



Request for City Council Committee Action from Minneapolis 311

Date: August 13, 2008
To: Ways & Means Committee
Referral to: None

Subject: Increase amount of professional services agreement C-25755 by \$20,000

Recommendation:

- 1) Increase Professional Services Agreement No. C-25755 with Masterson Personnel by \$20,000

Previous Directives:

Finance Department Master Service Agreement C-25755 in the amount of \$50,000 established 3/1/08

Prepared by: Don Stickney, Assistant Director of Minneapolis 311, 673-3117
Approved by: John Dejung, Asst. City Coordinator, Minneapolis 911/311 Director, 673-5909
Presenters in Committee: Don Stickney

Reviews

- Permanent Review Committee (PRC): Approval Date August 14, 2008
- Civil Rights Approval Approval Date _____
- Policy Review Group (PRG): Approval Date _____

Financial Impact

- No financial impact (Action within current budget.)
- Action requires an appropriation increase to the ___ Capital Budget or ___ Operating Budget
- Action provides increased revenue for appropriation increase
- Action requires use of contingency or reserves
- Action is within the Business Plan
- Action requires a change to the Business Plan
- Other financial impact
- Request provided to the Finance Department when provided to the Committee Coordinator

Community Impact

- Neighborhood Notification
- City Goals
- Comprehensive Plan
- Zoning Code
- Other : Ability to answer calls to 311 in a timely fashion.

Supporting Information

The reason this contract has reached its cap earlier than anticipated is because 311 has been short staffed due to higher than expected attrition, higher seasonal calls and the lead time required to hire new Customer Service Agents. Therefore, in order to provide the expected level of customer service, 311 engaged Masterson Personnel to help provide temporary contract personnel to augment existing 311 staff in handling additional seasonal calls and filling in for vacancies until new customer Service Agents can be hired and trained. Additionally, 311 is expecting to see higher than normal calls for the next 3 months due to the Republican National Convention, Primary Election and General Election activities.

Therefore, in order to continue with our current level of service, Minneapolis 311 is requesting approval of this extension which will provide adequate time to complete the competitive request for proposal process and select providers going forward.