

FINANCE COMMITTEE AGENDA

November 2, 2015 @ 5:15 pm

1. Consent Agenda

- a. Report of Bids Awarded by Staff – October 2015

2. Bids/Purchasing

- a. Request to Upgrade Bomb Squad Robot – Police – Remotec - \$67,600
- b. Request to Piggy Back on State Contract – Lease/Purchase In-Car Recording System – WatchGuard - \$87,660
- c. Request to Contract for Relocation of City Hall Transformer – Public Works
- d. Request to Purchase Self Contained Breathing Apparatus (SCBA) – Industrial Protection Services - \$35,000
- e. Disposition of Real Estate – 130 Thirteenth Street – JD Contracting - \$10,500

3. File a Service Request Update

4. Order, Authorizing Execution of Fixed Rate Fuel Contracts

5. Executive Session 405 (6) (C) – Disposition of Real Estate

6. Open Session – Disposition of Real Estate Recommendation

City of Bangor
Report of Bids Awarded by Staff
For Month of October 2015

1. Aggregates – Public Works – Gardner Construction Enterprises
2. Cab & Dump Body – WWTP – Darling's Ford
3. Front Stairs – Parks & Recreation – JM Brown
4. Pancoe Pool Roof – Parks & Recreation – Williams Roofing
5. Harbor Master Roof – Parks & Recreation – Williams Roofing
- 6.



BANGOR POLICE DEPARTMENT

240 Main Street
Bangor, Maine 04401
207-947-7382
Fax 207-945-6824

TO: Finance Committee

FR: Mark Hathaway

RE: Request to Upgrade Bomb Squad Robot

DT: October 26, 2015

The police department is seeking permission to upgrade and modernize our emergency services robot. Our robot, a Remotec Andros, was purchased in 2003 and is beginning to show signs of extended use and age to include some function failure. The Andros is an industry standard and is in use by nearly every bomb squad across the globe including the United States Armed Forces.

Our robot is utilized by our bomb squad, special response team and hostage/crisis negotiation unit. The robot has served us very well over the past twelve years. It is multi-functional with capabilities allowing us to approach hazardous or violent situations remotely. The upgrade is necessary to resolve electronic malfunctions and mechanical failures (arms, grips, drive assembly).

The purchase price for the robot in 2003 was \$150,000. A like model purchased today would cost nearly \$100,000 more. The cost of a comprehensive overhaul, electronics and software advancement and complete platform (mechanical) upgrade is \$67,600. The manufacturer upgrade is a "standard package" that includes shipping to and from the Remotec facility in Tennessee.

Remotec technicians indicate this upgrade will extend the useable life of the robot by ten years and will enhance the functioning capabilities of the machine allowing for additional operational possibilities. The project will take approximately 180 days to complete. We will be working with our partners at the Maine State Police and Portland Police Department should we need a robot during that period.

There is Department of Homeland Security funding available for his project.



BANGOR POLICE DEPARTMENT

240 Main Street
Bangor, Maine 04401
207-947-7382
Fax 207-945-6824

TO: Finance Committee

**FR: Lieutenant Bob Bishop
Sergeant Jim Buckley**

RE: Piggy Back on State Contract – In-Car Cameras

DT: October 27, 2015

The Police Department began using the current WatchGuard in-car video recording system in 2008. At the time, it was state of the art and was in use by the Maine State Police. This system is now outdated. The units break down on a regular basis and are becoming increasingly difficult to obtain replacement parts for. We currently have several cars with inoperative and un-repairable systems, which results in us deploying officers every day without the capability to record incidents. The cameras are invaluable, in particular, they have been used on multiple occasions to clear officers who were the subject of citizen complaints.

As part of the FY 16 approved budget, the Council authorized funding to replace our current system through a lease purchase option. Staff is requesting authorization to piggy-back on the State's contract to purchase the WatchGuard 4RE from WatchGuard in the amount of \$87,660. The City would place a down payment on the system and the balance would be financed over three years with the first payment being due in FY 17.

WatchGuard's 4RE system is a digital recorder that wirelessly transmits data to a server. As technology advances and public scrutiny of police operations increases, it becomes more likely that the Department will eventually obtain body-worn cameras for officers. This system is also compatible with their body-worn cameras. The 4RE system is much more efficient with regard to data storage. The current system records to a DVD disk. We require supervisors to change the disk when full. Sometimes, this occurs multiple times per day for each car. The disks then requires storage space. Retrieval of video for court appearances requires our evidence technician to search through DVD's. Data from the new system will be centralized on a computer server, streamlining this process.



530 MAINE AVE.
BANGOR, MAINE 04401
TEL: 207/992-4501

PUBLIC SERVICES DEPARTMENT – OPERATION and MAINTENANCE
Dana R. Wardwell, Director

To: Finance Committee
From: Dana Wardwell
Subject: City Hall Transformer
Date: November 2, 2015

The electrical transformer for city hall is located in a room under the steps that face Center Street. This 14,000 volt transformer is very old and is a safety hazard to city electrical crews that need to work on it. It is difficult to seal up the steps to prevent water from entering this transformer room which could blow this transformer and shut city hall down.

We have worked with Emera Maine to develop a plan to replace this old transformer with a pad mounted outside transformer. This pad mounted transformer will be tucked into the existing trees to the left of the steps as you enter city hall. It has been determined that this installation does not require Historic Preservation Committee approval. Public Works will install the electrical underground vault for the transformer for an estimated \$8,500. Emera will own this transformer and install it for an estimated \$7,000. City electrical charges are estimated to be about \$3,000. We obtained three quotes for an electrical contractor to perform the majority of the electrical work with the low quote being Hampden Electric at \$11,851. The total estimated cost of this project is \$30,351. I am requesting committee approval to move forward with this project. Funding for this project would be redirected from a City Hall building assessment, some smaller City Hall project funding (steps, ceiling, air conditioners, etc) and the balance of funding would come from the City's safety budget.

TO: Finance Committee
FR: Tom Higgins, Fire Chief
DT: November 2, 2015
RE: Breathing apparatus replacement tanks

For respiratory protection, firefighters wear Self-Contained Breathing Apparatus (SCBA) in smoke filled environments. The air tanks on SCBA have a service life of 15 years. Over the last two months fifty five of the FD tanks expired and were removed from service. The loss of these tanks limits sustainability on incidents, especially large scale fires.

In December 2014 the fire department applied for an Assistance to Firefighter Grant in hopes of receiving money for replacement tanks. Although the application scored high, FD staff received notification the grant would not be approved. Fire Department Staff & the Finance Director have since worked to reallocate 2014 & 2015 Homeland Security monies to purchase 50 replacement cylinders in the amount of \$35,000.

Sole source purchasing is requested to expedite the delivery. Industrial Protection Services, LLC from South Portland represents the Scott Brand SCBA tanks specifically required to meet National Fire Protection Association Standards (NFPA). IPS has provided all SCBA services for the FD for many years and is a reliable vendor. The \$700 per tank price was negotiated through the Penobscot County Fire Chiefs' Association for all area fire departments, since there are over 200 tanks expiring in our area in the next year.

FD Staff will be present at the meeting to answer any questions.

To: Finance Committee
From: Debbie Cyr
Date: October 28, 2015
Re: 130 Thirteenth Street (Map 012, Lot 052)

The above referenced property was taken by the City due to matured tax liens and based on its condition was offered for sale through the RFP process. On October 21, 2015, the City received four (4) responses to its RFP. Purchase prices ranged from \$4,000 - \$10,500. The proposal clearly stated that the property would be sold as-is where-is, that only a municipal quitclaim deed would be issued and required that the submission of a planned use, timeline and proposed investment level.



Staff recommendation is to accept the offer of \$10,500 from JD Contracting, a subsidiary of Bangor Lawn and Landscape. The proposal included a plan to upgrade the heating, electric, and plumbing, to replace the roof, windows and siding, demolish the existing garage and construct a new one care garage with a master suite on the second floor of that structure. The estimated overall investment is \$38,600 and the proposed timeline would be completion by April 2016.

City of Bangor Bid Tabulation

Proposal No.: P16-009: 130 Thirteenth Street

Bid Opening: 10/21/15

			JD Contracting Bangor, ME		JLJL, LLC Bangor, ME		Don Harriman Brewer, ME		Glen Quintal Bangor, ME	
Item	Description	Qty.		Total Price		Total Price		Total Price		Total Price
1	Purchase Price Offered	LS		\$10,500.00		\$4,000.00		\$8,500.00		\$8,005.00
	Total Price:			\$10,500.00		\$4,000.00		\$8,500.00		\$8,005.00

TO: FINANCE COMMITTEE
FROM: MEGHAN COLLINS
SUBJECT: FILE A SERVICE REQUEST UPDATE
DATE: OCTOBER 28, 2015

BACKGROUND & INTRODUCTION

In mid-September, 2014, the City launched a mobile app, 'GoBangor', along with a newly designed website. The mobile app and website provide critical enhancements to promote citizen engagement, among which are major improvements to how the public can report issues to the City. The mobile app is available for free from the App Store and Google Play, and there have been a total of 612 downloads of the app over the past year. For those wishing to submit service requests online, the 'File a Service Request' feature available on the City's website provides an easy-to-use interface providing the same functionality of the app in a web-based format. To date, a total of 1,819 service requests have been entered into the system.

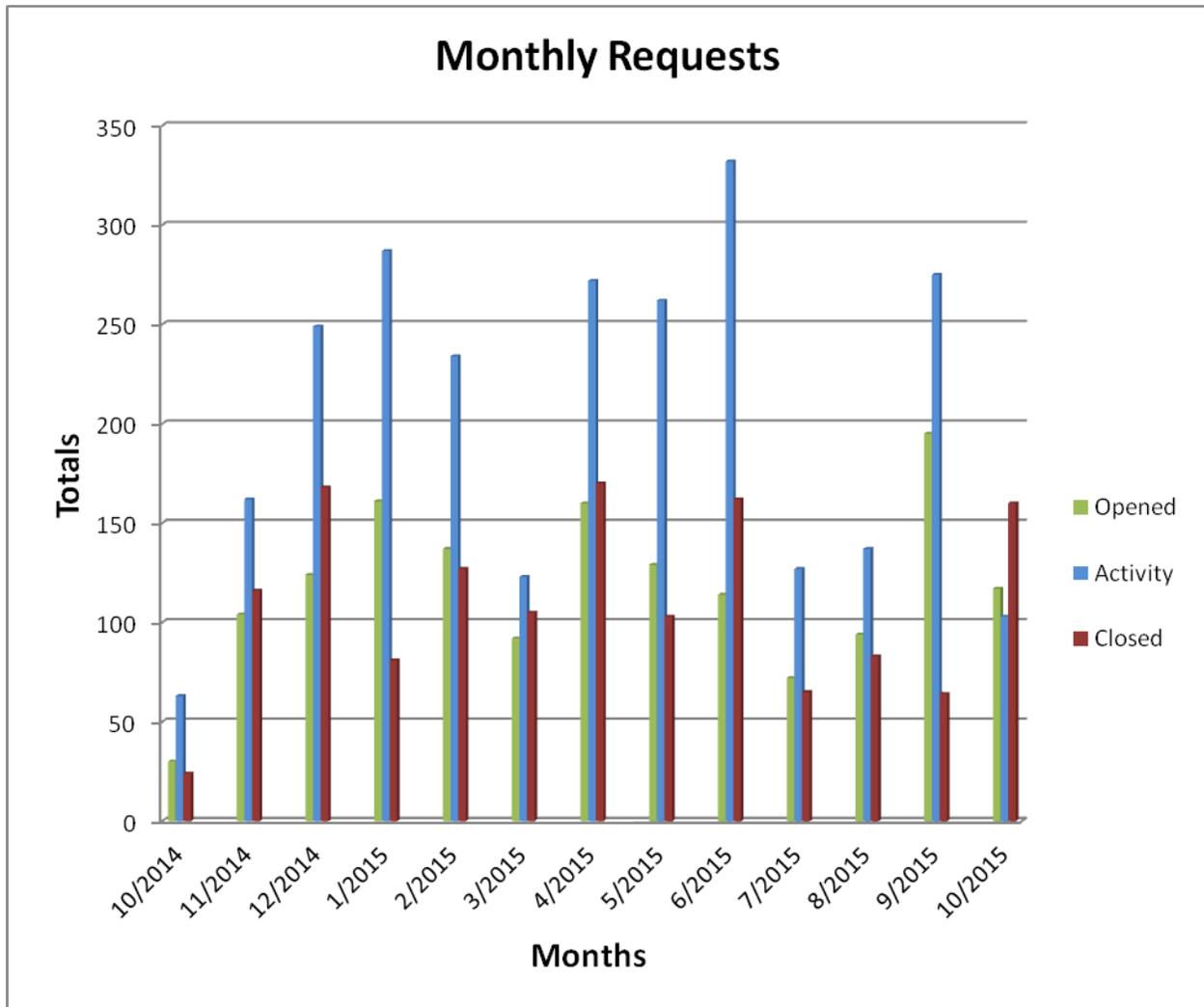
The 'GoBangor' mobile app and website tie into a back-end administrator console that enables City staff to easily track and manage service requests. Centralizing service requests is essential towards providing excellent customer service, City staff can easily look up the status of a service request without the delays associated with having to track down and ask for an update from the responsible staff person. In addition, the administrator console provides important reporting functionality to assist City staff in understanding what the popular request types are and how quickly requests are being resolved. As data accumulates over time, these reports can provide management with performance and service quality measures and offer an opportunity to recognize departments meeting desired service results and address shortfalls.

Included below are examples of service request reports using the data that the system has collected over the past 12 months. Report analysis is also included where appropriate.

ANNUAL UPDATE

MONTHLY ACTIVITY REPORT

This report shows service request activity month-by-month, separated by requests that have been opened, that have had activity and that have been closed. It includes service requests initiated by staff as well as directly by the public.

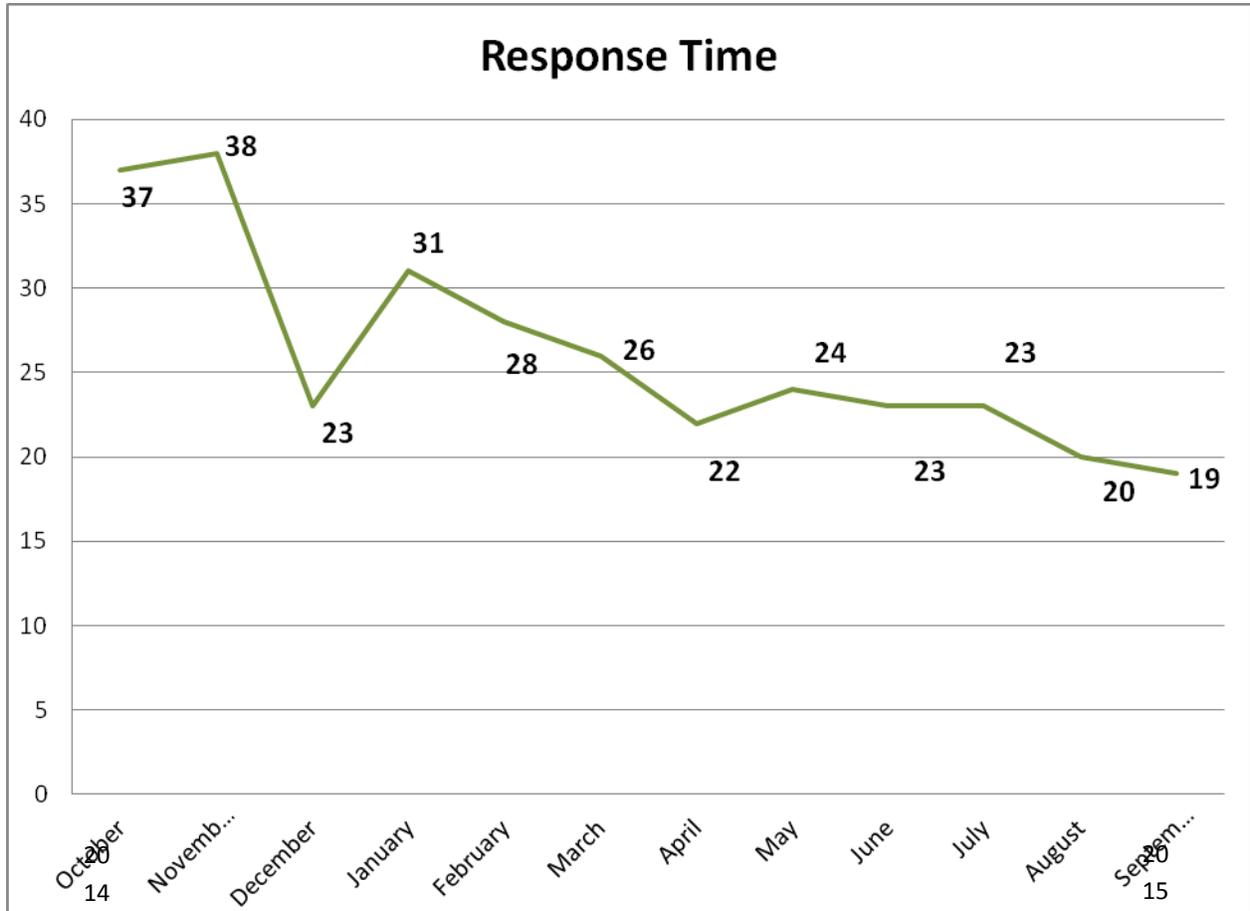


ANALYSIS

The 'Activity' column in the middle (blue) represents all of the activity, much of which is initiated by City staff, on a request. Activities can include responding to the submitter, internal comments, and more. Therefore, the 'Activity' column can be considered a measure of how well staff is using the system to interact with request submitters and each other. The 'Closed' column on the right represents requests that have been resolved.

RESPONSE TIME REPORT

This report shows response times (in days) for the average time it takes to close a request over the past year. This report is taking data from all requests entered into the system.

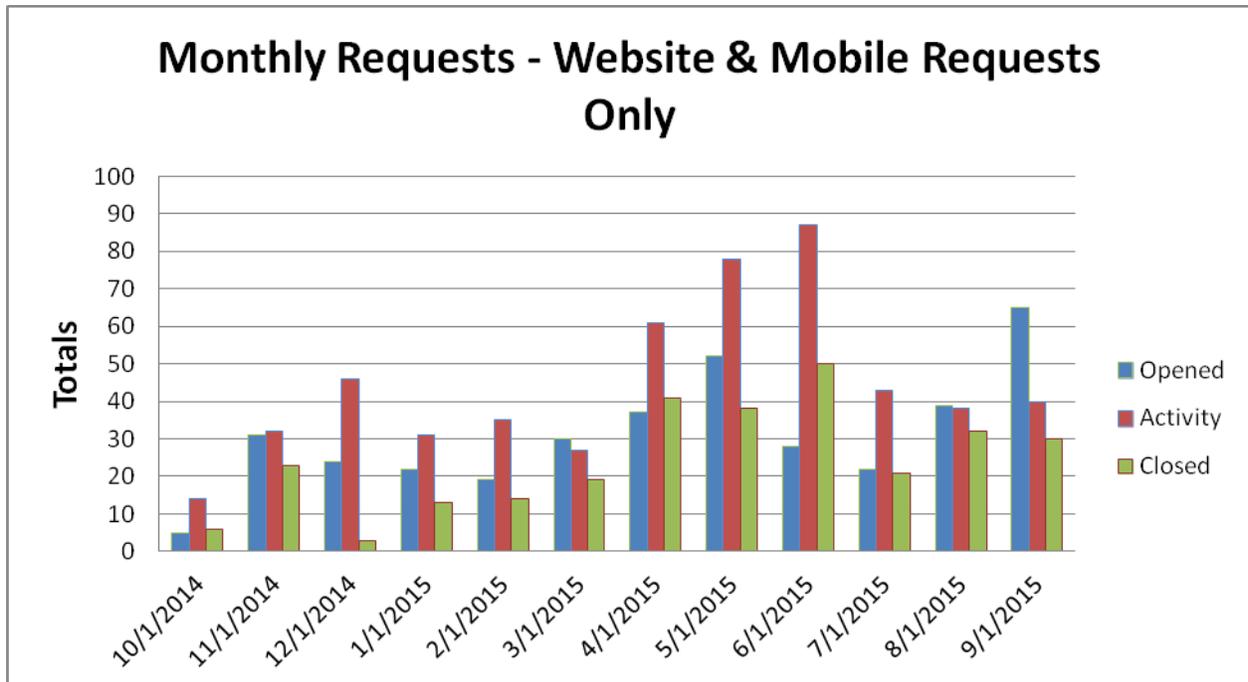


ANALYSIS

Over time, one would expect the response times to show a downward trend, as they do in the above graph. The difference from October 2014 and October 2015 is a faster response time by 18 days. It's important to note that this doesn't necessarily indicate how quickly the request was resolved, but how quickly it was closed in the system. Ideally, the day the work is done and the day the request is closed in the system would be identical. Requests not acted upon are escalated to the City Manager on average 14 days after entry.

MONTHLY ACTIVITY – WEBSITE & MOBILE APP REQUESTS ONLY

This report is similar to the previous service request activity month-by-month report, but only includes requests submitted via the GoBangor mobile app and the website.



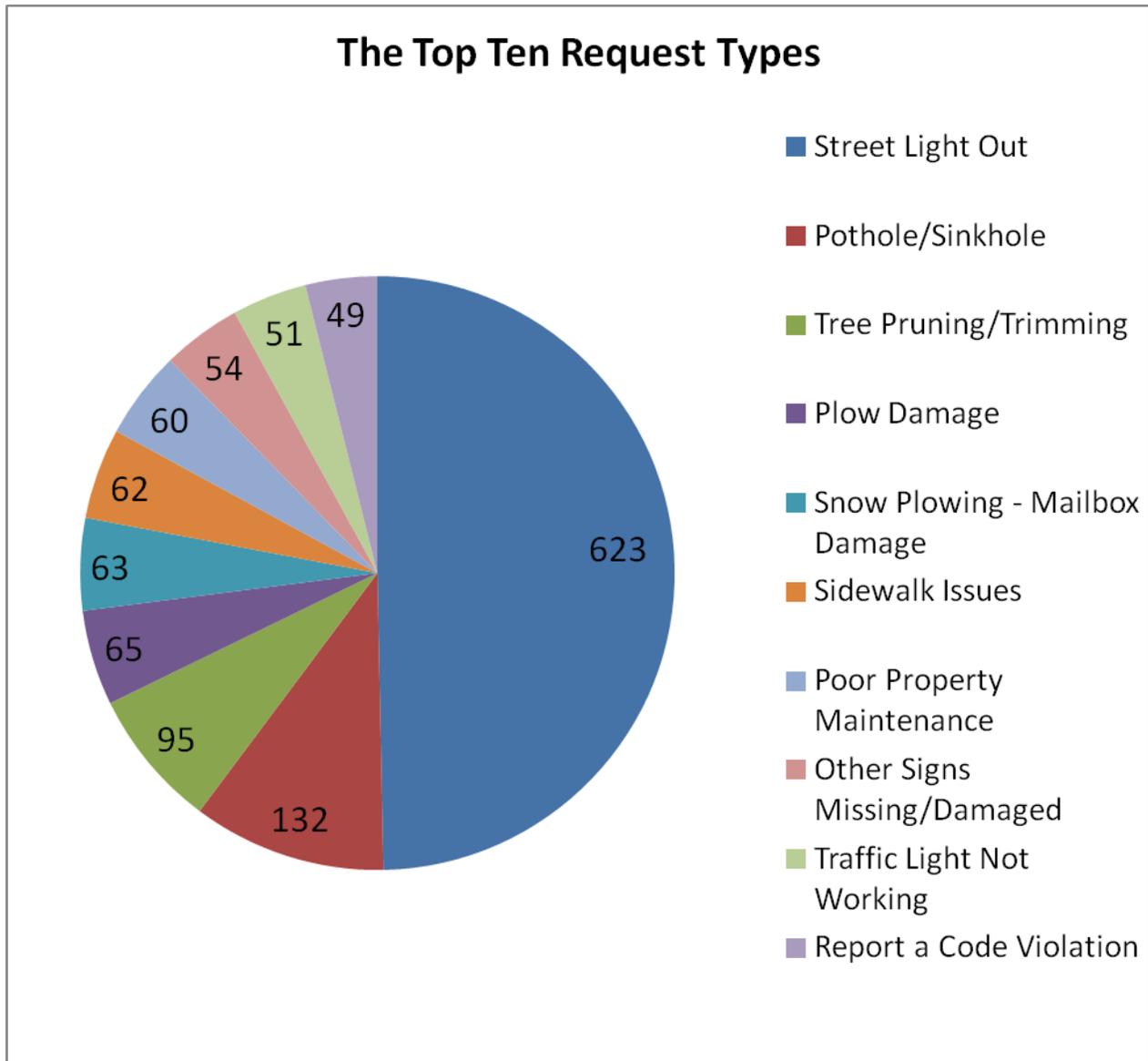
ANALYSIS

Over time, one would expect to see an increase in the number of opened requests via the website or mobile app as the City continues to promote these resources. Over the past year, the graph shows variation from month-to-month. The month with the most requests opened from the website or mobile app is September 2015 with 65. Referring to the previous graph showing all monthly activity reveals that a total of 195 service requests were entered into the system that same month. Therefore, for September, 2015, 33.33% of requests received entered the system via the City’s website or mobile app. This data is critical as the majority of requests entered via the City’s website or mobile app are not generated by City staff. Given that most of the service requests in this report are created by the public, our goal is to have a significant amount of activity on these requests as it is the activity that measures responsiveness to submitters.

To promote the GoBangor app and the website’s ‘Report a Service Request’ functionality, posters have been printed and placed in City Hall, Parks & Recreation and Health & Community Services. A Community Connector ad is also being considered in order to promote the GoBangor app.

TOP TEN REQUEST TYPES

This report shows the top ten request types entered into the system. All requests entered into the system (regardless of origin) over the year are used in estimating the top ten service request types.



ANALYSIS

Street Light Out requests represent the most common service request type. It should be noted that 577 of these requests originate within the system and likely represent City staff entering requests manually, using the system in an internal work order capacity. However, when eliminating requests that are generated internally, the top ten requests types generally do not change significantly; Pothole/Sinkhole is the most common followed by Street Light Out and then Sidewalk Issues.

COUNCIL ACTION

Item No. 16-xxx

Date: **November 9, 2015**

**Item/Subject: Order, Authorizing the Execution of Fixed Rate Pricing Contracts
with the City's Current Fuel Suppliers**

Responsible Department: Finance

Commentary:

The attached order would authorize the Finance Director or City Manager to execute fixed rate pricing contracts with the City's current fuel suppliers for purchases through June 30, 2017. The City had previously fixed fuel pricing through June 30, 2016.

With the current decline in the market price of fuel, City staff reached out to Dysart's, the City's vendor for large diesel deliveries to determine if market pricing beyond June 30, 2016 was favorable. Initial indications are that the City would have the opportunity to obtain favorable pricing well into FY 17 (suppliers can only fix costs 18 months into the future). The City's current pricing for diesel and propane through June 30, 2016 is \$2.1054 and \$1.30, respectively per gallon.

By way of an example, the City and school purchase approximately 350,000 gallons of diesel from Dysart's. The price per gallon in January 2014 was \$3.40, in January 2015 was \$2.13 and through June 30 2016 it is \$2.1054. Initial pricing beyond June 30, 2016 varies by month from \$1.8556 in July 2016 to \$2.1790 in December 2016.

As timing may be of the essence to capture the current favorable market pricing, the intent would be to minimize the downside risk to the City by authorizing City staff to execute fixed rate pricing contracts with the City's fuel suppliers, provided the pricing is at or near current fixed rate pricing. If recommended by the Committee and approved by the Council, staff will provide an update to the Finance Committee meeting following any such action.

Department Head

Manager's Comments:

City Manager

Associated Information:

Budget Approval:

Finance Director

Legal Approval:

City Solicitor

Introduced for

Passage
 First Reading
 Referral

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