

## ADMINISTRATIVE SERVICES DEPARTMENT



Pictured above (left to right) Front Row: Dave Bleau, City Clerk, Susan Bohor, Director, Administrative Services, Dan Frederickson, Director of IT. Back Row: Kris Hazeres, Deputy City Clerk, Torrey Dupras, IT Specialist I, Todd Carruth, IT Specialist II, Tina Tregembo, Human Resources Assistant, Phyllis Johnson, Payroll Clerk.



# **ADMINISTRATIVE SERVICES DEPARTMENT**

## **2012-2013 ANNUAL REPORT**

### **ADMINISTRATIVE SERVICES**

#### **Department Overview**

In accordance with Section 2-80 of the City Code, listed below is a summary of activities for the Administrative Services Department (which includes the Human Resources, Information Technology and the City Clerk Divisions) for the 2012-2013 fiscal year. The department, under Department Head Susan Bohor, provides administrative support to the City Manager's Office, City departments and citizens by ensuring that staff has the information, technology and human resources necessary to provide the best possible service to both employees and the public.

#### **Human Resources**

##### **Division Overview**

A significant accomplishment this year was the successful completion of contract negotiations with the City's five bargaining units. The Agreements with City Hall and Public Works' employees expired on July 1, 2012, and were settled in late September. The Police, Fire and Supervisory Agreements were settled prior to their expiration on June 30, 2013. In entering negotiations, the City sought to comply with Public Act 152 of 2011 (PA 152) for health insurance while mitigating the effect on employees, eliminating retiree health insurance for new hires, reducing our pension costs while ensuring sustainability of the plan and regaining the flexibility to react to future legislative or financial changes. The new labor agreements accomplish all of these goals, while at the same time transitioning to an October 1 through September 30 fiscal year set by the new City Charter. We also were able to certify to the State Treasurer our compliance with PA 152, which qualifies the City for the employee compensation component of the State's Economic Vitality Incentive Program (EVIP).

Once the new labor agreements were ratified, the Human Resources Department held "special enrollment windows" for the new health plan in October of 2012 for City Hall and DPW and in July of 2013 for Police, Fire and Supervisory employees. The new plan required transferring all employees' individual HRA accounts and the seamless wrap HRA to a new third party administrator. The new plan is expected to save the City over \$250,000 a year in health insurance premium costs.

As part of the Department's succession plan, the Director entered into a Letter of Understanding with the City Hall union to post the position of Temporary Payroll Clerk. The temporary clerk is training up to five hours a week with the Payroll Clerk and attending webinars and workshops on payroll law and procedures in order to be able to process payroll in the absence and/or eventual retirement of the Payroll Clerk. The current Payroll Clerk is eligible for retirement, and when she does decide to retire we will have a fully-trained replacement in place, allowing for a smooth transition for this critical position.

In addition to the normal human resources functions outlined below, the Director was asked to work with the City Commission evaluation sub-committee on developing forms and processes to be used in the annual evaluation of the City Manager and City Attorney required by the new City Charter. That process was begun earlier this fiscal year and is expected to be approved early in the next fiscal year for implementation by October of 2013. The Director was also asked to review best practices and make a recommendation to the City Manager and City Commission on improving the application form and process for appointing volunteers to City Boards, Committees and Commissions. The revised form with recommendations was forwarded to the City Manager and City Commission in May of 2013 for their consideration.

The City was randomly selected by the IRS for a payroll and fringe benefit audit in early 2012. The payroll and fringe benefit desk audit was completed in September of 2012 and the City was able to explain all of the findings except the police uniform allowance. The uniform allowance did not comply with the IRS's requirements for an Accountable Plan. We were billed \$5,789.72 and had to file an amended tax return for 2010. This amount represented the employee and employer's portion of the payroll taxes applicable to the uniform allowance. The IRS did not charge the City any interest or penalties or go back to prior years (the practice had been in place for at least 20 years). The uniform allowance is now calculated as taxable income. Language was also changed in the Police Labor Agreement to conform to IRS requirements during this year's contract negotiations.

The new City Charter and the passage of the Patient Protection and Affordable Care Act (PPACA) requires updating and revising the City's Merit Ordinance. That process was initiated during FY12/13, but will be completed during the next fiscal year. Changes in the City Charter and in state and federal labor and employment laws will be reflected in the revised Merit Ordinance.

### Division Accomplishments/Statistics/Remarkable Events

- **PPACA Compliance:**  
Summary of Benefits and Coverage Documents: Implementation of health care reform required the City to implement some changes in 2012/2013. Summary of Benefits and Coverage (SBC) documents must now be provided to applicants and enrollees before enrollment or re-enrollment in a health benefit plan. Blue Cross Blue Shield prepared the SBC's for the insured product; however, this document had to be modified by the City to reflect the self-funded portion of the seamless wrap. SBC's were issued to all participants in the City's health insurance plans.

- **Section 125 Plans:** Effective December 31, 2012, the City's Section 125 Plan Document had to be revised to reflect the new limitation on health flexible spending account salary reduction contributions. The new limit is \$2,500 on annual salary reduction contributions to health flexible spending accounts offered under cafeteria plans.
- **W-2 Reporting:** Effective with the W-2s issued for the 2012 tax year (i.e., January 2013) the City began reporting the dollar value of group health insurance on the employee's W-2. The reporting was informational only; the employees were not taxed on the value of their health insurance plan.
- **Variable Hour Employees:** The Affordable Care Act defines part-time employees as employees who work less than 30 hours per week on average. Effective January 1, 2014, the employer is required to measure the average number of hours worked for all part-time and seasonal workers by establishing a "standard measurement period." We established a "standard measurement period" of 12 months going back to January 1, 2013. To comply with the new definition of part-time employee and to avoid accruing an unintended health insurance liability, we restricted maximum hours worked for seasonal and part-time employees to avoid triggering the fines and penalties associated with the Act. Effective Jan. 1, 2013, all part-time employees are limited to a maximum of 29 hours a week, and seasonal workers are limited to a maximum of eight months on payroll per calendar year.
- **Contract Negotiations:** Completed successful negotiations with City Hall and Department of Public Works (DPW) units in September of 2012. Completed successful negotiations with Police, Fire and Supervisory employees in June of 2013. City Hall, DPW and Fire contracts will expire in 2016. Police and Supervisory employees will expire in September of 2017. The 2% pay increases for Fire, Police and Supervisors was funded through changes made to the MERS retirement plan and lower than anticipated workers' compensation insurance premiums.
- **Employment:** Supported the City's workforce needs in recruiting, testing, hiring, on-boarding, promoting and processing employees for all full-time and part-time positions; continued the use of validated testing where appropriate. Continued utilization of non-traditional recruitment sources such as Facebook, Monster and websites in addition to traditional advertising.
- **ERRP:** The City received a total of \$131,282 from this federal program in 2010/2011. Early Retiree Reinsurance Program (ERRP) funding can only be used to reduce the City's cost or the employee/retiree's cost of health insurance and must be spent by the end of 2014. We utilized \$56,692 during the last fiscal year to off-set increases in retiree health insurance costs to the City and to pay the claims tax assessment of .81% of premiums for active employees that was assessed by Blue Cross Blue Shield. As of June 30, 2013, we have a balance of \$52,447 to spend by the end of calendar year 2014.

- **EVIP**: The Governor's Economic Vitality and Incentive Program (EVIP) replaced the state's statutory revenue sharing program. The Human Resources division was responsible for developing plans for both the second (Consolidation and Cooperation Plans) and third component (Employee Compensation) of EVIP and certifying the plans with the state Treasurer. This was completed allowing the City to qualify for its full EVIP payment for the year.
- **Internship/Fellowship**: Administered the City's internship and Northern Michigan University Fellowship program. The City placed eight unpaid interns in various City departments for on-the-job experience in their field and to earn course credit. The City and Northern Michigan University also partnered to fund a paid Fellowship program for graduate students interested in careers in local government. Northern Michigan University contributed approximately \$4,000 toward the Fellowship program and has indicated they will continue to fund this program during the 2013 academic year. Their funding allowed the City to increase its Fellowship Students to two for the academic year.
- **Labor Relations**: Administered five collective bargaining agreements; three AFSCME Local #1852 units (DPW, City Hall and Supervisors), Marquette Professional Police Association and the Firefighters Association Local #643. The City reached agreement with the City Hall union to fill a vacancy in the custodian position with a contracted service. The contracted service is expected to provide increased and enhanced services at a cost savings. No arbitrations were filed. One grievance from the previous year is still pending.
- **Legislation**: At the end of last year, the state passed PA 349 of 2012, known as Michigan "Freedom to Work" legislation (also known as Right to Work). Effective March 28, 2013, a public employee's decision to join a union or to pay union dues is completely voluntary. Police and Firefighter personnel are exempt from Freedom to Work legislation. The Supervisory Employees' unit is the first group to be affected by this new legislation which now forbids a closed shop. The members will be asked to voluntarily sign new membership forms authorizing the City to deduct for union dues during the first month of the new fiscal year.
- **MERS**: As a result of contract negotiations, the City has created a new division in MERS with a slightly lower benefit level and restrictions on the amount of accrued leave that can be counted in final average compensation. All new hires will enter the new division which is linked to the old City Hall, DPW and Police Clerical divisions, resulting in a reduction in the City's unfunded, accrued liabilities over time. In addition, the City requested Option B for funding its closed management divisions. Option B reduces the acceleration of amortization that had affected the closed senior and middle management divisions. Instead of decreasing the amortization period by two years each year until five years is reached, Option B decreases by one year each year until five years is reached. Option B is estimated to save the City \$117,900 over the next fiscal year.
- **NMPA**: The Director served as the voting member for the City of Marquette on the Northern Michigan Public Service Academy Board (NMPA) Board.
- **Open Enrollment**: The department held city-wide meetings to explain benefit options during the open enrollment window for health insurance, 457 deferred compensation, and Section 125 cafeteria plans. A special enrollment window was held in July for all employees in the Police, Fire and Supervisory units upon ratification of their contracts.

- **Public Housing and Library**: Provided payroll and benefits administration services for the Marquette Housing Commission and the Peter White Public Library. Worked with the Library Board and Housing Commission Director to assist them in developing health insurance plans compliant with PA 152.
- **Seamless Wrap Health Plan**: The requirements of PA 152 of 2011 placed a limit on what public employers could spend on health care for their employees. The City is complying with the “hard caps” established by the law each year on October 1<sup>st</sup>. Any cost for health insurance over the caps must be funded by the employees. To keep the benefits and the coverage they currently have, the Director worked with Employee Benefits Agency to develop a “seamless wrap plan.” By self-funding the deductible only of a high-deductible plan, the City can meet the payment restrictions of PA 152 and reduce our health care costs significantly without creating a financial burden on the employees. This plan was established in November of 2012 and now covers all City of Marquette employees. The City is expected to save more than \$250,000 for the year.
- **TITLE VI and LEP PLAN**: The plan was developed last fiscal year, but the development of a training program was carried over to FY 12/13. The training program was completed this year and all management staff are now trained. Language Identity Cards have been distributed at all facilities and to vehicles in the field in compliance with Title VI and our Limited English Proficiency (LEP) Plan. A streamlined program for all union and seasonal employees is being developed for implementation during the first quarter of the next fiscal year.

## Performance Scorecard

### **Full-Time**

**FY 2012-13**

New Hires **	8
Retired/Terminated**	4
Average Number of Employees**	173

### **Full-Time Equivalent (FTE)**

FTE employees (PT/Seasonal Employees) **	32*
Interns (unpaid) **	8
Fellowship Students**	2

### **Promotions/Postings/Reclassifications**

Promotions/Postings/Reclassifications	16
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### **Arbitrations**

0

\* FTE hours includes eight additional lifeguards for the newly restored Tourist Park beach.

\*\*Does not include Library or Public Housing

## CLERK'S OFFICE

### Division Overview

The City Clerk serves as Clerk and official recorder for the City Commission, administers City elections, voter registration and is the chair for the City Elections Commission. The City Clerk is the Freedom of Information Act (FOIA) coordinator and licensing authority for the City of Marquette, the custodian of the City seal and is the custodian of all official City documents and records. The Clerk's Office conducted two elections in 2012; a presidential primary and general election. In addition, to the national issues on the November ballot, there were two Commission seats and a referendum on the new City Charter. The City Clerk served as Clerk of the City Charter Commission—working closely with the Commission, the State Attorney General and Municipal Code Corporation to secure approval to place the new Charter before the voters in time for the November election. The new Charter was approved by the voters, and became effective January 1, 2013. Beginning with the change in the fiscal year, there will be several steps and ordinance revisions necessary to implement the new Charter that will continue into 2014 and 2015.

### Division Accomplishments/Statistics/Remarkable Events

- Business Licenses  
The City Clerk's Office is responsible for issuing business licenses for the City of Marquette. Yearly licenses are issued in April, while periodic licenses are issued throughout the year. While the number of licenses has remained stable, license sales generated \$5,203 this year as compared to \$5,565 in the previous fiscal year.
- Dog/Cat Licenses  
This was the fourth complete year of the County Treasurer's revised program for issuing dog licenses in the County. Over the last three years, the new procedure reduced sales at the City Clerk's Office significantly; however, the County continues to have a significant increase in their overall revenue due to dog licenses being available at five of the six area vet clinics. We sold 74 dog licenses during the past fiscal year which generated \$738. Cat license sales are normally minimal and in the past fiscal year, 16 such licenses were sold to City residents totaling \$96.
- Off Leash Area (OLA)  
The OLA at the City's Tourist Park continues to be a very popular service to the community. The off leash area opens November 1<sup>st</sup> of each year, and closes on May 1<sup>st</sup> of the following calendar year. Permit sales were down from the previous year as we experienced a very mild start to winter.
- Elections  
In FY12/13 the Clerk's Office conducted two elections, the August (state) primary election and the November general (presidential) election. In the same period, the Canvassing Board held two meetings and certified the results of the primary and general elections, and the City Elections Board met five times: twice to confirm election workers, twice to conduct mandatory public accuracy testing of the City's election equipment; and one time to certify City candidates for the City Commission and Board of Light and Power.

It should also be noted that the City was reimbursed by the State of Michigan in FY 12/13 for all costs related to the presidential primary election held on February 28, 2012. The cost of that election was nearly \$18,000.

At the November general (presidential) election held on November 6, 2012, a total of 8,978 ballots (a 68.9% turnout) were cast (2,143 AV ballots were cast constituting 23.87% of the total votes). This was also a historic election for the City as voters approved a revision of the City Charter that became effective January 1, 2013.

- Electronic Poll Book (EPB)

In FY 2010/11 the Michigan Secretary of State's Office initiated the use of new technology in the form of electronic poll books. The new electronic equipment was then rolled out in 2010 and has been used successfully in the City of Marquette ever since. The City has saved 50% on its election equipment maintenance service fees as a result of the implementation of this technology through a state incentive program.

- City Canvassing Board

In June of 2013, the Governor signed PA 51, officially dissolving local canvassing boards. The City of Marquette was one of the communities impacted by this legislation. Following recognition by the City Commission for their contributions, the Canvassing Board was decommissioned on July 8, 2013. The duties of local Canvassing Boards will now be assumed by the County Board of Canvassers.

- Election Outreach

Pre-election outreach efforts continued this year with voters residing at senior and assisted living facilities and nursing homes within the City of Marquette. Staff, at these facilities, has been appreciative and helpful with organizing their residents who wish to vote but are not able to attend the polls on Election Day.

- Absent Voter (AV) Ballot Applications and Permanent AV List

Each year qualified City voters have the opportunity to vote using AV ballots. Until recently, voters choosing to vote by AV ballot had to request an application from the City Clerk's Office for each election cycle. Today, qualified voters may request an application for an AV ballot automatically by having their name added to our permanent AV list. Three years ago the list was initiated with just over 30 voters. Prior to the 2012 elections the list grew to 365 names, and after last year's elections, the permanent AV list has grown to 1,016. The popularity of voting with absent voter ballots has increased in recent years as the Michigan Secretary of State has encouraged the use of this method of voting. In a recent statement, the Secretary of State said they would like to see a "no reason" AV system in Michigan. However, that would require legislation authorizing such a move.

- Military/Overseas Voter Empowerment (MOVE) Act

The MOVE Act has been in the works for some time and last year became a reality. During the 2011 primary and general elections, we received several MOVE Act applications and all ballots were received in time to be counted. In 2012, 32 such ballots were cast in the City of Marquette by MOVE voters. This is a significant increase from last year and the popularity of this program will likely increase with time.

- State Qualified Voter File (QVF)  
 During this fiscal year the Clerk's Office averaged 79.7 QVF transactions on a weekly basis. This was 13 points higher than last year. This is expected during a presidential election cycle. QVF transactions are initiated because of a change of address, moving from another jurisdiction, new voter, moving out of our jurisdiction, name changes and deaths. The greatest number of transactions were for address changes.
- Master Card Update Project  
 Two years ago we initiated a project to update the City's Voter Master Files. This project is essentially complete and the records are being maintained. This process identified many voters on our records who should be no longer listed, resulting in a lower number of registered voters in the City of Marquette. We now have a more accurate record of registered voters, totaling 13,053 people. The number of registered voters is always a moving target as people in a community like ours are very mobile resulting in continual changes to our registry.
- City Commission Activities  
 During FY 12/13 the City Clerk's Office attended and transcribed minutes for 32 regular and special City Commission meetings. For each Commission meeting the Clerk's Office formats meeting materials for publication on the City's website and direct e-mail to City Commissioners and Department Heads. Each City Commission meeting involves follow-up on a number of issues ranging from preparation of minutes to filing of deeds, easements, agreements; publication of summary minutes, ordinances, public notices; and various other issues that arise.
- Charter Commission  
 The City Clerk functioned as the Clerk of the City Charter Commission in support of their work to draft a new City Charter. Prior to the November 2012 election, the Charter Commission held several public hearings to gain input from the community and held dedicated sessions with key personnel of the City and other Boards. This was followed by several scheduled working meetings where final language was developed and adopted. City voters overwhelmingly approved the new Charter by a vote of 5,193 to 1,935. Following the election, the Charter Commission was disbanded. The new Charter is available at the City Clerk's Office, the Peter White Public Library and is now codified with the City Code online on the City's website.
- Records Management  
 The City Clerk's Office has been tasked with upgrading the City's records management system/processes. This project was put on hold last year because of the extra work load resulting from the Charter revision and the presidential election cycle. However, preparations are underway for departmental training in public records management, the development of appropriate policies and procedures, and it is hoped to have a new system in place by January of 2014. We have also continued a relationship with the State Archivist Marcus Robyns, of Northern Michigan University (NMU). A grant project in cooperation with NMU and the Marquette County initiated last year for the preservation of "born digital" records was turned down on its original application. However, the grant will be resubmitted in 2014 by Mr. Robyns. He has indicated that he is optimistic that the next submission will be successful.

- Legistar Legislative Management Software  
The City Commission authorized the purchase of legislative management software from MCCi. In February of last year, we agreed to terms with MCCi and in May we initiated the implementation phase of the project. At the end of May we held on-site training for staff so that they could create agenda items and manage the approval tracking process. Since that time we have worked on implementation of the software and that work continues. By early fall of 2013, the plan is to have all issues resolved and be fully functional.
- Board/Committee/Commission Orientation Sessions  
The City Clerk participated in orientation sessions for appointed members of boards, commissions and committees of the City Commission. The Clerk presented information on both the Open Meetings Act (OMA), and the Freedom of Information Act (FOIA). These orientation sessions are ongoing for new members of the City's various volunteer boards and committees.
- Uniform PSA Policy and Procedure  
The Clerk's Office worked with the City Manager's Office to develop a uniform PSA policy and procedure that has established centralized public communications and consistent messaging to the public.

### Performance Scorecard

<b>City Clerk</b>	<b>FY 12/13</b>
Commission Meetings Attended	32
Charter Commission Meetings Attended	5
OLA Permits Issued	149
OLA Sales	\$1,916
Business Licenses Issued	58
Business License Sales	\$5,203
<b>Elections</b>	
Total Active Registered Voters 06/30/13	13,053
Number of Elections	2
Number of Votes Cast-Primary	2,946
Number of Votes Cast-General	8,978
Average Number of Precinct Workers	61
Number of QVF Transactions	4,146

## INFORMATION TECHNOLOGY

### Division Overview

During the past year, the Information Technology (IT) department continued to upgrade technology and deploy new software in an effort to reduce support costs and equipment repair, and improve staff efficiencies. Leasing new technologies, coupled with decreasing costs of hardware and software, played a key role in keeping up with rapidly changing technologies while keeping costs down.

Replacing enterprise legacy applications contributed to reduced expenses. The City's financial, payroll and utility billing software applications were replaced reducing annual support costs by \$100,000 during the next three years. A parking enforcement application was also replaced with a newer software application resulting in a three-year savings of \$21,000.

Traditionally, communications costs comprise a significant part of the IT budget. To reduce costs, a new telephone system was installed that will save \$141,000 in support costs during the next five years. Carrier services for the phone system were moved to another provider that will save another \$420,000 during the same period.

Upgrades to the IT infrastructure increased reliability of systems and lowered service delivery costs. New servers were installed to replace end-of-life equipment and several applications that were previously contained on premises were moved to the cloud. The hardware upgrades resulted in retiring five servers and reducing the amount of downtime and support.

Data security continued to play a prominent role during the year. The City network was segmented from other networks and a new secondary network was installed to further enhance security of financial applications. Another project was started to segment Water and Wastewater lift stations from the primary network with completion scheduled for the next fiscal year.

Delivery of core services continued including operating and managing the IT infrastructure, data security, help desk support, application development and support, project management expertise, and hardware and software management. Managing the City's web presence and web content, government access programming, and social networking tools continued to play an increasing role in effective communications with internal staff and the public. Replacing software applications and legacy communications with current technology will continue during the next year with the goal of further reducing overall IT costs while improving performance.

### Division Accomplishments/Statistics/Remarkable Events

- Separated the City and County data networks resulting in improved security, reduced bandwidth and improved performance.
- Implemented new city-wide telephone system for a five-year term replacing the City's previous IP system in preparation for lease expiration. The annual lease cost of the new system is 50% less than the previous telephone system and will save \$141,000 in support costs during the next five years.
- Relocated the City website to another server at the hosted provider's site that eliminates support for the internal server and provides better uptime. The new server also takes advantage of more development tools at less cost than the existing Windows server.
- Released a request for proposals (RFP) and provided project management for the replacement of the Parks and Recreation reservation scheduling application. The cost of each solution returned in response to the RFP came in higher than estimated which required a capital budget request and will delay the project until the next fiscal year.
- Released a request for proposals (RFP) and provided project management for a new financial applications suite that replaced existing finance, human resource/payroll and utility billing applications and upgraded existing property-based applications. Annual support of new applications cost approximately 50% less than the previous software programs reducing annual support costs by \$100,000 during the next three years.

- Created a secure network infrastructure for the new financial software applications with restricted access.
- Installed new servers and storage cluster and retired unnecessary servers as a result of continued component failures on the servers and data storage array.
- Migrated GroupWise e-mail to Google resulting in improved data reliability and eliminated reliance and support on an internal server.
- Configured and installed 30+ workstations for secure applications on financial network.
- Changed carrier transport service for the new telephone system to a new provider at an annual cost that was less than the cost for one month of service from the current provider. Cost savings for the three-year period will total \$420,000.
- Implemented server-based anti-virus application that provides centralized monitoring and notification in the event of virus attacks and cybersecurity attacks.
- Updated security identifiers on workstations to improve security and maintain current workstation and server updates.
- Released a request for proposals (RFP) and provided project management for a parking enforcement application to replace an existing application which was due to expire. Traditional handheld devices were replaced with Smartphone technology that reduced cost of hardware acquisition by approximately \$13,000. Annual subscription costs will result in a three-year savings of \$21,000 compared to the previous software application.
- Installed wireless internet service at Cinder Pond Marina and Tourist Park Campground using WiMAX/WiFi devices and access points. Except for the initial cost of the devices, there are no other ongoing costs for the service.
- Installed NAS storage device for Police Department camera/microphone devices. The new server will store video, images and audio from the camera/microphone devices.
- Upgraded cell phones that improved compatibility and synchronization with Google mail while increasing device security.
- Relocated the repository for City videos of Commission meetings and other video recorded in the Commission Chambers to YouTube at no charge to the City. The move saves \$3,000 per year and makes the videos available to a larger audience with no limitations on storage.
- Provided technical support for deployment and reporting of the current meter at Picnic Rocks. Data results are being posted on the City website and reformatted for the National Weather Service at scheduled intervals.
- Provided technical support for the initial testing and configuration of laptops and printers for elections as well as Election Day support for poll workers.
- Continued work to enhance disaster recovery planning for City systems involving mission-critical systems, servers and backup requirements. The project encompasses protection of information assets, security processes, and disaster recovery planning.
- Suspended a project to reorganize wiring closets that included removing outdated wiring, documenting network and telephone connections, and rewiring patch panels and switches following industry standards. The project will resume during the next fiscal year as time allows.

- Continued publication of City-wide IT cybersecurity newsletter for employees. The periodic publication focuses on protecting City information through education, detection and prevention.

## Performance Scorecard

<b>Network/System Availability</b>	<u>Incidents</u>	<u>Hours Down</u>	<u>Availability</u>
Network	13	17.75	99.80%
Server	8	2.5	99.90%
Software Applications	1	26.5	99.60%
Website	1	5	99.90%
Telephones	2	6	99.90%
Internet/Charter	0	0	100.00%
Mail	3	6.5	99.90%
MQTV21	1	1	99.90%
Total	29	65.25	99.90%

<b>Channel 21 Programming *</b>	<u>Hours Aired</u>	<u>Percent of Total</u>
Marquette Promotional Videos	587	18.70%
Public Health Videos	226	7.20%
Public Safety Videos	256	8.20%
Non-Profit Videos	430	13.70%
Commission Meetings	1,635	52.20%
Total	3,134	100.00%

\* Excludes slides and announcements

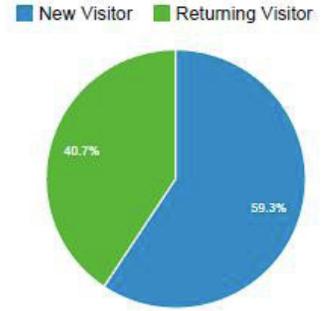
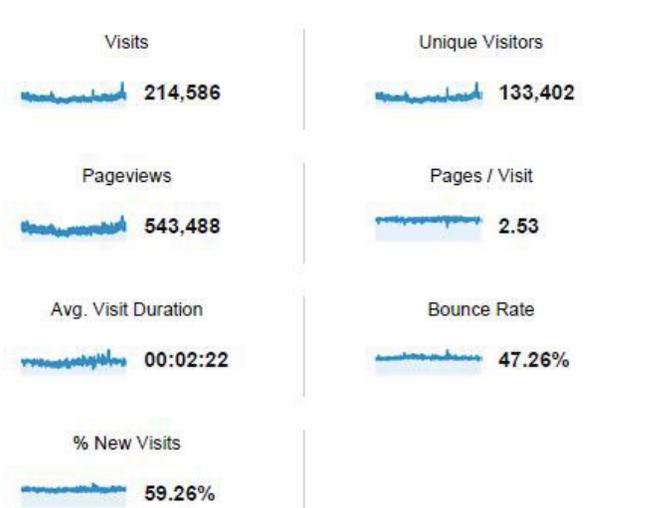
<b>Online Auction</b>	<u>2010</u>	<u>2011</u>	<u>2012</u>
Assets Sold	39/\$7,683	18/\$18,259	12/\$940
Assets Sold Since Inception	183/\$109,787	201/\$128,046	213/\$128,986

## **Help Desk Calls**

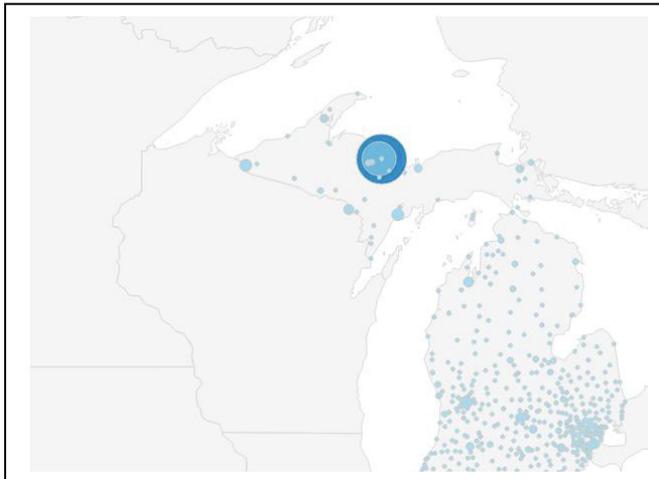
Open Calls –Beginning of Year	46	35	66
Calls Opened During Year	1,261	1,319	1,326
Open Calls-End of Year	35	66	86

# City Website & Facebook Page Analytics

133,402 people visited this site



## Hits to Website by Location in Michigan



City	Visits	Pages/Visit	Avg. Visit Duration	% New Visits
Total	121458	2.64	00:02:42	49.13%
Mqt Township	74229	2.67	00:02:53	37.60%
Escanaba	2697	2.60	00:01:56	59.99%
Ironwood	2512	2.59	00:02:19	51.47%
Grand Rapids	2201	2.53	00:02:37	70.20%
Iron Mountain	1954	2.49	00:02:26	52.30%
Houghton	1855	2.46	00:02:09	70.40%
Lansing	1787	2.86	00:02:11	72.75%
Traverse City	1741	2.65	00:02:18	56.69%
Detroit	1701	2.37	00:02:21	73.25%
Ann Arbor	1337	2.64	00:03:11	74.94%

## City Facebook Page Demographics (Age and Gender)

