

CITY OF BLOOMINGTON
WORK SESSION MEETING AGENDA
109 E. OLIVE
MONDAY, JULY 23, 2012, 5:30 P.M.

1. Street Light Repairs Performed by Ameren & Cornbelt (15 minutes)
 - a. Discussion of citizen complaints relating to street light repairs and long delays being experienced – attachment
 - b. Tony Wilkins (Ameren), Tim Muellenberg (Cornbelt – VP), Larry Young (Cornbelt - Operations Manager)
2. Managed Competition – attachment (35 minutes)
3. Adjourn at 6:20pm

June & July Reports for Ameren & Cornbelt

City of Bloomington		Ameren			
Date	Name of Resident	Address/Description of Location	Date sent to Ameren	Date Fixed	
6/1/12		701-703 W Jefferson	6/1/2012	6/21/2012	
6/1/12		15 Kenfield Circle - out again	6/1/2012	6/15/2012	
6/1/12		38/40 Boardwalk Circle	6/1/2012	6/15/2012	
6/11/12		15 Kenfield Circle - Out again - Solar panel on ground ?	6/13/2012	6/15/2012	
6/12/12		908 Reinthaler	6/13/2012	6/15/2012	
6/9/12		2408 Savanna Rd	6/13/2012	6/15/2012	
6/9/12		south side, 300 block W. Jefferson, mid block	6/13/2012	6/15/2012	
6/12/12		2 out on Woodbury St,	6/13/2012	6/15/2012	
6/13/12		1102 W Oakland - In alley on Western & Oakland	6/13/2012	6/15/2012	
6/12/12		907 Mayflower	6/15/2012	6/18/2012	
6/12/12		38 Boardwalk Circle - light on ground	6/15/2012	6/18/2012	
6/14/12		30-32 Pebblebrook Ct	6/15/2012	6/18/2012	
6/18/12		15 Kenfield Cir-claims the light is not being fixed right-hanging by a tread again and is on 24/7 again. This caller has called 6 times and it has not been properly fixed yet, according to the caller.	6/19/2012	6/20/2012	
6/19/12	John Leonard	2516 Crooked Creek Road - Across Street	6/22/2012	6/25/2012	
6/19/12	Kim Lenz	321 E. Locast in Alley behind Carriage House	6/22/2012	6/25/2012	
6/20/12	Ameren	1406 & 1416 N Hershey - issue with fence/easement , repair still 2-3 weeks out	XXXXXXXXXXXX		
6/20/12	David Beich 827.8640	Harwood Place - entire street of lights are out.	power problem repaired		
6/21/12		Paul Ct & Ethell Parkway	6/22/2012	6/25/2012	
6/22/12	Gerry Decker	14 Canterbury Ct - directly across the street	6/22/2012	6/25/2012	
6/22/12		1322 Crown Ct	6/22/2012	6/25/2012	
6/26/12		5 Canterbury Ct - 1st on right side from Fairway Dr.	6/28/2012	const crew 6/29/12	
6/27/12		608 W Seminary - street light out in front of old Barney's Caboose.	6/28/2012	6/25/2012	
6/27/12		1415 W Mulberry - street light is always on - in daylight too	6/28/2012	6/25/2012	
6/27/12		1209-1211 Mt Vernon	6/28/2012	6/25/2012	
6/27/12		NE corner of Mt Vernon and Holiday Dr	6/28/2012	const crew 6/29/12	
6/27/12		SW coner of Mt Vernon and Holiday Dr	6/28/2012	const crew 6/29/12	
6/27/12		corner of Prospect and Empire	6/28/2012	const crew 6/29/12	
6/27/12		entrance to Popeye's and Lowes (2005 E Empire)	6/28/2012	const crew 6/29/12	
6/27/12		2803 Scarborough St	6/28/2012	6/29/2012	
6/27/12		907 Eugene Street	6/28/2012	6/29/2012	
6/29/12	Alice Barth 838-4494	SW corner of N. Lee and W. Chestnut	7/6/2012	7/12/2012	
6/29/12	James Steele 262-8690	corner of Monroe and Allin - light very dim, not putting out correct wattage	7/6/2012	7/11/2012	
6/29/12	Challet Management	2019 Tracy Drive - 2 lights out around circle.	7/6/2012	7/10/2012	

City of Bloomington		Corn Belt				
Date	Name of Resident	Address / Comments	Date sent to Cornbelt	Date Fixed	Referral Date to City Elect	Completion Date
6/4/2012		#10 Paige Pl	6/4/2012			
6/6/2012		1212 Broad Creek	6/13/2012			
6/6/2012		1219 Broad Creek	6/13/2012			
6/6/2012		1223 Broad Creek	6/13/2012			
6/6/2012		1411 Broad Creek	6/13/2012			
6/6/2012		3313 Kirkwood	6/13/2012			
6/12/2012		Pamela & Norma - ug wire repair by Corn Belt	XXXXXXXXXX			
6/8/2012		14 Barley Circle - no globe	6/13/2012			
6/8/2012		2505 Park Ridge Rd	6/13/2012			
6/14/2012		2910 DeGarmo Drive - SL out	6/15/2012			
6/14/2012		23 Lavender Ln. - SL out	6/15/2012			
6/15/2012		307 Waterford Estates	6/15/2012			
6/19/2012	Diane Roberts	1206 Chatham Lane	6/22/2012			
6/19/2012	Ron Fontane	2808 Stevenson - Across Street	6/22/2012			
6/21/2012	Mary Banta	1 Harwood Pl (entire street of Harwood Pl is out)		6/29/2012	power problem repaired	
*City is responsible for underground wiring and globe (head).						

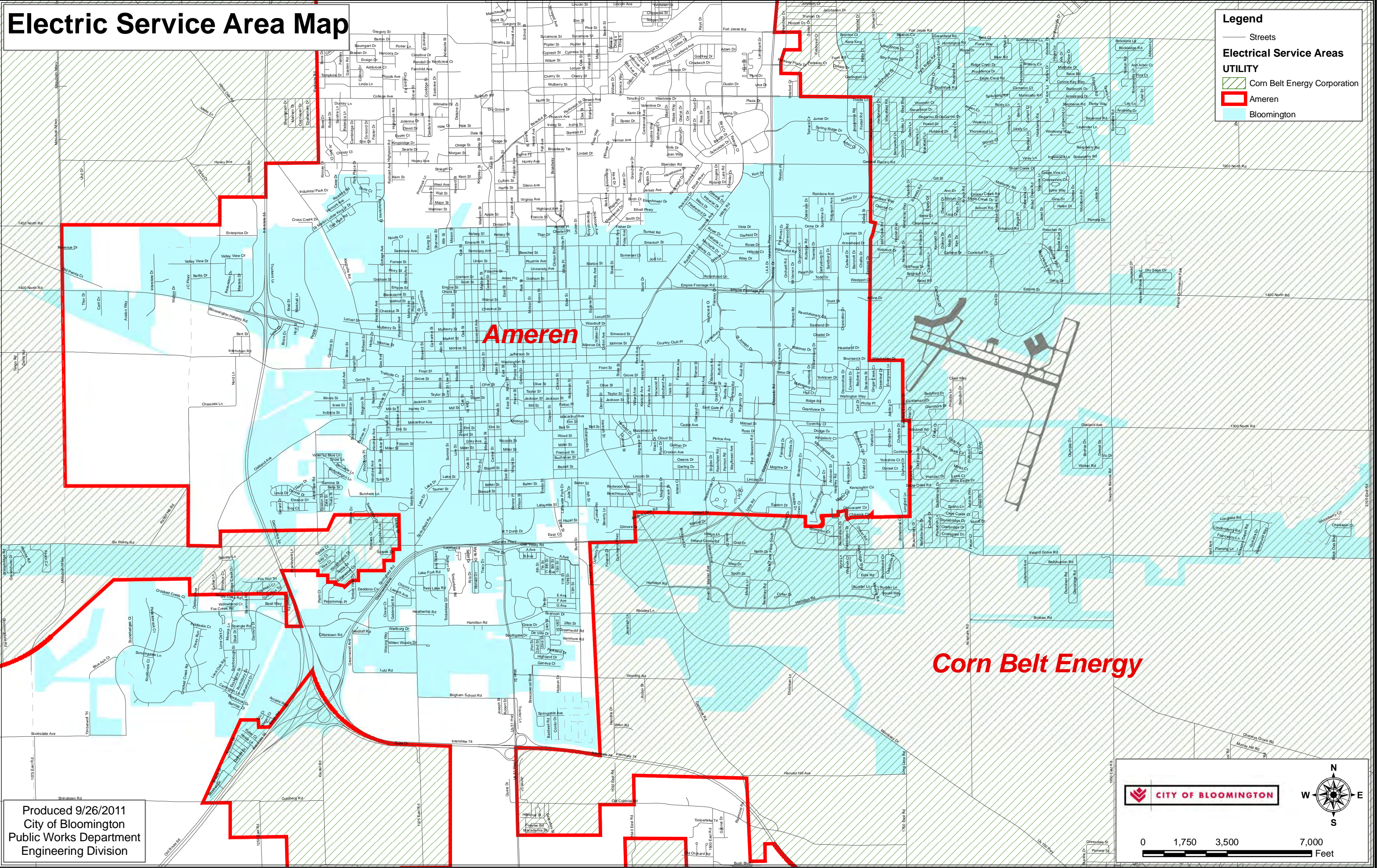
June & July Reports for Ameren & Cornbelt

City of Bloomington		Ameren		
Date	Name of Resident	Address/Description of Location	Date sent to Ameren	Date Fixed
7/2/2012		at the intersection of Independence Sq and Wellington Way	7/6/2012	7/11/2012
7/5/2012	Ruth Barnard	On Ivanhoe directly across from 217 Ivanhoe way, want shield adjusted	7/6/2012	7/11/2012
7/5/2012		corner of Walnut and Linden	7/6/2012	7/11/2012
7/6/2012		1415 W Grove	7/6/2012	7/11/2012
7/10/2012		2202 Parker Ave - shade loose, about to fall	7/11/2012	7/11/2012
7/11/2012		1000 block of W Monroe, cross street Howard	7/11/2012	7/11/2012

Electric Service Area Map

Legend

- Streets
- Electrical Service Areas**
- UTILITY**
- Corn Belt Energy Corporation
- Ameren
- Bloomington



Ameren

Corn Belt Energy

Produced 9/26/2011
City of Bloomington
Public Works Department
Engineering Division

CITY OF BLOOMINGTON

0 1,750 3,500 7,000 Feet

Managed Competition Draft of Services for Analysis

To: Mayor & City Council
cc: David A. Hales, City Manager
Barb Adkins, Deputy City Manager
Emily Bell, Director of Human Resources
From: Alex McElroy, Assistant to the City Manager
Subject: Managed Competition Services for Analysis
Date: July 23, 2012

The following service areas listed below is an initial draft of City provided services identified by City Staff for potential review under the Managed Competition Policy:

1. Building Inspections
2. Traffic Engineering
3. Electricians
4. Landscape Maintenance
5. Snow Removal (Currently paid for out of General Fund)
6. Street Striping
7. Pavement Marking
8. Trenching Work
9. Fire & EMS Service
10. Janitorial Cleaning (Local 699 currently performing some of the work)
11. Parking Meter Enforcement
 - Parking Booth
 - Pepsi Ice Center Garage
12. Legal Services

CITY COUNCIL POLICY FOR MANAGED COMPETITION

The City Council wishes to provide efficient and effective municipal services at the highest quality and the lowest cost, whether provided by City employees, by private contractors or by other means. In the evaluation of the most efficient and effective way to provide municipal services, the City shall use a competitive process that encourages private service providers to compete with City departments for the opportunity to provide such services. The City shall encourage contracting for public services through private service providers wherever private contracts offer the lowest cost and most effective method of service delivery consistent with service level standards and other adopted City policies.

Potential Condensed "Mission Statement"

To advance the business of public service through the creation of a competitive environment which fosters innovation, enhances service levels, capitalizes on available resources, provides competitive market prices, and strengthens customer service relations.

Rationale

A competitive bidding process allows the staff and Council to examine existing operations and future needs to ensure the City and its residents receive the highest quality for the lowest price. The assessments that precede competitive bidding also encourage transparency and regular reevaluation of City services and how those services are provided.

Goals of Competition

The overall goal of the competition process is to ensure competitive service delivery, regardless of which delivery method is ultimately selected. The goals of the competition process extend beyond cost factors and shall reflect the breadth of qualities necessary to be competitive and the broader public interest.

- Increase responsiveness to citizenry through flexible service delivery.
- Increase efficiencies in service delivery.
- Improve and/or sustain quality and levels of service provided.
- Encourage creativity and innovation in the delivery of services.
- Identify opportunities to leverage resources.
- Reduce costs and/or avoid costs.
- Ensure the City's mission and scope of services evolves with the changing environment.

Benefits of a Competitive Process

- When a public service participates in a competitive process, management and employees must determine exactly what work is accomplished on a daily basis. While this may seem rudimentary, this process may reveal additional work being completed which management and/or department leaders were not aware.
- During a competitive process, City employees should feel empowered to suggest ways of improving efficiency in their daily work. As service departments match budget dollars to tasks performed and involves employees in the process, the creative ideas of employees can be unleashed for the betterment of the work environment. If employees feel management is listening to their ideas, a more cohesive workplace is possible.
- Employees involved in the competitive process participate and contribute with increased energy and incentive. Competition with the private sector is an excellent motivator for City employees.
- The teamwork environment of a competition effort builds a stronger service program with a more cohesive workforce. Employees and management are motivated to work together as a team, not just as individuals.
- Service program audits provide employees feedback on performance levels they may have never received before. The competition process gives employees and management clear goals, and dollar savings to strive for each quarter.
- Competition builds a sense of pride within service departments and among the employees

themselves. When a department wins a competition effort, the entire service department and the entire City workforce are proud of the winning department.

Principles

The premise of the Managed Competition process is that competition in the marketplace produces value for customers and that either in-house or alternative service delivery methods may produce superior value for citizens.

- Fair and respectful treatment of employees shall be a cornerstone of Managed Competition. To achieve the participation and acceptance of City Employees, the City shall involve employees throughout the development and implementation process. The City shall establish appropriate structures to ensure on-going participation of the employees, including but not limited to, labor and management teams and employee surveys.
- The City's commitment to employment stability for City employees affected by the competition process shall be dependent upon employee and union commitment to flexible redistribution of resources, such as alternative career paths, broadened class specifications, and other measures to allow employees to assume greater and/or different responsibilities in a cost effective manner.
- The implementation of the competition process shall be consistent with other City policies, collective bargaining agreements and public policy goals.
- The City shall make every reasonable effort to enhance the ability of employees to compete successfully on an on-going basis.

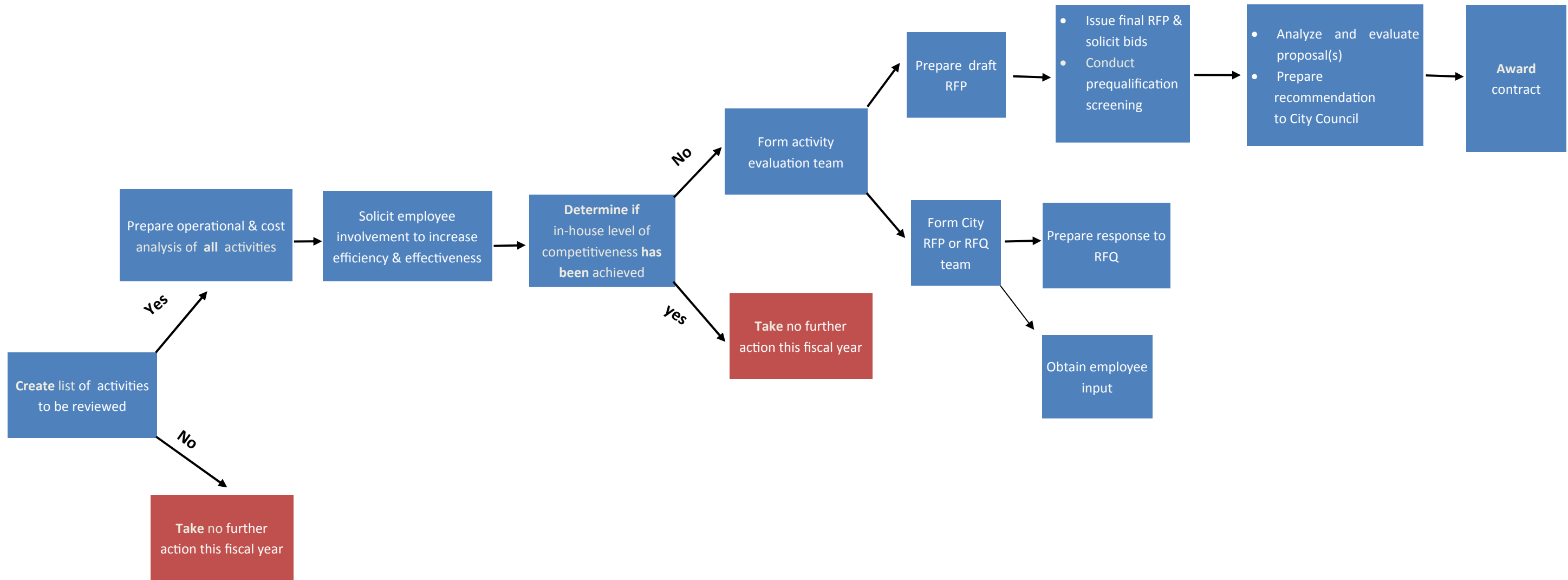
Process

- The Council will have final approval of services to be examined for service contracts. This approval process will include a systematic assessment of current City services to determine the appropriate level of service to be provided, whether by City employees, by private contractor by consolidation of services or by other means. The City Manager will recommend to the Council specific services to be considered for service contracts.
- The Council will determine whether the cost to provide a service in-house is provided at the lowest cost consistent with service level standards. If the actual cost of providing a service is about the same whether achieved by City staff or private contractors, competitive bidding may be used to examine other factors to determine if it would better further City goals by providing the service using employees, private contractors, or by some other means. Impacted employee groups will be provided with an opportunity to participate in the bidding process.
- Each service considered for competitive bidding will be evaluated in conjunction with other Council priorities and policies. The assessment will help determine which services will be subject to competitive proposal and in what amount, and to identify any special provisions which may need to be included in specifications.

Challenges

- Efforts will be made to minimize the impact on current City employees affected by competition. Each competition recommendation will include an assessment of the effect on employees and recommendations to manage any negative impact upon the workforce.
- An assessment of the best way to provide a level playing field for the City and for all potential private service providers will be made. This assessment will take into account the level of importance the public places on specific City services and will endeavor to address that factor in the proposal process and bidding specifications.

Managed Competition Process



DRAFT

Documentation of Contract Management

- Contractors will be required to submit monthly, quarterly, and/or annual reports to City Staff
- City Staff shall relay contractor monthly, quarterly, and/or annual reports to City Management for review.
- City Management will issue monthly, quarterly, and/or annual reports to City Council as required or requested.