City of Clare

January 2014 Update of the
December 28, 2011
Cooperation, Collaboration,
Consolidation and Process Improvement
Service Initiatives Report

During the past year since the City of Clare's last report of its Cooperation, Collaboration, Consolidation and Process Improvement Service Initiatives Report submitted to the State of Michigan Department of Treasury on December 28, 2011 work has progressed on the previously reported initiatives with varying levels of success/completion. Included below is an update of each of these specific initiatives with separate reports being prepared and made available that itemize the City of Clare's previously implemented initiatives and also the newly created opportunities for continued cost containment and service enhancement initiatives.

- **Intergovernmental Technology Sharing/Collaboration** - As part of the City of Clare's previously implemented Intergovernmental Technology Sharing initiatives it is anticipated that additional sharing of technological processes and resources will be implemented to improve the efficiency and decrease the costs of participating local units of government. Within the previous report we indicated that one of the first processes to be implemented is the installation of a common property tax administration system throughout the county. That initiative has been completed and the annual collective savings for all local units of government including the county is estimated conservatively to be approximately $10,000.

Project Start:	**Summer 2011**
Project Completion:	**Winter 2012**
Barriers:	**None encountered**

    With the establishment of a secure broadband communications network local law enforcement agencies including the Clare City Police Department are currently working with the Clare County Sheriff's Department and also the Michigan State Police to further increase the use of computer programs, processes and services critical to effective law enforcement throughout the county. These process improvements have the potential of saving each local law enforcement agency a significant amount of money in communication costs, technology maintenance and the use of ASA rated, approved and required firewalls. Full implementation of this cost savings initiatives will easily be in the thousands of dollars annually for each participating law enforcement agency.

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Intergovernmental Technology Sharing/Collaboration - Continued

Though some of the infrastructure and processes for the initiatives within our Police Department have been implemented saving the City of Clare thousands of dollars there are several more including electronic ticket issuance that are still being worked on and are anticipated to be implemented within the next year. Potential savings for these additional process improvements for the City of Clare are estimated to save additional thousands on an annual basis. Much more importantly for our community's safety will be the significant reduction in the number of required trips to the County Sheriff's Department by our police officers to deliver required paperwork. Within the continuing challenged economic environment of local units of government keeping our police officers on patrol, in our community rather than making trips to the County Sheriff's Department will make a significant positive impact for our community.

Project Start:	**Summer 2010**
Project Completion:	**Winter 2014**
Barriers:	**The implementation of the electronic ticket issuance system was delayed somewhat as we applied for grant funding. At this time we anticipate that this portion of the project will be completed in the Fall 2013/Winter 2014 timeframe.**

- **Wide Area Computer Network** - The City of Clare has finished the process of installing/establishing a Wide Area computer Network (WAN) to connect all of its facilities throughout the city. The implementation of this network allows city staff to utilize technology resources that are physically located at other city locations. This work has been completed and is fully operational saving the City an estimated $5,000 to $10,000 annually in technology related expenses.

The implementation of Voice Over IP (VOIP) technology for voice communication that was included within our December 28, 2011 report has been delayed due to budgetary constraints. It is still anticipated that this technology will be implemented and that annual savings will be approximately $5,000 in reduced telecommunication costs.

Project Start:	**Fall 2010**
Project Completion:	**Summer 2012**
Barriers:	**As of January 2014 the implementation of the VOIP portion of this project has still been delayed due to lack of funding.**

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- **<u>Electronic Employee Timesheets</u>** - The City of Clare completed its evaluation of an electronic employee time clock process for use at all city facilities using the above discussed WAN and has purchased the required software. In addition to improving efficiency within the Human Resource function of the City Clerk's Office we estimate that this process improvement will result in annual savings of several hundred dollars in personnel expenses. We also anticipate that this process improvement will improve the utilization of human resources by improving data availability for supervisors. Anticipation at this time is that this process will be completed within the next year.

Project Start:	**Winter 2012**
Project Completion:	**Summer/Fall 2014**
Barriers:	**The implementation of the electronic employee timesheets has been delayed until requested changes to the software program have been made - at this time we anticipate that this will be completed in the summer/fall of 2014.**

- **<u>City Motor Pool Maintenance Records</u>** - The City of Clare completed the process of establishing a common computer software database that is currently being used by our Water/Wastewater Treatment Department. The use of this software by the City's Motor Pool has not yet been completed due to a change in personnel. When this process is fully implemented and the computer program and database is shared across the City's WAN for these two departments total savings are estimated to be $2,000 annually.

Project Start:	**Fall 2010**
Project Completion:	**Summer/Fall 2014**
Barriers:	**The City implemented the use of a common computer software database in the Fall 2010 for all of our water and wastewater assets. At that time we did not have connectivity through a wide-area network and we were also going through a change of personnel in our motor pool. Connectivity was completed in the summer of 2012 and the database was moved to the City's core network server in the winter of 2013. Implementation and training of our new mechanic on the use of the program for use in managing the motor pool assets of the City is currently underway.**