

ADMINISTRATIVE SERVICES DEPARTMENT



Pictured above (left to right)

Front Row: City Clerk Dave Bleau, Director of Administrative Services Susan Bohor, IT Director Dan Frederickson

Back Row: Deputy City Clerk Kris Hazeres, IT Specialist Torrey Dupras, Network Specialist Todd Carruth, Human Resources Assistant Tina Tregembo, Payroll Clerk Phyllis Johnson



ADMINISTRATIVE SERVICES DEPARTMENT 2013-2014 ANNUAL REPORT

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 2013-2014 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.

Note: Fiscal Year 2013-14 is a 15-month year. Where benefit savings are discussed, the savings is for the 12-month plan year which runs from July 1 to June 30 each year.

HUMAN RESOURCES

Division Overview



The mission of Human Resources is to attract, hire, develop, motivate and retain a diverse and highly qualified workforce. The department is responsible for the recruitment of all full-time, part-time and seasonal personnel, as well as the City's internship program. The division is also responsible for employee orientation, labor/management relations, labor contract negotiations and administration, payroll and employee policies. In addition to maintaining employee job descriptions and other personnel and payroll records, the department administers the City's various benefit programs and pension plans.

Accomplishments/Statistics/Remarkable Events

During the last 15 months there were several challenging events that impacted the Human Resources division. On the regulatory front, the employer mandates of the Affordable Care Act and its associated fees and taxes were implemented, along with a change in the State of Michigan's minimum wage which impacted all of our part-time and seasonal employees' wage classifications. As part of our strategy to lower or eliminate Other Post Employment Benefits (OPEB) costs, Human Resources implemented changes to our retiree health insurance programs that will save the City money while maintaining a quality plan for our retirees. Future OPEB liability has been capped by eliminating entitlements to retiree health benefits for all new hires.

The Police, Fire and Supervisory Agreements were renegotiated and became effective July 1, 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, eliminate retiree health insurance for new hires, reduce 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 met all of these goals, while at the same time transitioning to an October 1 through September 30 fiscal year required by the new City Charter.

Once the new labor agreements were ratified, the department held “special enrollment windows” for the new health plan in July and August of 2013 for Police, Fire and Supervisory employees. The new plan required transferring all employees’ individual Health Reimbursement Accounts (HRA) and the seamless wrap HRA to a new third party administrator. The new plan is expected to save the City over \$250,000 a plan year in health insurance premium costs.

- Affordable Care Act (ACA) Compliance:
SBC Documents: Implementation of health care reform required the City to implement some changes in 2013/2014. 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.

PCORI Reporting: Effective July 31st, the City began paying the Patient Centered Outcomes Research Institute (PCORI) fee to the Internal Revenue Service (IRS) for the HRA seamless wrap. The Affordable Care Act requires this once a year filing and payment for all health plans through 2019. The fee was paid by the City using federal Early Retiree Reinsurance Program (ERRP) funds.

Federal and State taxes and Fees: With the implementation of the ACA, special taxes and fees were assessed to insurance carriers, who in turn, passed the costs on to their customers. In addition to last year’s Michigan Claims Tax, five other federal and state fees were added effective January 1, 2014. The fees are billed as a separate line item and are approximately 5% of the total premium. The employee or retiree pays the fees which are calculated based on the plan they are in and whether or not they have a single, two-person or family plan.

Employer Mandate Compliance: The Affordable Care Act defines part-time employees as employees who work less than 30 hours per week on average (based on your standard measurement period). Large employers (50 employees or more) must track employees’ hours and offer health insurance to all full-time employees. Last year, the “employer mandate,” with its associated penalties for non-compliance, was extended for a year. Effective January 1, 2015, the City is required to measure the average number of hours worked for all employees by establishing a “standard measurement period.” The City established a “standard measurement period” of 12 months beginning January 1, 2014 through December 31, 2014. To comply with the IRS final regulations (issued in February of 2014), all part-time employees are limited to a maximum of 29 hours a week, and seasonal workers are limited to a maximum of six contiguous months on payroll per calendar year.

- Board Memberships: The Director served on the Blue Cross Blue Shield of Michigan Advisory Board and on the Board of Directors of the Northern Michigan Public Service Academy (NMPSA), the Janzen House and the Upper Peninsula Labor Management Committee. The Director was appointed the Employer Delegate for the Municipal Employees' Retirement System (MERS) annual meeting and was also asked to serve on the planning committee for the 68th annual MERS meeting held in September 2014.
- 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 could only be used to reduce the City's cost or the employee/retiree's cost of health insurance and had to be spent by the end of 2014. The funds were exhausted in August of 2014, a few months ahead of the deadline. The City used the funding to off-set any increased costs for retiree health insurance since 2011, as well as to pay PCORI fees and other fees associated with the Affordable Care Act. Until the ERRP funds were depleted, the City was not able to make changes to its retiree health plans.
- EVIP: We were able to certify to the State Treasurer our compliance with Public Act 152, which qualifies the City for the employee compensation component of the State's Economic Vitality Incentive Program (EVIP). The program that replaced EVIP for the next fiscal year no longer will require this certification.
- Internship/Fellowship: Administered the City's internship and NMU Fellowship program. The City placed 12 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 three Fellowship students. The Fellowship is for graduate students interested in careers in local government. The City pays the students and Northern reimburses the City for 50% of the total cost.
- Labor Relations: Administered five collective bargaining agreements; three AFSCME Local #1852 units (Department of Public Works, City Hall and Supervisors), Marquette Professional Police Association and the Firefighters Association Local #643. No arbitrations were filed. Two special conferences were held but none led to a grievance.
- MERS Option B: 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 reduce the City's required annual contribution by \$117,900 over the next fiscal year.

- Minimum Wage Increase: The State of Michigan minimum wage increased \$0.75/hour effective September 1, 2014. The new minimum wage is \$8.15/hour. All part-time and seasonal pay grades at the City are based on the entry level minimum wage and consequently, all pay ranges were adjusted upwards by \$0.75. The estimated annual fiscal impact to the City will be approximately a \$50,000 annual increase in wages for the next fiscal year. The minimum wage will be adjusted again in January of 2016 to \$8.50 an hour.
- Open Enrollment: Held several city-wide meetings to explain benefit options during the open enrollment window for the new health insurance plan, 457 deferred compensation, and Section 125 cafeteria plans. In September of 2013, the IRS allowed the adoption of a new carryover provision for Section 125 flex spending accounts. The City's Section 125 plan was amended to eliminate the "grace period" and implement an "up to \$500 carryover" provision that replaces the old "use it or lose it" rule, effective with the July 1, 2014 plan year.
- 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 Public Act 152. Also worked with Public Housing to reduce their retiree health costs by transitioning retirees to a new Medicare Advantage Plan.
- PA 152 Hard Cap Limits for 2014: For medical benefit plan coverage beginning on or after January 1, 2012, MCL 15.563 (Public Act 152 of 2011) sets a limit on the amount that a public employer can contribute to a group medical plan. The new limits were increased by 2.9% for the plan year beginning July 1, 2014; however, our insurance carrier raised our premiums by an average of 12%. To remain compliant with the hard caps of Public Act 152, we made several changes to the Blue Cross/Blue Shield portion of our seamless wrap plan. This year we purchased a plan with a higher deductible, added co-insurance and increased the co-pays to lower the overall cost of our plan. The City uses a health reimbursement arrangement (HRA) to fund the plan to the benefit levels agreed to in our labor contracts and policies. This allowed us to keep the benefit levels at contractual levels and at the same time, comply with the hard cap limits imposed by the State of Michigan.
- Policy Updates: Updated or developed several new policies on Administrative Leave, Travel, Title VI, Ethics Ordinance Summary Sheet, Public Service Announcements and Meeting Notices, Employment Process for Part-Time and Seasonal Employees and Wage Administration for Part-Time and Seasonal Employees.
- Retiree Health Plans: In an effort to reduce retiree health care costs while maintaining a quality plan for our retirees, the City began transitioning to a Blue Cross Blue Shield of Michigan (BCBSM) Medicare Advantage Plan in August.

This new Medicare Advantage Plan will affect retirees and/or their spouses who are over 65 or are on a BCBSM Medicare Supplemental Plan. Human Resources held informational meetings with Blue Cross representatives to answer questions and pass out information. After all of the Medicare Advantage deadlines have been met, the City will transition all Medicare-eligible retirees to the new plan effective November 1, 2014.

The transition from a traditional Medicare supplemental plan to a Medicare Advantage plan will lower the City's cost by an estimated \$54,000 over the next 12 months, streamline the administrative burden and maintain a high level of benefit coverage for our retirees. Plans to reduce costs and maintain benefits for the under 65 retirees are also being implemented for November 1st by using a seamless wrap plan similar to the plan for active employees. The reduction in premiums paid to Blue Cross is estimated at \$340,000, with the cost savings shared between the City and the retirees.

- **Title VI Certification:** Language Identity Cards were developed and distributed at all facilities and in City vehicles in compliance with Title VI and our Limited English Proficiency Plan. All management employees received training on the requirements of the plan in the prior year. A streamlined program for training all union and seasonal employees was implemented during the past year, with all new employees receiving the training as part of their orientation. The City's annual certification of compliance with Title VI was posted on our website in September.



Performance Scorecard

	<u>FY</u> <u>2011/12</u>	<u>FY</u> <u>2012/13</u>	<u>FY</u> <u>2013/14*</u>
Full-Time			
New Hires – Full-Time	6	8	7
Retired/Terminated – Full-Time	11	4	7
Average Number of Full-Time Employees	175	173	174
Full-Time Equivalent (FTE)			
FTE Employees (Part-Time and Seasonal)	26	32**	37**
Interns/Fellowship Students	N/A	10	15
Other			
Promotions/Reclassifications	21	16	13
Labor Arbitrations	0	0	0

*Numbers for 2013/14 reflect 15 month fiscal year

** FTE increase due to additional lifeguards for Tourist Park Beach

CLERK'S OFFICE

Division Overview

The City Clerk serves as the clerk for the City Commission, chair of the Elections Board and as the Freedom of Information Act (FOIA) Coordinator for the City of Marquette. The Clerk's Office administers elections, publishes legal notices, public service announcements, meeting notices, meeting agendas and ordinances, is the custodian of the City seal and all official City records, and is the office for procuring all petitions, oaths of office, pet licenses, business licenses and absentee voter ballots.

The Clerk's Office has a full-time Clerk, a full-time Deputy Clerk, and three part-time employees. The Election Division is served by the Clerk and Deputy Clerk, and temporary workers that are employed during election cycles.

Accomplishments/Statistics/Remarkable Events

LICENSES/PERMITS

- **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. In FY 2013-14, 59 business licenses were issued for: Hawker/Peddler (10); Precious Metals/Gems (5); Hotel/Motel (8); Junk and Second Hand (22); Auctioneer (1); Farm Produce (2); Burning Permit (3); Public Entertainment (1); Rooming House (1); and Transient Merchant (6). Business licenses generated \$6,903 of revenue for this fiscal year.
- **Dog/Cat Licenses:** This was the fifth complete year of the County Treasurer's revised program for issuing dog licenses. Over the last four 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 because of licenses being available at five of the six area vet clinics. We sold 49 dog licenses during the fiscal year and seven cat licenses.
- **Off Leash Area (OLA) Permits:** The OLA at the City's Tourist Park continues to be a very popular service to the community. The Off Leash Area opens November 1st of each year, and closes on May 1st of the following calendar year. This past season 131 OLA permits were sold, which is down slightly from the previous year.

ELECTIONS & VOTER REGISTRATION MAINTENANCE

- **Elections:** In FY 2013-14, the Clerk's Office conducted two primaries and one general election because of the 15 month transitional fiscal year. In the same period the City Elections Board met seven times: three times to confirm election workers, three times to conduct mandatory public accuracy tests of the City's election equipment, and one time to certify candidates for the City Commission and Board of Light and Power.

At the primary held on August 6, 2013, a total of 1,865 ballots were cast (a 14.28% turnout). There were 651 Absent Voter ballots cast constituting 34.91% of the total vote. The primary narrowed the field of candidates for City Commission to Dave Campana, Mike Plourde, Sarah Reynolds and Tony Tollefson. Board of Light and Power (BLP) candidates were not on this ballot as there were not enough candidates to require a primary.

At the general election held on November 5, 2013, a total of 1,484 ballots were cast (an 11.36% turnout). There were 687 Absent Voter ballots cast constituting 46.29% of the total votes. Commissioners Sarah Reynolds and Dave Campana were elected to first terms and Jerry Garceau was elected to the BLP for his first term.

At the primary held on August 5, 2014, a total of 2,637 ballots were cast (a 20.23% turnout). There were 788 Absent Voter ballots cast constituting 29.88% of the total vote. The primary narrowed the field of candidates for City Commission to: Thomas Baldini, Mike Conley, Peter White Frazier, Craig Miller, Adam Robarge and Jesse Schram. The candidates will run for two City Commission seats in the November general election. There were also five candidates running for the two seats on the BLP Board; including Dave Carlson, Jerry Irby, Tom Tourville, and Kenneth Wanberg.

- Election Outreach: For all three elections, the Clerk's Office continued its pre-election outreach efforts with voters residing at senior and assisted living facilities and nursing homes within the City of Marquette. These efforts have been very well received. Facility staff has been appreciative and helpful with organizing residents who wish to vote but are unable to attend the polls on Election Day. The Deputy City Clerk has organized the outreach effort over the past several years.
- 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 (EPBs). The equipment was then rolled out in 2011 and has been used successfully in the City of Marquette ever since. Initially, few other municipal agencies in the Upper Peninsula took advantage of the new technology; however, since that time we have assisted other local units in their startup efforts. Also, the State continues to make improvements in the programming. Our staff and election inspectors have worked very hard to become knowledgeable and proficient in the use of EPBs. Statewide, new election equipment is being researched by the Michigan Secretary of State and a committee of local clerks organized by the Michigan Association of Municipal Clerks. There should be information on the evaluation of the new equipment available during 2015.
- Permanent Absent Voter (AV) List For Ballot Applications: Each year, City voters who qualify 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, our voters, who qualify may request an application for an AV ballot automatically by having their name added to our permanent AV list. Four years ago the list was initiated with just over 30 voters

on the list. Prior to the 2012 elections, the list grew to 365 and today the permanent AV list has grown to 1,212. The popularity of voting by AV ballot 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.

- Military/Overseas Voter Empowerment (MOVE) Act: The MOVE Act has been in the works for some time and two years ago became a reality. In the 2011 primary and general elections, we received several MOVE Act ballots in time to be counted. We continue to see an increase in the use of the MOVE Act by overseas voters and our military. Prior to this, we seldom received ballots from these voters in time to be counted.
- State Qualified Voter File (QVF): During this fiscal year the Clerk’s Office completed 5,092 transactions on the QVF system. This is an average of nearly 78.46 transactions on a weekly basis (based on a 15-month cycle). The QVF transactions are initiated for the following reasons:

1. Change of Address
2. Moved from Another Jurisdiction
3. New Voter
4. Moved Out of Our Jurisdiction
5. Name Change
6. Death

The greatest number of transactions were completed for change of address and moved to/from jurisdictions. All change of address, moved, new voter and name change transactions require that we send out a new voter identification (ID) card. A new ID card is required for the bulk of the QVF transactions. New ID cards cost 12 cents, and it costs 28 cents to mail each card (total cost to the City is approximately \$1,000 annually).

- Master Card Update: After a complete Master Card review and update in 2011 and 2012, our staff has continued to maintain the voter records in a real time manner. Currently we have 13,591 active voters registered in the City of Marquette. Being a university community, we tend to see fairly significant fluctuations in our voter registration numbers from year to year and depending on if we are approaching a presidential election.

City Commission Activities

- During FY 2013-14, the City Clerk’s Office attended and transcribed minutes for 30 regular meetings and 44 special City Commission meetings and work sessions. The Clerk’s Office formats meeting materials for publication on the City’s website and emails them 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 may arise. Regular City Commission meetings are taped and saved

to a digital video disc (DVD). Once the minutes are approved by the Commission, the DVD for that particular meeting is filed with the Peter White Public Library for public access. City Commission meetings are broadcast live on Channel 191 to enhance public awareness and involvement. In an effort to keep the public informed, the Commission meetings are also rebroadcast on Channel 191 several times between each of the Commission meetings.

Other Accomplishment/Updates

- Records Management: The City Clerk’s Office has been tasked with upgrading the City’s records management system/processes. This work is continuing and significant progress should be seen in the next fiscal year. 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 Marquette County was initiated last year for the preservation of born digital records. The grant was turned down on its original application. Mr. Robyns has indicated that the resubmission of the grant will be a collaborative effort between his staff, the State Archives, the City of Marquette and Marquette County as well as a few other local governmental agencies.
- Board/Committee/Commission Initiation Sessions: The Clerk has participated in several orientation sessions for members of appointed City boards, commissions and committees (along with City Manager and City Attorney) by presenting information on both the Open Meetings Act and the Freedom of Information Act. The Clerk also provided a first time training for chairs and vice chairs of appointed boards, commissions and committees of the City Commission on the topic of how to effectively and efficiently run public meetings.

Performance Scorecard

City Clerk	<u>FY 12/13</u>	<u>FY 13/14*</u>
Commission Meetings Attended	32	74
Dog/Cat Licenses	90	56
OLA Permits Issued	149	131
OLA Sales	\$1,916	\$1,808
Business Licenses Issued	58	59
Business License Sales	\$5,203	\$6,903
Elections		
Total Active Registered Voters 06/30/13	13,053	13,591
Number of Elections	2	3
Number of Votes Cast-Primary	2,946	1,865/2,637**
Number of Votes Cast-General	8,978	1,484
Average Number of Precinct Workers	61	49
Number of QVF Transactions	4,146	5,092

*Numbers for 2013/14 reflect 15-month fiscal year

**August 6, 2013 primary/August 5, 2014 primary



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, play a key role in keeping up with rapidly changing technologies while keeping costs down.

The FY 2013-14 budget reflected a 10% reduction in technology fees from the previous year as new technology was implemented and software applications decreased in cost. Communications experienced the largest drop with the transition of telephone system and common carrier lines to newer technologies. Resulting savings were used to replace obsolete equipment, systems and software applications.

Upgrades to the IT infrastructure increased reliability of systems and lowered service delivery costs. A cable tray management system was installed at City Hall to provide the backbone for the new audio/video system along with relocation of the wiring closet and new cable scheduled for completion during the next fiscal year. New servers were installed to replace end-of-life equipment and several applications that were previously contained on premises were moved to the cloud.

Data security continued to play a prominent role during the year. As with the segmentation of the finance network the previous year, Water and Wastewater departments were segmented this year from other networks to further enhance security of the control and monitoring applications. Cybersecurity and overall security of computers and networks continued to be a point of emphasis with staff that included a presentation to City staff about security in the workplace.

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. Upgrading software applications and equipment with current technology and introducing new technology solutions will continue during the next year to improve efficiencies and reduce overall IT costs.

Accomplishments/Statistics/Remarkable Events

- Implemented a service that maps incidents to which Police have responded during the past 30 days in the Marquette area. The website displays a map of the City showing the incidents Police respond to and where sex offenders reside.
- Installed a new network attached storage (NAS) device to support a Police Department grant award for body cameras. The audio, video and data content collected from the cameras are stored on the NAS for one month, then deleted.

- Removed old leased telephone instruments and switches from service and returned them to the leasing company.
- Installed point-of-sale equipment and public Wi-Fi at the campground and marinas. A new statewide parks reservation system was also installed at Cinder Pond Marina.
- Implemented a project that segmented lift and pump stations and control and monitoring systems from the rest of the City network. All lift stations and the Water Plant and Wastewater Treatment Facility operations and monitoring applications now reside on a separate network.
- Changed the hosted auction site the City uses for conducting online auctions of City assets and surplus. The previous site charged a commission to the City for sold assets while the alternative site charges the commission to the bidder.
- Upgraded the video recording and monitoring systems in the Commission Chambers that included upgrades to the cameras, switching equipment and presentation equipment. The new system was configured to operate in conjunction with Channel 191 and is supported entirely in-house.
- Installed cable tray backbone on first floor of City Hall to support new cabling for the audio/video system. The cable tray system will be utilized during the next fiscal year when the wiring closet is relocated and new network cable is installed on the first floor.
- Implemented a new Help Desk application to replace a legacy application that was developed in-house several years ago. The open source application offers improved functionality including the ability for users to open calls via e-mail and costs the City nothing to operate.
- Upgraded workstation and accessories used for fingerprinting in the Police Department.
- Prepared a request for proposal (RFP) and evaluation of deliverables for software applications to replace the existing reservation scheduling and point-of-sale applications in the Community Services Department.
- Provided technical support for deployment and reporting of the current meter at Picnic Rocks. Data results are posted on the City website and reformatted for the National Weather Service at scheduled intervals. This project was part of a three-year grant to collect current data along Picnic Rocks. There are no plans for continued deployment.
- Configured and installed a new server to support the enterprise Arc GIS software as well as other software applications used in Engineering.
- Converted City Commission and other meeting videos to YouTube format for playback from the City website and on the agenda management application.

- Presented several informational sessions to City staff about cybersecurity practices at home and in the workplace. Discussion focused on how individuals are targeted and safe practices/habits to use to avoid becoming a victim. All staff using computers in the workplace were asked to attend one of the sessions.
- Coordinated the installation and configuration of a camera and recording system used in and around the Police Department. The upgrade delivers newer, high-definition cameras and a dedicated video server.
- Provided installation and testing services for a new records management system in the Police Department. The application allows information sharing by law enforcement agencies throughout the state rather than the standalone system being used in the department now.
- Compressed staff, equipment and supplies from four offices in the IT department to two to provide leased space for other law enforcement agencies on the City Hall ground floor.
- Implemented a video streaming service for broadcasting meeting videos to mobile devices and computers. Load testing and performance monitoring is ongoing.
- Initiated a project to evaluate leading anti-virus applications in preparation for licensing on workstations and servers when the current license expires with the hardware. The new upgrades contain functional enhancements to improve coverage and security across the enterprise and hosted sites.
- Started a project for making City maps, engineering projects and other GIS information available to the public from the City website. The project utilizes Esri's GIS software functionality to host the data for publishing and retrieval outside of the firewall.
- Initiated a project to upgrade all network switches on the fiber ring to newer and faster equipment with redundancy to ensure other locations continue to be operational even with the failure of a switch on the ring.
- Installed the newest version of AutoCAD Civil 3D on Engineering Department workstations. Related survey and water modeling applications used in conjunction with AutoCAD were also updated.
- Initiated a project to implement tighter security controls on the City network using Windows Active Directory Services and Group Policy. A test network is being developed to implement the newer enhancements without affecting users on the production network.
- Upgraded City cell phones resulting in improved compatibility and synchronization with Google email while increasing device security.
- Provided technical support for the initial testing and configuration of laptops and printers for City 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.

Performance Scorecard *

Network/System Availability

	<u>Incidents</u>	<u>Hours Down</u>	<u>Percent Available</u>
Network	10	54.25	99.38%
Server	2	21.00	99.76%
Software Applications	0	0.00	100.00%
Web Site	1	2	99.98%
Telephones	1	1.25	99.99%
Internet/Charter	2	2.50	99.97%
Mail	2	8.00	99.91%
Channel 191	0	0	100.00%
	18	89.00	

Channel 191 Programming**

	<u>Hours Aired/Week</u>	<u>Hours Aired/Year</u>	<u>Percent of Total</u>
Marquette Promotional Videos	30	1,560	17.86%
Public Health Videos	10	520	5.95%
Public Safety Videos	10	520	5.95%
Non-Profit Videos	70	3,640	41.67%
Commission Meetings	48	2,496	28.57%

Performance Metrics

<u>Online Auction</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>
Assets Sold	18/\$18,259	12/\$940	32/\$14,900
Assets Sold Since Inception	201/\$128,046	213/\$128,986	245/\$143,886

Help Desk Calls

Open Calls –Beginning of Year	35	66	86
Calls Opened During Year	1,319	1,326	1,899
Open Calls-End of Year	66	86	38

* Statistics based on 15-month fiscal year from July 1, 2013 through September 30, 2014

** Excludes slides and announcements

City Website & Facebook Page Analytics

City Website Visitor Analysis Report (07/01/13 - 09/30/14)



City Facebook Page Reach Demographics

The people who like your Page

Women

90%
Your Fans

Men

9%
Your Fans

46%
All Facebook

54%
All Facebook

