

Commission Letter #: 318-09
Commission Meeting: 11/09/2009
RE: **Solution Today**

November 6, 2009

The Honorable Mayor
and
Members of City Commission

In accordance with our policy, the Solution Today Report is to be included on the first City Commission meeting of the month. This month there are no new items, or updates to address.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Donald E. Johnson". The signature is written in a cursive, flowing style.

Donald E. Johnson
City Manager

DEJ/

Attachment

Solution Today - Ideas Detail Report

Status	Idea	Title / Description	Category	Priority	Assigned To / Opened By	Opened	Due Date
(2) Active	5	Combine City Hall Counters Current plans call for reducing seven counters to three -Clerk, Assessing, Treasurer -Engineering and Building -Planning and Housing The architect has submitted several alternate floor plan drawings and we have asked for cost estimates for the plan we preferred. Rough estimates were received on 9/30. These suggest a total cost of about \$750,000 not including any furnishings, equipment, or moving. We have not yet met with the architect to go over these numbers and ascertain everything that is included in the estimate. If we really can do this work for this amount, it would be a very cost effective project. We could expect a very short payback.	Commission	(1) High	Don Johnson / Don Johnson	10/1/2008	
(2) Active	10	Retirement: Increase minimum retirement age Increasing minimum age would decrease Actuarially Required Contribution. This will require changes to collective bargaining agreements which must be approved by the Commission and the bargaining units.	Other	(2) Normal	Don Johnson / Don Johnson	10/1/2008	
(2) Active	12	Lock Box for water and tax bills A lockbox allows payments to be mailed directly to the bank. Results in faster deposits and reduces internal staffing needs. Greatly reduces peak demand staffing needs. Treasurer John Kravitz is getting quotes from banks and companies capable of printing and mailing bills. We don't have equipment necessary to prepare a lock box billing ourselves. Chase \$66,406 Comerica no bid yet related costs \$12,284 (bills) \$10,560 (postage) Commission Letter 08-09, 1/5/2009 recommended no action at this time, no action was taken. This idea remains under active consideration.	Commission	(1) High	John Kravitz / Don Johnson	10/1/2008	
(2) Active	16	MERS: Move pension system to Michigan Employees Retirement System MERS investment performance is much better than our own. Need right to do this in all union contracts. All recently settled contracts provide this right but we haven't settled with Police, Police Command, Police Detectives, or Fire. Commission has issues with MERS termination requirements. Retirement Board may consider using MERS to manage investments without joining MERS.	Other	(1) High	Don Johnson / Don Johnson		
(2) Active	22	Sell Advertising Space on Non-Emergency Vehicles and Web Site This idea was rejected by the Commission several years ago. We are assigning a status code of "New" because we would like to get feedback from the current City Commission on this concept.	Commission	(2) Normal	**Unassigned / **Unknown		

Status	Idea	Title / Description	Category	Priority	Assigned To / Opened By	Opened	Due Date
(2) Active	23	Solicit Vehicle Donations with Advertising	Commission	(2) Normal	**Unassigned / **Unknown		
<p>If car dealers are willing to do this for the Dream Cruise, perhaps they would be willing to do it for 365-day advertising potential.</p> <p>Not sure if this was previously presented to the Commission or not.</p>							
(2) Active	28	High School CoOp program	Administration	(2) Normal	MaryJo DiPalo / Don Johnson	10/16/2008	
<p>City of Wayne used to make use of a CoOp program with Wayne Westland Schools for clerical and print shop positions. Does Royal Oak schools offer something similar?</p> <p>Would Unions object?</p> <p>contact Michael Greening, Principal of Royal Oak High School. His phone number is (248) 435-8500 ext 1127.</p>							
(2) Active	29	College Intern program	Administration	(2) Normal	MaryJo DiPalo / Don Johnson	10/16/2008	
<p>We have used interns from various schools on an ad hoc bases in the past but we have not had a formal program. If done right, this can be an inexpensive source of entry level professional labor..</p> <p>Ypsilanti has a very successful intern program. The key difference is that they pay their interns. This has resulted in their getting many applicants for positions and assistance from the universities in finding the best interns. With unpaid internships, we have only been able to get students who couldn't find a paid internship. Ypsilanti treats interns as entry level professionals and feels they get that level of work out of them. Their pay level is \$10/hour.</p>							
(2) Active	30	4 Day workweek	Commission	(2) Normal	MaryJo DiPalo / **Unknown	10/16/2008	
<p>Switch all non emergency employees to four 10-hour days. Close most offices on Friday. Keep offices open from 8:00 to 6:00 M-Th.</p> <p>Reduced cost for utilities, overtime, etc Increased service availability for residents (open till 7:00 PM four days per week) Some studies show productivity increases gas and travel time savings for employees improved employee morale</p> <p>This is being done in several local communities, including Bloomfield Twp. Oakland County has a version of this as well but they are not closed on Fridays.</p> <p>Commission Letter 08-09 recommended no action at this time. No action was taken.</p>							
(2) Active	34	Radio read water meters	Commission	(2) Normal	Greg Rassel / Greg Rassel	10/24/2008	
<p>Replace present water meters with meters that can be read remotely via a radio signal or wireless internet.</p>							

Status	Idea	Title / Description	Category	Priority	Assigned To / Opened By	Opened	Due Date
(2) Active	35	Consolidated Dispatch	Commission	(2) Normal	Ted Quisenberry / Ted Quisenberry		
<p>We took part in two separate regional reviews involving consolidating police/fire dispatch centers. The first one was in 2002/2003 involving about 20 different municipalities with Oakland County running lead on the plan. It got so far as sight selection and Oakland County agreeing to purchase and equip the building. The plan eventually failed when the labor issue could not get resolved. We were unable to determine how compensation packages for the various dispatchers in the participating agencies would be structured given the variances that existed between them.</p> <p>In the second attempt, our city took part in a regional fire service study which would have had to include emergency dispatching as well. Again this failed once it was learned that even though it might be cost effective for the other agencies, it would not have been so for Royal Oak.</p> <p>Discussed at 1/5/2009 CC meeting, directed to change status from Rejected to Active. Commission Letter #32-09 for the 2/2/09 meeting reported on this issue. A further report is expected in April.</p>							
(2) Active	44	Contractual Lock Up	Commission	(2) Normal	Ted Quisenberry / Ted Quisenberry	10/28/2008	
<p>Research the costs of running a lock up and see if it could be done cheaper by contracting out like the City of Clawson is doing.</p>							
(2) Active	45	Contract Police Services	Commission	(2) Normal	Ted Quisenberry / Ted Quisenberry	10/28/2008	
<p>Compare cost of providing all police services through the Oakland County Sheriff's Department as opposed to continuing to operate our own agency.</p> <p>This is done by the City of Rochester Hills.</p>							
(2) Active	48	Direct Deposit Reimbursement Checks	Administration	(2) Normal	Don Johnson / Metta Lansdale	11/3/2008	
<p>Direct deposit checks that are cut to employees for incidental expenses</p> <p>-Reimbursements are handled through the Accounts Payable system. AP is not set up to handle ACH (direct deposit) payments. Handling these payments through payroll would slow payroll processing which is very time sensitive. We cannot be late with payroll. I recommend we not do this at the present time but revisit the subject when we eventually move AP to the ACH system.</p> <p>-Don Johnson</p>							
(2) Active	49	Increase Recycling	Commission	(2) Normal	Greg Rassel / Wally Whipple	11/3/2008	
<p>By increasing participation in recycling program, Royal Oak could achieve significant revenue.</p> <p>In a SOCRA study, 32.5% of Royal Oak trash was material that could have been recycled. If we could achieve 100% recycling of recyclable material, disposal costs would decline by \$217,000 and sales of recycled material would be about \$477,000 for a total of \$634,000/year.</p> <p>100% isn't feasible but Clawson's trash only contained 22% recyclable material. We should be able to improve to that level which would be worth about \$200,000/year.</p> <p>Greg notes that we used to have a Recycling Coordinator who's job it was to encourage recycling. When decision was made to discontinue that position was the impact on recycling revenue considered? What else can we do to encourage recycling?</p> <p>Market for recycled material has fallen dramatically. SOCRA figures above are no longer valid.</p> <p>Report requested at 1/5/09 meeting. Commission Letter #23-09 for the 2/2/09 meeting described efforts underway by DPS and SOCRA to increase recycling. Also noted was the falling prices for recycled material.</p>							

Status	Idea	Title / Description	Category	Priority	Assigned To / Opened By	Opened	Due Date
(2) Active	50	Specialty email lists	Administration	(2) Normal	Scott Newman / Mike Andrzejak	11/3/2008	
<p>Purchase the software that allows the Police Department to email alert specific sectors of the community with crime alerts, "be on the lookout" notices, patterns of crime in a neighborhood updates. This would be a voluntary sign up program, like our City Update emails available to citizens. I previously brought this up when I advocated for the City Update emails, but have heard no additional feedback from our IT Department. Do we have this current capability, or does additional software need to be purchased. Recently, another metro suburban community authorized the purchase of software to implement this very valuable communication tool. What is the cost if we need system enhancements?</p> <p>-We are capable of doing this now. No additional software is needed. We will start promoting the idea to departments and committees.</p>							
(2) Active	52	Lights Out to save energy	Administration	(2) Normal	Scott Newman / Scott Newman	11/4/2008	
<p>The Greening of IT is a very hot topic and this past September a research study conducted by Enterprise Management Associates released some very amazing statistics. The single most effective energy savings benefit is to utilize a "Lights Out" strategy for computer systems by simply turning them off when they are not in use. The research study found that 43 percent of the time, desktop systems are left on when not in use during evenings and weekends. The wasted energy cost is calculated at approximately \$150 per system per year. Potential energy savings by using this calculation for City departments equates to 129 systems for a annual savings of \$19,350.</p> <p>We have already implemented the "Lights Out" strategy. The Information Systems department notified all departments to make sure their systems are turned off at night and on weekends. We also posted this strategy on the City's Intranet Website to include computers, printers, faxes and copy machines and of course the lights!</p> <p>Scott L Newman</p>							
(2) Active	56	Purchasing Coordinator	Commission	(2) Normal	Don Johnson / Don Johnson	11/7/2008	
<p>Re-Group Advisors suggested that significant savings on purchases could be accomplished with a more centralized purchasing function and a professional purchasing coordinator.</p> <p>Royal Oak used to have a purchasing agent but that position was eliminated by the Commission in 1994.</p> <p>This was reported on at the 2/2/09 meeting (Commission Letter #28-09). The Commission accepted the recommendation to keep this on the list of active ideas but take no action at this time.</p>							
(2) Active	62	Get "Community Foundation" status for Acorn	Administration	(2) Normal	Don Johnson / Stephen Miller	4/2/2009	
<p>Acorn isn't a true foundation. It currently has no legal status of it's own; it is a part of the City of Royal Oak. Donations to it are deductible from federal income taxes but not from state income taxes.</p> <p>If it qualified as a community foundation, it would qualify for a tax credit on the Michigan return.</p> <p>This will be assigned to an unpaid intern who is scheduled to start in two weeks to research. I've classified this as "administration" because I have already decided to do the research but we very well may find Commission approval required to complete this process.</p> <p>Report submitted for June 1 Agenda. Acorn cannot qualify for community foundation status on it's own but could affiliate with an established community foundation. We are meeting with the North Woodward Community Foundation about this.</p> <p>Report submitted for July 6 Agenda on possibility of affiliating with North Woodward Community Foundation. Only contributions to a community foundation endowment fund are eligible for the state tax credit. Organizations can only spend interest earned on endowments, not the principle. Contributions used for current operations are not eligible for the tax credit. This would be a problem for most, if not all, of the organizations that use Acorn.</p> <p>Since the Acorn board is considering this and other options, we recommend the City Commission take no action on this item unless requested to do so by the Acorn board.</p>							

Status	Idea	Title / Description	Category	Priority	Assigned To / Opened By	Opened	Due Date
(2) Active	63	Snow Emergency Tickets	Administration	(2) Normal	Chris Jahnke / Stephen Miller	4/2/2009	
Use the parking enforcement aids and other personnel to issue snow emergency tickets. This would allow for far more tickets to be issued in a short amount of time.							
(2) Active	66	Solution Today Incentives	Administration	(2) Normal	MaryJo DiPalo / Tony DeCamp	4/3/2009	
Offer incentive for employees who submit Solution Today ideas that are implemented - This could be a gift card for \$20 or some other comparable amount or item. We could limit the reward to ideas that result in a clear savings to the City.							
-We already have an employee suggestion program which offers cash rewards. To implement this, all we really have to do is automatically enter employee Solution Today ideas in the employee suggestion program (and visa versa). Officially, all full time and part time employees of the city except elected officials and department heads are eligible to participate in the employee suggestion program. In actuality, I'm told, we have not allowed anyone in a supervisory position to participate.							
(2) Active	67	Consider using State to collect delinquent tickets	Administration	(2) Normal	Kevin Southerland / Mike Andrzejak	4/13/2009	
Warren and Center Line							
Officials from 37th District Court are working with the state Department of Treasury to collect nearly \$11 million in unpaid parking and traffic fines going back to 2000.							
To recoup the money, the state will garnishee wages and income tax refunds, and withdraw money from bank accounts.							
Only a handful of cities in the area work with the state to collect unpaid fines. Madison Heights, Hazel Park, Ferndale, Pontiac and Dearborn are some of them. .							
http://www.freep.com/article/20090401/NEWS05/904010418							
(2) Active	68	Retirement Incentive	Commission	(2) Normal	MaryJo DiPalo / Anonymous Employee or	4/13/2009	
From an anonymous letter sent to Don Johnson							
If you offered a deal to employees that they can retire with health insurance if they are within 2-3 years of fulfilling the requirement you would achieve your goal (of reducing employment by about 55 employees).							
-Incentives, such as this, can be a useful tool. However, we are not convinced incentives are needed in order to reach that number.							
(2) Active	69	No free parking on Sundays	Commission	(2) Normal	City Commission / Anonymous Employee	4/26/2009	
Don't give away parking on Sunday. Sunday is almost as busy as Saturday downtown. Several communities have eliminated free parking on Sundays.							
Assigned to City Commission as this is primarily a policy issue. The Commission may not be willing to consider this at all, so there is no point in doing any advance research.							
(2) Active	70	Volunteer Royal Oak	Administration	(2) Normal	An Intern / Don Johnson	4/26/2009	
Established an organized volunteer program.							
Royal Oak is eliminating more and more city services. Volunteers already help fill in the gaps where city employees and contractors once served. However, we have no organized volunteer program to recruit, train and recognize volunteers.							

Status	Idea	Title / Description	Category	Priority	Assigned To / Opened By	Opened	Due Date
(2) Active	71	Cross Train Employees to assist in emergencies Employees from other departments could be trained to drive snowplows, assist firefighters (run equipment not enter fires), write snow emergency tickets and other tasks.	Administration	(2) Normal	Greg Rassel / Don Johnson	4/26/2009	
(2) Active	72	Make greater use of probationers for city clean up Use probationers for picking up trash downtown, in parks and other tasks not involving mechanical equipment or requiring special skills. Propose to create a full time position funded by the solid waste fund to be responsible for clean up efforts and to make maximum use of probationers.	Administration	(2) Normal	Kevin Southerland / Don Johnson	4/26/2009	
(2) Active	73	Service Club civic projects Try to get local service clubs to take on civic projects such as an "adopt a park" project.	Administration	(2) Normal	An Intern / Don Johnson	4/26/2009	
(3) Approved	9	Copier Charges: Charge departments for all copier usage Most, if not all, of our copiers can be programmed to require a department code be entered to make copies or to print. Departments could be charged for all copies rather than centralize this cost. We expect this would reduce usage and lower cost.	Administration	(2) Normal	Don Johnson / Don Johnson	10/1/2008	
(3) Approved	11	Refill Printer Cartridges The City has used remanufactured cartridges for more than 20 years and continues to use remanufactured or refilled cartridges for some of our printers today. The savings can be considerable. However, we have experienced problems with some vendors supplying poor quality cartridges which in some cases have actually damaged printers. Where the IS department is satisfied with the quality of the product and where it results in a cost savings, we will use remanufactured cartridges.	Administration	(2) Normal	Scott Newman / Bill Shaw	10/14/2008	
(3) Approved	33	Postage- bill all departments Departments should be charged for their postage instead of charging a central account. This would move some cost our of the General Fund and would encourage departments to minimize postage.	Administration	(2) Normal	John Kravitz / Teresa McWilliams	10/21/2008	
(3) Approved	55	Interest on Receivables Set up GEMS system to charge interest (% or flat fee) for late payments on Accounts Receivables - I tossed this around with Britt a few times; don't know why it wouldn't/couldn't work or if we need commission approval) Report requested at 1/5/09 meeting. Commission Letter 25-09 for the 2/2/09 meeting offered two recommended options. The Commission approved charging a flat \$5.00 fee on delinquent bills. The Treasurer's office will notify all accounts of the new fee and begin applying it in March or April.	Commission	(2) Normal	Teresa McWilliams / Teresa McWilliams	11/7/2008	

Status	Idea	Title / Description	Category	Priority	Assigned To / Opened By	Opened	Due Date
(3) Approved	61	Health Insurance Dependant Audit	Administration	(2) Normal	MaryJo DiPalo / MaryJo DiPalo	2/24/2009	10/15/2009
<p>A dependent audit identifies ineligible dependents that are receiving City health insurance. Based on the size of our groups, the estimated net savings after audit costs may be as high as \$149,000 per year. Savings are guaranteed to exceed audit costs.</p> <p>We would like to start this process around August 1 and would expect to finish in October. It will be included in the 2009-2010 budget request. Approving the budget will approve the project in concept. We will bring back a contract with the firm selected to perform the audit for Commission approval.</p> <p>A proposal for this was pulled from the 9/21 agenda and a revised version appears on the 10/5 agenda. Because this no longer involves using an outside contractor to conduct the audit, the City Manager has approved this project administratively.</p> <p>Training has already been scheduled for mid October and the project should be underway by early November.</p>							
(3) Approved	75	advertising in Insight		(2) Normal	Tod Gazetti / Jay Dunstan	7/2/2009	
<p>-Accept advertising to appear at the back of Insight similar to advertising in high school year books.</p> <p>Tod is recommending we accept advertising but believes it will be more effective and easier to sell if spread throughout the newsletter. The CC asked for a policy on advertising and one has been provided for the Aug 3 meeting.</p> <p>A policy was approved on Aug 3, 2009.</p>							
(4) Implimented	2	Solution Today	Commission	(2) Normal	Don Johnson / Brett Tilander	9/13/2008	10/6/2008
<p>Put a "Solution Today" item on agenda for first meeting of every month.</p> <p>Commission approved this conceptually at the special meeting on Saturday, Sept 13 and approved Commission Letter #273-08 on Oct 6.</p>							
(4) Implimented	3	ePacket: Send Commission Packet Electronically	Commission	(2) Normal	Scott Newman / Don Johnson	1/1/2008	
<p>ePacket is currently in place for all Commissioners. We should start doing this for all boards and commissions.</p>							
(4) Implimented	4	Hybrid Vehicles	Administration	(2) Normal	Al Orr / Don Johnson	10/14/2008	
<p>4 Ford Escape Hybrid SUV's have been ordered. Fire will replace two large SUV's. Building will replace two Crown Victoria's.</p> <p>All four have been delivered and put into service.</p>							
(4) Implimented	6	Retroactively Charge the Solid Waste Fund for Clerical Labor	Administration	(1) High	Don Johnson / Stephen Miller	10/1/2008	
<p>We began charging Solid Waste for a share of DPS clerical wages in 07-08 fiscal year. It is proposed that we retroactively charge the Solid Waste fund for prior years.</p> <p>-Auditor may require that we restate prior year financials if amount exceeds \$44,000.</p> <p>-Recycling coordinator used to do this until July 15, 2004.</p> <p>Commission Letter #06-09, 1/5/2009 No action, proceed as planned \$83,715 retro charge.</p>							

Status	Idea	Title / Description	Category	Priority	Assigned To / Opened By	Opened	Due Date
(4) Implimented	8	Replace large vehicles with smaller ones Replace large vehicles with smaller, more fuel efficient, ones -The City has already started doing this.	Administration	(2) Normal	Al Orr / Don Johnson	10/14/2008	
(4) Implimented	13	Cost Allocation Study Has saved GF over \$2 million so far. Over \$500,000 per year.	Commission	(2) Normal	Don Johnson / Don Johnson	12/19/2005	6/1/2006
(4) Implimented	14	Attrition Plan Has eliminated over 60 positions Commission adopted a policy on attrition.	Commission	(2) Normal	Tom Hoover / Don Johnson	12/14/2005	
(4) Implimented	17	Procurement Card for small purchases This is partially implemented. The accounts have been set up, we have distributed cards to a very limited group because of issues integrating with our financial system. This needs to be completed.	Commission	(2) Normal	John Kravitz / Don Johnson		
(4) Implimented	18	Parking Structure Management Contract Hire a contractor to manage the parking structures. Bids taken and were opened on 10/14. A recommendation is being prepared for the 11/10 meeting. This was approved at the meeting of Dec 1, 2008 This was implemented	Commission	(1) High	Greg Rassel / Greg Rassel	12/14/2005	
(4) Implimented	20	Fire Cost Recovery Chief White's comments: Two years ago we did not have a comprehensive cost recovery program. The City of Royal Oak adopted a cost recovery program that allowed us to increase the hourly rate of a fire engine from \$7.68/hour to \$296.00/hour. Our rate for the aerial truck was adjusted from \$16.15/hour to \$926.00/hour. Similar adjustments were made across the board with all apparatus. We now bill insurance companies for the response to a house fire, this is capped at \$500.00 and the homeowner is not balance billed if the insurance company does not cover the \$500.00 fee. We bill for more of the services we provide and we bill at a higher rate. We have collected \$53,443.23 from these adjustments for 2007, which is a 44% collection rate. This program is very new to us and I feel any adjustments at this time are premature	Commission	(2) Normal	Wil White / Wil White		
(4) Implimented	21	Police Cost Recovery	Commission	(2) Normal	Ted Quisenberry / Ted Quisenberry		
(4) Implimented	37	School Liaison Position Funding First two years cost was split between a Federal Grant and the Royal Oak Schools. Subsequent funding is split between Royal Oak Schools and City of Royal Oak.	Commission	(2) Normal	Ted Quisenberry / Ted Quisenberry		

Status	Idea	Title / Description	Category	Priority	Assigned To / Opened By	Opened	Due Date
(4) Implimented	38	DEA Task Force Officer	Commission	(2) Normal	Ted Quisenberry / Ted Quisenberry		
<p>We were able to hire one additional FTE w/out general fund dependence. In assigning this sworn officer to a DEA Taskforce we were able to generate sufficient forfeiture revenue to pay for the cost of the extra officer plus additional revenue is being brought in which can be used to fund some police department expenses previously dependant upon the general fund.</p>							
(4) Implimented	39	NET and CSTF Task Force	Commission	(2) Normal	Ted Quisenberry / Ted Quisenberry		
<p>P.D. participation in county wide special task forces such as Narcotics Enforcement (NET) and Crime Suppression Task Force (CSTF). We are still active in NET but have had to withdraw from CSTF due to needing additional uniform road coverage. CSTF focused on street crimes along the Woodward Ave. corridor utilizing a team of police officers from communities in that area. Participating in this unit allowed us to utilize an entire team of undercover officers to target specific problems in our city and only being responsible to pay one FTE.</p>							
(4) Implimented	40	Police Grants and Alternative Funding Sources	Administration	(2) Normal	Ted Quisenberry / Ted Quisenberry		
<p>Aggressively pursuing grants and alternative funding sources has brought in to the police department budget over \$.5M. These funds have provided equipment that otherwise would have either not been available or been charged to the general fund. It also provided us with reimbursable money allowing us to assign officers to special tasks that again would not have been able to be done or paid with general funds.</p>							
(4) Implimented	41	Parking Enforcement Officers Increase	Administration	(2) Normal	Ted Quisenberry / Ted Quisenberry		
<p>Increased the number of Parking Enforcement Officers (PEO's) which resulted in minimal additional costs to the Parking Fund yet generated significantly more parking ticket revenue which goes to the General Fund.</p>							
(4) Implimented	42	Sharing Animal Control Services	Commission	(2) Normal	Ted Quisenberry / Ted Quisenberry	10/28/2008	
<p>We are sharing Animal Control services with the City of Berkley. We pay half the cost of the employee, who is a City of Berkley employee.</p> <p>plus requiring all costs related to running the Animal Shelter come from donations.</p>							
(4) Implimented	43	Animal Shelter Donations	Commission	(2) Normal	Ted Quisenberry / Ted Quisenberry		
<p>We require funding of all costs related to running the Animal Shelter come from donations.</p> <p>(The City does pay for our half of the animal control officer who is shared with Berkley.)</p>							
(4) Implimented	47	Web based Service Request/Complaint System	Administration	(1) High	Don Johnson / Don Johnson	10/29/2008	
<p>Use a web based product like Gov Q&A to answer citizen inquiries, record service requests and record complaints. This would provide service 24/7, not increase staffing needs, provide better and quicker response and provide a means for monitoring requests and responses.</p> <p>- I'm Looking for a way to do this as a one year demonstration project without using General Fund money. GF and other city funds will have to pay for it in future years if demonstration is successful but if it is successful, it will save more than it costs.-Don Johnson</p> <p>-We are using Web QA internally at present. This will be on the web site shortly. Commissioners will have optional training available for accessing the administrative side of this system.</p> <p>-The service will be announced in next Insight. It has been renamed Royal Oak Support Center Online or ROSCO.</p>							

Status	Idea	Title / Description	Category	Priority	Assigned To / Opened By	Opened	Due Date
(4) Implimented	53	Capital Improvement Bonds, 2008	Commission	(2) Normal	Don Johnson / Don Johnson	11/7/2008	
<p>The 2008 Capital Improvement Bond issue will greatly improve cash flow for the Water and Sewer fund, thereby reducing the likelihood of the need to use General Fund cash again.</p> <p>The bonds should actually result in increased cash balances in the Parking Fund which may allow for higher transfers to the General Fund within the limitations of our transfer policy.</p> <p>Debt service will be born by the Parking, Water and Sewer, and Motor Pool funds.</p> <p>-Status: This bond sale closed on Dec 23.</p>							
(4) Implimented	54	Double sided printing	Administration	(2) Normal	Scott Newman / Teresa McWilliams	11/7/2008	
<p>Whenever possible, employees should print reports, etc. double-sided. I know not all printers are set up for this, but...</p> <p>- Most employees have, or soon will have access to a printer that can print double sided. The main copier/printers on each floor of City Hall can do this.</p>							
(4) Implimented	59	Charge Dead Tree Removal to Solid Waste	Administration	(2) Normal	Greg Rassel / Stephen Miller	1/28/2009	
<p>We have reviewed this with the City Attorney and have come to the conclusion that it is indeed appropriate and proper to charge the cost of removal of dead trees the Solid Waste Fund. DPS has been directed to begin doing so. We will also be looking into making such charges retro-actively.</p> <p>The DPS director is preparing a plan for a systematic removal of all dead and dying trees in Royal Oak.</p> <p>Commission Letter #31-09 for the 2/2/09 meeting reported on the status of this project.</p> <p>The status on this item is "new" only because it hasn't previously appeared on the solution today report and all items are supposed to appear as "new" once. It has already been approved and implemented.</p>							
(4) Implimented	65	Shorten lunch hour to half hour	Commission	(2) Normal	MaryJo DiPalo / Anonymous Employee or	4/3/2009	
<p>Change hours of operation to 8:00 AM to 4:30 PM with a half hour lunch. With only a half hour lunch departments could stagger staff lunch periods and keep counters open. There should also be a small energy savings due to lights, computers, air conditioners, etc being shut down 1/2 hour earlier everyday.</p> <p>This was discussed with department heads at the agenda meeting. We think we could keep counters open through lunch and could open Monday mornings, still closing offices at noon Friday. Actually, it is recommended we lock the building at noon on Friday if offices are closed. Employees and bargaining units are being consulted. Response appears to be favorable. The union contracts are not a problem.</p> <p>This was approved at the July 20 meeting and is going into effect Aug 3.</p>							
(5) Rejected	7	Bio Diesel	Administration	(3) Low	Al Orr / Don Johnson	10/14/2008	
<p>It is claimed that Bio Diesel can be manufactured from used cooking oil for well under \$1/gal. With cooperation from local restaurants, we can probably obtain all the used cooking oil we need.</p> <p>Need to cost this out with labor costs. I'm sure the >\$1 gallon figure does not include labor. We also need a safety analysis and independent analysis of the impact, if any, on vehicle repair and maintenance.</p> <p>-We have determined this is not practical at this time.</p>							

Status	Idea	Title / Description	Category	Priority	Assigned To / Opened By	Opened	Due Date
(5) Rejected	15	Assessing: Contract with Oakland County	Commission	(2) Normal	Don Johnson / Mike Andrzejak	12/14/2005	
		This would actually increase our cost. Royal Oak has a very low cost per parcel.					
(5) Rejected	19	Privatize Ambulance Service	Commission	(2) Normal	Wil White / Wil White		
		Chief White's comments: I would not recommend the privatization of our ambulance service. The service generates \$900,000.00 a year and has costs for training, equipment and billing of \$316,000.00 a year for a net gain of \$584,000.00 each year. We use the personnel on the ambulances for manpower at the scene of all incidents. They are not dedicated to emergency medical runs. In other words, eliminating the ambulances does not eliminate the need for the personnel on larger incidents such as a structure fire. The response time for Fire based EMS is much quicker than we experienced with a private provider in the past. Simply put, we gain revenue and we provide a better service to our citizens.					
(5) Rejected	24	Entertainment Tax	Other	(2) Normal	**Unassigned / **Unknown		
		Charge a tax on sales of alcoholic beverages. -This would require enabling state legislation. Royal Oak does not have the authority to do this on it's own.					
(5) Rejected	25	Millage Increase	Other	(2) Normal	**Unassigned / **Unknown	10/16/2008	
		Last proposed in 2005. Rejected by voters.					
(5) Rejected	26	Change Headlee and Prop A	Other	(2) Normal	**Unassigned / **Unknown	10/16/2008	
		Changing either would require an amendment to the Michigan constitution.					
(5) Rejected	27	Require community service time by high school students	Other	(2) Normal	**Unassigned / **Unknown	10/16/2008	
		Graduation requirements are set by the state legislature, not the City Commission. -See idea #28 regarding high school Co-Op program.					
(5) Rejected	31	Bi-Weekly Time Sheets	Administration	(2) Normal	Don Johnson / Metta Lansdale	10/17/2008	
		Provide and process bi-weekly instead of weekly timesheets. -This would double the amount of work the payroll clerk must do on payroll week.					
(5) Rejected	32	Reduce pre-employment drug testing	Administration	(2) Normal	MaryJo DiPalo / Metta Lansdale	10/21/2008	
		Discontinue use of pre-employment drug testing for non-public safety positions. HR response: I do not recommend eliminating pre-employment drug testing for non-public safety personnel. The cost of pre-employment drug testing for all new hires including part-time employees for the period October 2007-September 2008 was \$1,248. This is negligible as compared to the potential cost to the City of not doing it. Mary Jo Di Paolo					
(5) Rejected	36	Advertising on Police Vehicles	Commission	(2) Normal	Ted Quisenberry / Ted Quisenberry		
		This proposal was rejected based on the limited amount of revenue that would be generated plus the negative public image it would present.					

Status	Idea	Title / Description	Category	Priority	Assigned To / Opened By	Opened	Due Date
(5) Rejected	51	Police Shifts	Commission	(2) Normal	Ted Quisenberry / Mike Andrzejak	11/3/2008	
<p>Recently, Harper Woods has been researching going to 24 hour shifts in their PD to cut overtime costs. I do not support 24 hour shifts for police, but I do like the idea of looking at 10 - 12 hour shifts. It takes the buy in of the police union. The Harper Woods police union is looking favorably on such a proposal, as many workers like the idea of expanding to at least a "work 4 days, and have 3 days off" approach. Would this approach save overtime costs? If so, would the police unions be interested? Most importantly, this could only be considered if it did not present a safety compromise of our officers</p> <p>Discussed at 1/5/2009 meeting. Commission directed administration to prepare a report on 10 hour shifts.</p>							
(5) Rejected	58	Use Solid Waste to pay for removal and disposal of dead trees		(2) Normal	Greg Rassel / Stephen Miller	1/5/2009	
<p>Issue # 58 and Issue #59 were duplicates. The idea has been implemented. See issue #59.</p> <p>T</p>							
(6) Inactive	46	Fuel Efficient Patrol Vehicle	Administration	(2) Normal	Ted Quisenberry / Ted Quisenberry	10/28/2008	
<p>Research, test and purchase the most fuel efficient patrol vehicle.</p> <p>-Al Orr has compiled available research on this subject. We will need to find a replacement for the Ford Crown Victoria patrol cars soon anyway as Ford plans to discontinue production in 2011.</p> <p>Commission Letter 30-09 for the 2/2/09 meeting addressed this idea and was accepted by the Commission. For the moment, we think it best to stick with the Crown Victoria's but Motor Pool will be re-evaluating this every year.</p>							