsoft CRM, which includes detailed integration into Outlook and all the MS-office applications.	We offer exporting capabilities, and it will integrate with Outlook for auto forwarding requests to the appropriate staff member.	Yes, all reports can be exported to Excel or PDF. Letter templates can be imported from Word. System has built in e-mail notification for notifying citizens or city employees of events.
HOW DOES YOUR SYSTEM CONNECT TO EXISTING EMAIL SYSTEMS? MEANING, HOW IS STAFF NOTIFIED THAT A REQUEST CAME IN?	Our solution would notify staff that a request came in by email. A staff member would be automatically notified once a request came in to their email.	If using Outlook, e-mail is fully integrated. FastTrackGov also support workflow that can kick-off an e-mail based on any type of rules you put in place.	Through the initial set-up process, we will establish who the primary contact person should be for each type of request, and this person would automatically receive an e-mail that a new request was assigned to them, and be provided the details of the request.	Departments can designate one or more people who are notified about a new request. This can be e-mailed, also will appear on the users task list.
SMARTPHONES:				
CAN MANAGERS/INTERNAL USERS USE THEIR SMARTPHONES WITH YOUR PRODUCT? MEANING, CAN A MANAGER LOOK UP THE STATUS OF A REQUEST WITH THEIR SMARTPHONE (IS THERE AN APPLICATION)?	Our solutions are browser agnostic and due to being web hosted can be accessed anywhere even in the field. We do have a mobile app as well.	Yes	Yes, we have a mobile application for our CRM. It is available for iPhone and Droid platforms.	Citizenserve is java based and works well on all the main browsers including Chrome, Firefox and Safari and on various devices. We currently do not have device specific applications, such as an iPhone application, but the software works through the browser on the iPhone.
CAN EXTERNAL USERS (CUSTOMERS) REPORT A PROBLEM WITH THEIR SMART PHONE?	Yes, our mobile application makes for more ease in doing this though it can be done without on a smartphone. The mobile app is an extra charge per month.	Yes	Yes, they can download a free app onto their iPhone or Droid.	Yes, the citizen access component will work well on various devices and browsers.

The GovQA Benefits:

Benefits For Citizens:

- ✓ Citizen support & access 24/7
- ✓ Single interaction point for self-service

Benefits For Management:

- ✓ One system – all departments
- ✓ Manage based upon results
- ✓ Detailed reporting and analytics

Benefits For Staff:

- ✓ Single tool to collect, manage, and report
- ✓ Less call handling / document routing
- ✓ Immediate access to information
- ✓ Consistent service delivery
- ✓ Library of knowledge regardless of turnover



Make A Service Request

The screenshot shows a web form for submitting a service request. The header includes the 'City portal' logo and navigation tabs for 'MAIN PAGE', 'NEWS', 'EVENTS', 'BUSINESSES', 'VISITORS', and 'CITIZENS'. The form is titled 'Citizen Action Center' and is for an 'Abandoned Vehicle Complaint'. It contains several input fields: 'Address 1' with a 'Map It' button, 'Address 2', 'City', 'State/Province', 'Zip/Postal Code', 'Daytime Phone Number', and a text area for 'What is the Approximate Location?'. There are radio buttons for 'Is it impeding traffic?' (Yes/No), dropdown menus for 'Vehicle Make', 'Vehicle Color', and 'Vehicle Body Style', and a text field for '* License Plate Number'. 'Submit' and 'Cancel' buttons are at the bottom. A 'powered by WebQA' logo is in the footer.

City portal
everything about our city

MAIN PAGE NEWS EVENTS BUSINESSES VISITORS CITIZENS

Citizen Action Center

Service Request Type: Abandoned Vehicle Complaint

Description: Use this type of request to report an Abandoned Vehicle. (Car, truck, motorcycle, etc.)

Address 1:

Address 2:

City:

State/Province:

Zip/Postal Code:

Daytime Phone Number:

What is the Approximate Location:

*** Is it impeding traffic:** Yes No

Vehicle Make:

Vehicle Color:

Vehicle Body Style:

*** License Plate Number:**

powered by **WebQA**

- ✓ Set-up service request types for easy lookup, i.e. “Abandoned Vehicle Complaint”
- ✓ Submit requests for service and set up custom fields for capturing specific information and demographics.

Track Citizen Interaction

Staff use Admin Portal to keep track of all citizen interaction in one centralized location – not separate e-mail boxes

Customized views based on preference and staff role

The screenshot shows the 'All Requests' page in the GovQA Admin Portal. On the left, a 'Views' sidebar lists various filters like 'All Questions', 'All Answers', and 'All Requests'. The main area displays a table of requests with columns for Reference No., Service Request, Status, Assigned Dept, Assigned Staff, and Create Date. A red status icon is visible next to the first few rows, and a callout box points to it with the text 'Immediately see out of compliance requests'. At the bottom, a text box states: 'A typical users is setup to view all new questions and requests upon logging in. Simply click on the reference number to open a question or request'.

Reference No	Service Request	Status	Assigned Dept	Assigned Staff	Create Date
W000282-073106	WebQA OnDemand		Site Administrator	staff staff	7/31/2006 4:46:42 PM
W000281-072806	Opportunity				7/28/2006 10:52:13 AM
W000280-072806	WebQA OnDemand Opportunity		Site Administrator	staff staff	7/28/2006 10:24:34 AM
W000279-072806	WebQA OnDemand Opportunity		Site Administrator	staff staff	7/28/2006 10:11:50 AM
W000266-071306	General Request		Site Administrator	System Administrator	7/13/2006 4:43:50 PM
W000264-071306	General Request		Site Administrator	System Administrator	7/13/2006 3:56:01 PM
W000246-050106	General Request		Site Administrator	System Administrator	5/1/2006 2:58:07 PM
W000240-021506	WebQA OnDemand Opportunity		Site Administrator	System Administrator	2/15/2006 8:44:51 PM
W000204-100305	Commercial Opportunity		Site Administrator	staff staff	10/3/2005 10:07:23 AM

The GovQA Style:

- ✓ For quick and easy implementation, training, and ongoing use
- ✓ Retains look and feel of your website ... and flexibility to integrate with your current applications
- ✓ Housed in highly secure datacenters

The screenshot shows the 'Citizen Service Center' interface for Key West City. At the top, there is a navigation menu with links for departments, city officials, residents, business, hot button issues, police & fire, online services, home, and contact us. Below the menu is a blue header with the text 'Citizen Service Center' and contact information: 525 Angela Street, Key West, FL 33040, tel: (305) 809-3700, and an email address link. The main content area is divided into four quadrants by a grid:

- Find Answers:** Includes icons of a book and a magnifying glass. Options: Browse All Answers, Search for a Specific Answer.
- Make a Service Request:** Includes an icon of a yellow hard hat. Options: Report a Problem, Register a Complaint.
- Ask a Question:** Includes an icon of a blue speech bubble with a question mark. Option: Send Us a Question.
- My Questions and Requests:** Includes an icon of a document with a question mark. Option: Check Status of Questions Asked and Requests Submitted.

At the bottom, there is a section titled 'Most Frequently Asked Questions' with a table:

Summary	Department
I would like to report a code violation, whom do I contact?	Code Enforcement
When is a mobile vendor license required?	Licensing
I am getting married in Key West, how do I get a marriage license?	City Clerk

Access Portal Page

One simple interaction point to provide Citizens with self service options!!!



1. Search for Information

Find Answers

- Browse All Answers
- Search for a Specific Answer

3. Submit Service Request

Make a Service Request

- Report a Problem
- Register a Complaint

2. Send a Question

Ask a Question

- Send Us a Question

4. Check the Status 24/7

My Questions and Requests

- Check Status of Questions Asked and Requests Submitted

5. View Dynamic top 10 FAQ's

6. New FAQ's automatically added to knowledge base for future users

Workflow to Notify Staff

✓ Staff oversight and hierarchy of notification gives powerful functionality

[Create a new "Issue Created" rule](#) |
 [Create a new "Timed" rule](#) |
 [Adjust "Issue Created" rule priority](#) |
 [Adjust "Timed" rule priority](#)

All rules

Name	Trigger	Details	
Route to Public Works	new issue is created,	If Department is equal to Public Works Assign to a Department Public Works send e-mail to wrepole@anexsys.com	Delete Disable
24 Hour Rule	the issue was created	If Priority is equal to Medium Update priority to High	Delete Disable

November 2006

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Regular work days
 Non-work days
 Holidays
 Requested off-days

Backup Staff:

Three types of workflow rules can be setup:

- ✓ Issue Based
- ✓ Time Based
- ✓ Status Change

Rules can update the value of fields such as priority or status, send emails, or assign issues to staff and departments. The workflow engine can accommodate work schedules and vacation days.

Report: Standard & Custom

Consistent reporting is possible on ALL system data!

Open Requests By Department

Reporting Period: 5/30/2004 - 3/14/2007
 Department: All Departments
 Request Types: All Types
 Run Date: 03/19/2007 12:29 PM

Total Requests

Total Requests By Type

Department	Request Type
Code Enforcement	Abandoned Vehicle Report
	Graffiti Complaint
Police	Abandoned Vehicle Report
	Animal Trap Request
	Graffiti Complaint
Public Works	Animal Trap Request
	Dead Animal
	High Water
	Pot Hole in Street
	Power line down
Site Administrator	NCNE

Open Requests By Department Run Date: 3/19/2007 12:29:53 PM

Code Enforcement
Total Requests: 5 Average Days Open: 62.7999996

Request Type	Assigned Staff	Reference No	Status	Days Open	SLA Date
Abandoned Vehicle Report	McHenry Eric	W000326-030107	Assigned to Code Enforcement	17.916666	03/04/2007
	McHenry Eric	W000305-021607	Assigned to Code Enforcement	31.166666	02/19/2007
	McHenry Eric	W000299-021207	Assigned to Code Enforcement	35.083333	02/15/2007
	McHenry Eric	W000296-021007	Assigned to Code Enforcement	36.708333	02/13/2007
Total Abandoned Vehicle Report Requests:					4
Graffiti Complaint	McHenry Eric	W000173-090706	Assigned	193.125000	09/07/2006
Total Graffiti Complaint Requests:					1

Police
Total Requests: 8 Average Days Open: 181.145832875

Request Type	Assigned Staff	Reference No	Status	Days Open	SLA Date
Abandoned Vehicle Report	Brian Donnelly	W000252-120806	Assigned to Code Enforcement	100.833333	
	Brian Donnelly	W000250-111306	Assigned to Code Enforcement	125.958333	
	Brian Donnelly	W000249-111006	Assigned to Code Enforcement	128.833333	
	Brian Donnelly	W000194-092006	Assigned to Code Enforcement	179.916666	
	Brian Donnelly	W000192-092006	Assigned to Code Enforcement	179.916666	
	Brian Donnelly	W000131-061505	Assigned to Code Enforcement	642.125000	
Total Abandoned Vehicle Report Requests:					6
Animal Trap Request	(not assigned)	W000273-020107	Assigned	45.791666	02/06/2007
Total Animal Trap Request Requests:					1
Graffiti Complaint	(not assigned)	W000281-020107	Assigned	45.791666	02/06/2007
Total Graffiti Complaint Requests:					1

Public Works
Total Requests: 6 Average Days Open: 145.5624995

Request Type	Assigned Staff	Reference No	Status	Days Open	SLA Date
Animal Trap Request	Roger McDonald	W000193-092006	Assigned	179.916666	
	Roger McDonald	W000154-030706	Assigned	376.958333	
Total Animal Trap Request Requests:					2
Dead Animal	(not assigned)	W000279-020107	Assigned	45.791666	02/02/2007
Total Dead Animal Requests:					1
High Water	(not assigned)	W000276-020107	Assigned	45.791666	
Total High Water Requests:					1
Pot Hole in Street	(not assigned)	W000278-020107	Assigned	45.791666	02/06/2007
Total Pot Hole in Street Requests:					1
Power line down	Roger McDonald	W000201-092106	Assigned	179.125000	

- ✓ Custom reports
- ✓ CitiStat capabilities
- ✓ Staff oversight
- ✓ Compliance awareness
- ✓ Simple generator

CC Work Session

3. 1.

Meeting Date: 04/24/2012

By: Jo Thieling, Administrative Services

Title:

Review Future Topics/Calendar

Background:

Attached is a list of future work session topics for Council review.

Funding Source:

N/A

Council Action:

For review - no formal action necessary.

Attachments

Future Topics/Calendar

Form Review

Inbox

Kurt Ulrich

Form Started By: Jo Thieling

Reviewed By

Kurt Ulrich

Final Approval Date: 04/19/2012

Date

04/19/2012 02:27 PM

Started On: 04/18/2012 12:40 PM

**Work Session Calendars
2012**

Month	Date	Topics for Discussion
May	1	<ul style="list-style-type: none"> • Presentation by Solomon Group (KU) • City Budget Review (KU) • Joint Fire Services Study Group Final Report (DK)
May	8	<ul style="list-style-type: none"> • Review Process for Curbside Recycling Vendor (CA/TG)
Others on List – including 2011 Strategic Planning Items		<ul style="list-style-type: none"> • Lot Combination Policy (TG) • Discuss Noise Ordinance (JW) • Discuss City Space/Booth at Game Fair 2012 (Kurt/Heidi) • Residential Uses Permitted by State Statute (Tim G.) • Update Animal Ordinance (Tim G.) • Update Landfill Land use Plan (Tim G) • Discuss Zoning Code Amendments related to the 2030 Comprehensive Plan and Other Potential Amendments (TG) • Consider Amendments to Facility Use Program (Jo) • Discuss Leash Law (JW) • 167th & 47 Water Services Extension/Master Planning • Review Pilot Programs (e.g. volunteer programs – low maintenance options) • Build on outdoors/sportsmen’s market (e.g. stock pond/lake) • Develop community center/indoor sports complex • Old Town Hall relocation • Strategic Action Plan Update • Seek grant funding for transportation projects and service delivery • Complete US 10/ County Road 83 interchange design – pursue funding • Establish position on TH #47 South of Bunker to Highway #10 <p><u>HRA</u></p> <ul style="list-style-type: none"> • Discuss Housing Assistance Policy (TG) <p><u>Public Works</u></p> <ul style="list-style-type: none"> • Review plan for US Highway #10 pedestrian overpass and connection with Municipal Center ramp • Consider opportunities for four-wheeler & golf cart use • Review Project Management Issues (e.g. 151st & 167th Projects)
May	8	<ul style="list-style-type: none"> • HRA: Review Exit Strategy