

Draft

**MINUTES OF**  
**MUNICIPAL SERVICES COMMITTEE MEETING**  
**APRIL 21, 2009**

**ATTENDANCE**

**Members and Guests**

Peter Souza, Chair  
Barbara Gilbert  
Bill Taylor  
Steven Wawruck  
Robert Skinner  
Bill Smith  
Bonnie Therrien  
Carl Stephani  
Susan McMullen  
Eric Jackson  
Mary Ellen Kowalewski  
Maureen Barton  
Jennifer March-Wackers  
Jocelyn Mathiasen  
Lyle Wray

**Town**

Windsor  
Rocky Hill  
East Hartford  
Windsor Locks  
Canton  
Granby  
Wethersfield  
CCRPA  
Hartford  
Hartford  
CRCOG  
CRCOG  
CRCOG  
CRCOG  
CRCOG

Chairperson Peter Souza called the meeting to order at 12:10 p.m.

**1. ADOPTION OF MINUTES**

Barbara Gilbert made and Bill Smith seconded a motion to adopt the minutes of the March 17, 2009 meetings. The motion was adopted by majority voice vote, with one abstention (Bonnie Therrien).

**2. REGIONAL 311**

Susan McMullen, Director of Constituent Services for the City of Hartford, presented an overview of Hartford's 311 program. Hartford's 311 program has been in place since July of 2006, modeled on similar programs in other cities. Prior to her arrival at the City of Hartford, the City had downsized many departments, so there were many complaints received by Constituent Services about not being able to reach the right staff. At the Vital Records and Tax offices, there was not enough staff to handle the walk-ins and the phones. Ms. McMullen looked around to see how other cities were handling this, and found several cities that used a centralized call center. The City of Hartford contracted with a company in Northern Ireland called Lagan to supply 311 software. Ms. McMullen needed a system that would work with what the City already had. Each call has a script flow, and the system enabled the City to measure performance for each department. Ms. McMullen negotiated a service level agreement with each department. When a resident calls 311 for service, a work order is generated which can be tracked until completion. The City can also generate maps to determine

if there are problems that are specific to one area of the City. Ms. McMullen meets with the departments monthly to go over how they are performing. Since implementing the system, the average time to complete a service order has been reduced, as has the call volume. In addition, residents can also generate service orders online.

Ms. McMullen suggested that other municipalities could expand on Hartford's investment and regionalize the call center. She stated it would need to be developed collaboratively, and she said it is difficult to point to savings, but a regional call center could assist in helping municipalities avoid costs. She does not have a proposal in place right now, but it might be something to work towards. Lyle Wray from CRCOG mentioned that there will be a discussion of regional call centers at the next national ICMA meeting, and noted that the United States is behind the curve on adopting this approach. A question was asked as to how 311 dovetails with 211. Ms McMullen stated that the piece that is missing from 211 is what happens after the call comes in.

Eric Johnson, CIO for the City of Hartford, suggested that municipalities consider using the Metro Hartford Information Service as a regional IT shop. Mr. Johnson is currently seeking input and distributed a list of questions to which he is seeking answers. In the Hartford area, there are several data centers within a small geographic area: MHIS, MDC and CREC, all of which could be regionalized. Lyle Wray indicated that CRCOG would be interested in convening these groups to discuss how they can work together.

Peter Souza saw three potential avenues for this idea: 1) Weave a regional IT shop into the current IT Shared Services project; 2) Include regional 311 as part of this conversation; and 3) Overall coordination with MDC, CREC and MHIS. Jocelyn Mathiasen thinks that all those avenues should be pursued. Lyle Wray reminded the committee that there may be \$50 million in bonding money available for shared services in the next state budget, and Ms. Mathiasen stated it would be good to start having a strategic discussion about this subject. While the IT Service Sharing Committee can be part of this, it will need to be at the Town Manager/Elected Official level. Ms. March Wackers and Peter Souza will come up with an approach to start the ball rolling, which will likely include reconvening the Service Sharing Steering Committee to discuss this and other service sharing project ideas.

### **3. PROJECT STATUS REPORTS**

Ms. March-Wackers will be providing a written monthly update for all Service Sharing projects starting for the June 2009 meeting. This will allow members to review the information and ask questions, rather than spend time briefing the group.

#### **Animal Control**

Mary Ellen Kowalewski went to a meeting on this project this morning, and the CT Humane Society has not completely shut the door on their participation. They are having a board meeting today where there will be a discussion about their involvement. If the CT Humane Society does not participate, the project's communities will have to be devise an alternate plan quickly if the project is to survive.

#### **IT Application Sharing**

Ms. Mathiasen reported that the committee has agreed on two pilot programs. An RFI for Online Permitting was released, and the first round of vendor presentations was

given this past Friday. Town building officials are involved, and the products presented addressed a lot of their concerns.

**GIS Orthoflight**

Ms. March-Wackers reported that the flight is complete, and the data gathered is being analyzed.

**Regional Training Center**

Barbara Gilbert sat down with the Chiefs and stated the project is taking a different turn. The center envisioned by the Chiefs was not realistic for the budget, so the facility will offer simulation training rather than firing ranges. The work group will meet again on April 24, 2009.

**Solid Waste Management**

Ms. March-Wackers reported that instead of going out for a general RFP, we will be going issuing an RFI to see what possibilities exist for regional solid waste management. A draft will go out to the 70 Mid-Conn towns soon. In addition, the Northwest COG has formally joined the effort to establish a regional solid waste solution.

**Indefinite Quantity Construction Services**

Ms. March-Wackers is coordinating extensive reviews of the bid document drafts. The project is still on schedule.

**Electricity Consortium**

There are now twelve members of the consortium, with three more interested in joining. Ms. March-Wackers will be reviewing documents with the Procurement Committee, and will meet with them on May 5. The hope is to hold the reverse auction in June 2009.

**Purchasing**

Jen March-Wackers reported that CRPC staff is working on the bid savings report, the 2009-2010 bid schedule is posted to the website, and that the Treated Road Salt bid is undergoing a specification review. CRPC staff, CRPC members, and Treated Road Salt vendors will meet on May 11, 2009 at the West Hartford Town Hall.

**4. MUNICIPAL INFORMATION SHARING AND OTHER BUSINESS**

The committee agreed to take the month of May off, and will reconvene on June 16, 2009.

**5. ADJOURNMENT**

. Chair Peter Souza adjourned the meeting at 1:20 p.m.