



**AGENDA
FINANCE AND ADMINISTRATION COMMITTEE
Monday, September 23, 2013
5:30 PM**

Mayor's Conference Room

I) Roll Call

(Mike Bennett, Chairman, Jerry Albrecht, Vice-Chair, John Drolet, Harlan Gerrish, Gene McCoskey)

II) Approval of Minutes from Previous Meeting- August 26

Note: All recently approved committee minutes posted on official City website: <http://www.ofallon.org>

III) Items Requiring Council Action

- A. National Citizen's Survey Contract- \$ 12,300 (2014 Budgeted Item- \$15K)

IV) Other Business :

- A. Tax Levy Presentation- St. Clair County Clerk Office- Tom Holbrook, County Clerk and Dina Thurlow, Tax Extension Supervisor

V) Informational Purposes Only- No Action/Discussion Required

- A. IT Update Report for August, 2013 (Attached to packet)
- B. Treasurer's Report/Cash Reserves as of 8/31/13 (Attached to packet)

VI) Adjournment

NEXT MEETING: Monday, October 28, 2013 – 5:30 P.M. – Mayor's Conference Room

General Citizen Comments: The City of O'Fallon welcomes comments from our citizens. The Illinois Open Meetings Act provides an opportunity for citizens to speak at all committee and Board meetings. However, 5 ILCS 120/1 mandates that NO action shall be taken on matters not listed on the agenda. Please submit your name to the chairman and limit your comments so that anyone present has the opportunity to speak

2013 Enrollment Form

The National Citizen Survey™

The NCS Basic Service \$10,300* *

Your selection of additional options will be confirmed during the preparation for your community's citizen survey. At that time, you will pay the full cost of the additional options you have chosen. You will be invoiced for the balance of the Basic Service after the survey process is completed.

Additional options available:

Comparison to prior NCS results	No Charge
National benchmark comparisons	No Charge
Comparison to prior (non-NCS) results	\$1,750
Custom benchmark comparisons	\$1,100
Demographic subgroup comparisons	\$900 *
Expanded mailing (sample size increased from 1,200 to 3,000 households)	\$7,100
Geographic subgroup comparisons	\$1,100 *
One open-ended question	\$1,500
On-site presentation of results	\$2,800
Phone data collection (instead of mail data collection)	\$6,000
Spanish translation of survey available	\$1,450
Web survey (limited to scientific sample)	\$900
Web survey (open to entire community, not a scientific sample)	\$650

Name	Title	Organization
Address City/State/Zip (Please include physical address as well as PO Box, if applicable)		
Phone	Fax	Email

Make Checks Payable to National Research Center, Inc.

TOTAL: \$12,300.00

Check enclosed for \$6,300.00

To Order: Send this completed form with payment to:

The National Citizen Survey™
 National Research Center, Inc.
 Attn: Damema Mann
 2955 Valmont Road, Suite 300
 Boulder, CO 80301
 303-226-6983
 Damema@n-r-c.com

* Prices effective as of January 2012 and are subject to change

The first and last measure of good government is citizen satisfaction.

- What are your citizens' priorities for spending?
- Are your services to citizens producing results?
- How do citizens feel about new initiatives?
- What service areas are priorities for improvement?

The National Citizen Survey™

The Results Are In

Local governments in 30 states have used The National Citizen Survey™ over the past five years to gather information on citizen satisfaction with services. With the ability to compare their local results to norms based on the results of more than 400 surveys administered throughout the country, NCS participants have a priceless tool for effective management. When financial resources are thin, it's a smart investment to spend a few thousand dollars to make sure your priorities match your residents' expectations and help staff improve its performance.

A Service of ICMA and National Research Center, Inc.

The National Citizen Survey™ is a turnkey service provided by ICMA, the premier local government leadership and management organization, and National Research Center, Inc., an independent professional survey firm that "wrote the book" on citizen surveys.

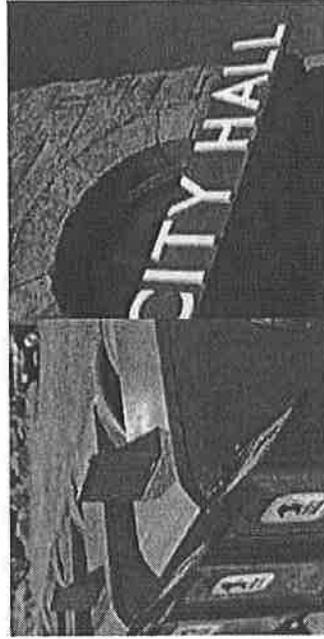
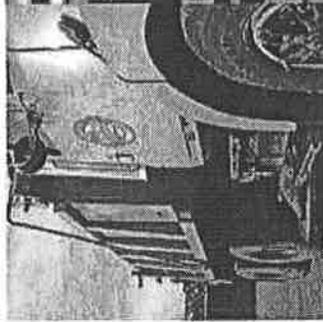
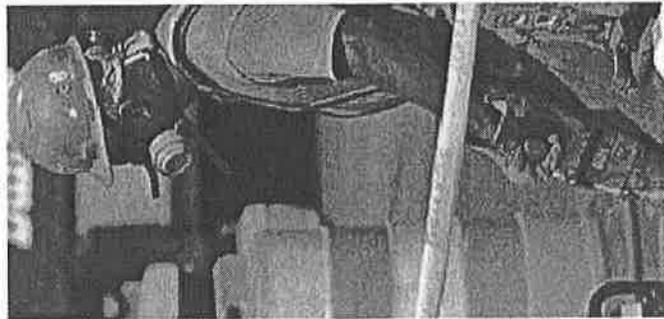
When you sign up for The National Citizen Survey™ you get

- The satisfaction of personal service
- The efficiency of a standardized process
- The benefit of comparability with other jurisdictions.

The National Citizen Survey™ has been designed to complement the work of ICMA's Center for Performance Measurement: your National Citizen Survey™ results serve as an important measure of your jurisdiction's performance.

Find out today how we can help you!

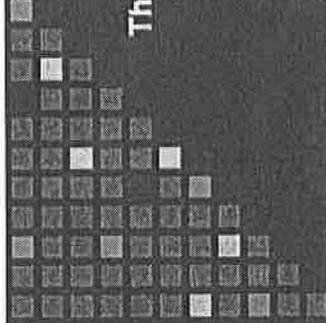
E-mail ncs@icma.org
Web icma.org/ncs



Good Government Listens.



The National Citizen Survey™



Get Data
From Residents
That You Can Act On

ICMA

Leaders at the Core of Better Communities

01-039

Get the Facts

Do you know how your citizens feel about the pace of growth in your community? Do they feel relatively safe? What's their perception of the overall quality of life in your city? How does the satisfaction level of your citizens compare with that in other communities across the nation?



With The National Citizen Survey™, you'll be able to answer these and dozens of other questions with the confidence that comes with statistically proven, validated data.

These are data you can rely on to support you with

- Program planning
- Budgeting
- Goal setting
- Priority setting
- Service improvement
- Communications.

Everyone Wins

Local government staff can use the results to improve service delivery.

Elected officials can use the survey results to set spending priorities.

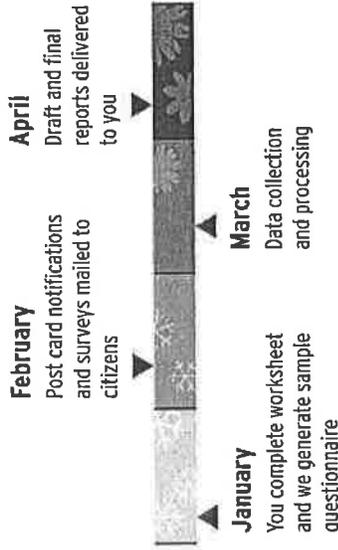
Chief administrative officers and city, county, and town managers can use The NCS™ year after year to measure progress toward better performance.

Residents will know you are listening.

Here's How The National Citizen Survey™ Works

The National Citizen Survey™ is a turnkey service at a fraction of the cost of most consultant surveys. Plus, by aggregating results from many local surveys into one database, The National Citizen Survey™ provides you with norms against which to compare your own results.

These norms are derived from an integration of results from over 450 citizen surveys administered to over 300,000 Americans in more than 45 states. Your individual results are never shared with other governments without your permission, but aggregated results create a powerful tool for assessing your services. Here's a sample timeline.



Local governments in 30 states have used The National Citizen Survey™.

E-mail ncs@icma.org for a list of participants and contact information.

The NCS™ Basic Service:

- Customized survey form plus up to three optional questions
- *Citizen Surveys: How to Do Them, How to Use Them, What They Mean*, an ICMA Press bestseller written by Dr. Tom Miller and Michelle Miller Kobayashi
- Customized cover letter
- Three mailings to 1,200 randomly selected households: pre-survey postcard and two mailings of the survey instrument
- A margin of error (95 percent confidence interval) of no more than +/- 5 percentage points around any percent
- Data input and cleaning
- Data weighted to reflect population norms
- Three reports: executive summary, statistical analysis of survey results, optional comparison with national norms, all in electronic format
- Certificate of participation
- Technical assistance by phone and e-mail
- Entry into the annual Voice of the People awards

Options:

- Larger mailings
- Customized norms by region, population, or other factors
- Spanish-language version of survey
- Addition of open-ended question
- Comparisons with results from surveys you've conducted in the past
- Demographic and geographic cross-tabulation
- Phone survey
- Presentation of results to elected officials
- Web survey



Timeline for The National Citizen Survey™

Legend:
 ← Indicates when items from NRC are due to you → Indicates when items from you are due to NRC ⊙ Indicates information items

Item	Date
Preparing for the Survey	
⊙ The NCS survey process is initiated upon receipt of your enrollment form and first payment	week 1
← NRC emails you The NCS worksheets to customize The NCS	week 1
→ Due to NRC: Selection of add-on options and basic contact worksheets	week 3
→ Due to NRC: Drafts of the three optional custom questions to be included in the survey	week 3
→ Due to NRC: Information to customize The NCS survey	week 4
→ Due to NRC: Zip code/sampling worksheet	week 4
→ Due to NRC: Area Boundary files for geographic comparison areas (if the geographic crosstabulations add-on is selected)	week 4
→ Due to NRC: Additional payment for add-on options	week 5
⊙ NRC finalizes the survey instrument and mailing materials	week 6
⊙ NRC generates the sample of households in your jurisdiction	weeks 5-6
← NRC provides confirmation documents about options selected by your jurisdiction and a .Pdf sample of the postcard and mailing envelope for your records.	week 5
⊙ NRC prints materials and prepares mailings	week 6
→ Due to NRC: Selection of demographic crosstabulation variables (if demographic crosstabulations add-on selected)	week 6
→ Due to NRC: Selection of custom benchmark profile(s) (if custom benchmark add-on selected)	week 6
Conducting the survey	
⊙ Survey materials are mailed	
⊙ Prenotification postcards sent	week 7
⊙ 1st wave of surveys sent	week 8
⊙ 2nd wave of surveys sent	week 9
⊙ Data collection: surveys received and processed for your jurisdiction	weeks 8-12
⊙ During this time, you will receive postcards that were undeliverable due to bad addresses, or vacant housing units. This is normal. Please count all the postcards, as we will subtract the number of returned postcards from the total number mailed to estimate the number of "eligible" households in calculating the final response rate.	
→ Due to NRC: Final count of returned postcards	end of week 12
⊙ Survey analysis and report writing	weeks 12-14
⊙ During this time, NRC will process the surveys, perform the data analysis, and produce a draft report for your jurisdiction. The report of results will contain a description of the methodology, information on understanding the results, and graphs and tables of your results, as well as a description of NRC's database of normative data from across the U.S. and actual comparisons to your results, where appropriate.	
← NRC emails draft report (in PDF format) to you	beginning of week 15
← NRC sends invoice for balance due on The NCS Basic Service and any additional add-on options	beginning of week 15
→ Due to NRC: Jurisdiction feedback on the draft report (most final reports are identical to the draft reports, except being labeled as final instead of draft)	week 16
← NRC mails final report and data file to you (unless otherwise specified)	week 17

Information Technology

August 2013 Report

Major Projects & Areas of Focus for July

New World Aegis Upgrade to 10.1 (Public Safety)

After consultation with Police and Fire staff, IT submitted a pre-upgrade survey to upgrade from version 9 to version 10.1. This upgrade will require additional coordination as we will be trying to time purchase and implementation of the new IBM RS-6000 message switch which supports communication with the mobile environment to occur in conjunction with this project.

New World Logos (Finance, HR, Payroll and Utility Billing)

We installed a patch required for Human Resources to run certain required reports in August. We are working with Utility Billing staff and our project manager at New World to resolve some software issues related to bill calculations which may potentially impact our go-live date for Utility Billing.

Telephone System Project

Here is the current schedule/status:

1. Fire House 1 – completed in May as emergency install due to phone system failure at this site
2. Fire House 3 completed in July as emergency install due to phone system failure at this site
3. Fire HQ – completed 8/5
4. Fire House 2 – completed 8/13
5. Sewer Building on E Hwy 50 and WWTP – completed 8/14/13
6. Library – completed 8/28/13
7. IT & Public Works Compound – completed 9/4 – 9/5/2013
8. Parks – scheduled for 9/25 -9/26/2013
9. City Hall – scheduled for 10/8 – 10/9/2013
10. Public Safety – scheduled for 11/4 – 11/7/2013

The new phones are working well. We won't have 100 percent of functionality or direct dial numbers available for existing installed sites until after City Hall and Public Safety are completed.

Server Warranty/Service Contract

Our switch from Dell to Service Express (SEI) for warranty service on servers beyond initial purchase warranty has been successful and the timing was fortunate. During the month since we activated this service we have had an unusually high volume of hardware issues requiring 3 warranty calls – one on a mission critical server – and SEI's service was timely and up to the task.

SCADA Sewer Application Server Virtual Backup

We have been experiencing an ongoing memory leak issue on the Sewer Application server. We are in the process of installing and configuring an offsite virtual server to use as a backup for this location so that we may keep the WWTP online while we do a complete operating system and SCADA software reinstallation. We're hoping to resolve the memory leak issue in September. Our long term plan for the virtual server, along with one that we will also configure for Water, is for it to remain available for both emergency and planned backup activities.

Waste Water Treatment Plant Construction

The new ultraviolet disinfection system and headworks screening system are online in the WWTP SCADA control system. Additional work remains on oxidation ditch sensors, blower building variable frequency drives (VFDs), generator monitoring and complete alarm testing and general troubleshooting. These additional items are not all new construction items but rather items we were unable to monitor until after completion of the project.

Disaster Recovery Backup Server

Work continues with configuration of the disaster recovery backup server to prepare it for placement at its planned offsite location. City Hall's data center was previously configured to backup to with deduplication to attached network storage. During August staff began the process of getting the Public Safety data center similarly configured. The disaster recovery backup server then deduplicates all of the individual server and file storage backups from the two data centers to minimize offsite storage requirements. This is a significant step up from our previous tape backup system in many ways.

Radio Upgrades

We upgraded the radio link from Parks to City Hall from 4.9 GHz Motorola to 3.65 GHz Ubiquiti equipment. Latency (how long it takes for the data to reach the end site) from our centralized network monitoring equipment has dropped from about 8 milliseconds to just over 1 milliseconds and bandwidth has improved from a max of 16 Mbps to 150 Mbps. The cost of the radios is about 10 percent of the equipment it replaced. We also upgraded the radio link between IT and City Hall from a 5.4 GHz Motorola to a 24 GHz Ubiquiti Air Fiber. Latency is reduced approximately 50 percent (twice as fast) and bandwidth has improved from 300 Mbps to 1.4 Gbps for radios that cost about 5 percent of the equipment they are replacing. Since the upgrade we are now regularly transferring nearly twice as much data in one direction or the other than what the old radios were capable of transferring at maximum capacity.

Cameras

During July site preparations were made for a security camera at the Police Shooting Range.

Ambulance Data Connectivity

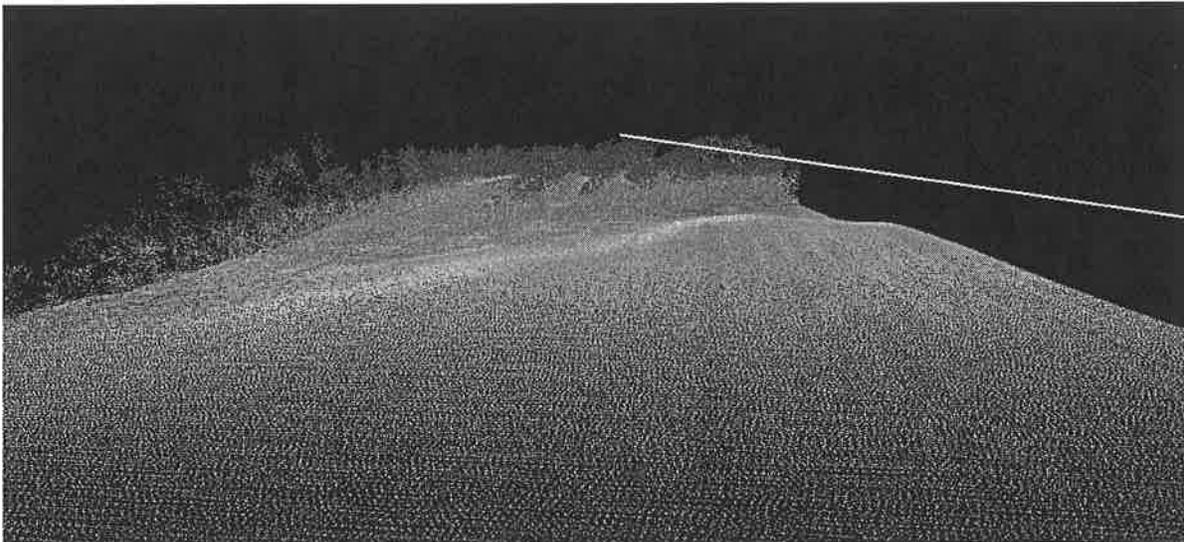
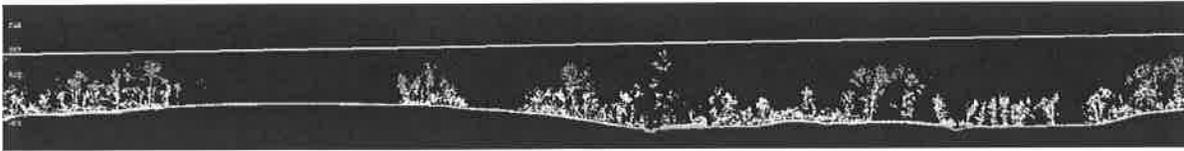
In August we ordered and received new InMotion router for 4 ambulances to enable better connectivity between cardiac monitors, laptops, and other sensors with the hospitals and City data network. Installation is scheduled for September.

GPS Equipment

GIS staff purchased and received a new GPS unit to replace a unit purchased in 2005. The new GPS unit is a standalone model rather than having the data collector integrated as with the previous model – the data collector no longer works well with newer GIS software on the old model. The new GPS is accurate to about 1 – 5 inches as opposed to the meter precision of the previous equipment for approximately the same cost as the original unit.

LiDAR

Staff has been using LiDAR data flown and purchased last spring to do a plethora of Line of Sight analysis (to validate radio placement), terrain contour mapping and water runoff analysis. Below are a couple screenshots for a planned radio link. This allows a precision and quickness of analysis that was not possible in the past.



Cityworks Upgrade

Working with Burns and McDonnell staff, Cityworks 2013 Server was configured on a virtual test server and web interface. This is allowing these asset management tools to be tested in advance of upgrades. The testing will continue through the end of September when full production deployment is expected. As part of this process we are also testing components that will ultimately be able to be deployed on the City's public website to allow easier entry and processing of citizen service requests to City departments.

Public Safety Map Support

Address points, parcels and streets have all been updated to resolve location-based issues that O'Fallon Dispatch is dealing with now that dispatch operations are more fully integrated with GIS. The data comes from St. Clair County and we have been providing feedback on issues as we identify them. Since Police and Fire Dispatch operations deal with a broader geographic scope than other City operations we have also increased the geographic coverage area for roads and municipal boundaries maintained in our GIS system.

Mobile Device Management (Tangoe)

We have continued the migration of City mobile device users to a management system for email and other data connectivity to our network. This is being done both for security and protection of data. This system has effectively replaced our previous Blackberry Enterprise Server.

Netmotion Server Upgrades

We have upgraded our main virtual private networking (VPN) to the latest platform. This enables support of Windows 8 devices. Police, fire and other mobile operations use this as their tether to the City network. We have money budgeted to add more licenses to Netmotion this year due to the fact that we are very close to our authorized license count. However, we are evaluating other VPN

connectivity options to see if we can save money, improve performance and increase connectivity to devices not supported by Netmotion.

Treasurer's Report
Cash Reserve Balance of Major Funds

General Fund					
Cash on Hand as of 8/31/13	\$ 13,378,129.14				\$ 4,197,155.23
3 mos. operating reserve	\$ (3,955,779.24)				\$ (2,532,745.00)
10% emergency reserve	\$ (1,337,812.91)				\$ (419,715.52)
Obligated 2014 budget:					
Phone Upgrade	\$ (125,000.00)	Carry over 2013			\$ (260,815.00)
Fire station complex	\$ (3,000,000.00)				\$ 983,879.71
	<u>\$ 4,959,536.99</u>				
Ambulance					
Cash on Hand as of 8/31/13	\$ 3,964,266.80				\$ 1,759,600.84
3 mos. operating reserve	\$ (899,760.00)				\$ (1,383,010.00)
10% emergency reserve	\$ (396,426.68)				\$ (175,960.08)
Obligated 2014 budget:					
Fire Station complex	\$ (1,200,000.00)				\$ (150,840.00)
Obligated 2014 budget:	\$ (125,000.00)				
Obligated 2015 budget:	\$ (125,500.00)				
	<u>\$ 1,217,580.12</u>				\$ 49,790.76
Fire					
Cash on Hand as of 8/31/13	\$ 1,714,508.12				\$ 1,412,174.23
3 mos. operating reserve	\$ (826,910.00)				\$ (266,506.25)
10% emergency reserve	\$ (171,450.81)				\$ (141,217.42)
Obligated 2014 budget:	\$ (344,390.00)				\$ (20,000.00)
Transfer from reserves	\$ 371,757.31				\$ 984,450.56
Parks					
Cash on Hand as of 8/31/13	\$ 1,043,223.23				\$ 1,040,764.32
3 mos. operating reserve	\$ (852,873.75)				\$ (246,141.25)
10% emergency reserve	\$ (104,322.32)				\$ (104,076.43)
Obligated 2014 budget:	\$ (61,439.00)				\$ (294,215.00)
Transfer from reserves	\$ 24,588.16				\$ 396,331.64
Prop S					
Cash on Hand as of 8/31/13	\$ 2,068,040.00				\$ 208,384.99
3 mos. operating reserve	\$ (423,375.00)				\$ (7,525.00)
10% emergency reserve	\$ (206,804.00)				\$ (20,838.50)
Obligated 2014 budget:	\$ (209,595.00)	Carry over 2013			\$ 180,021.49
Transfer from reserves	\$ 1,228,266.00				
MFT					
Cash on Hand as of 8/31/13	\$ 4,142,869.46				\$ 605,505.19
3 mos. operating reserve	\$ (860,000.00)				\$ (31,275.00)
10% emergency reserve	\$ (414,286.95)				\$ (60,550.52)
Obligated 2014 budget:	\$ (2,737,600.00)				\$ (59,500.00)
Transfer from reserves	\$ 130,982.51				\$ (59,500.00)
					\$ 394,679.67

Note: 3 mos operating reserve calculated by using FY 2014 budget