



## Request for City Council Committee Action from the Department of 911/311

Date: October 14, 2008  
To: Ways & Means  
Referral to:

**Subject: Request to Receive Sponsorship Funds for 311 Services Provided to RNC**

**Recommendation:** During the period of the Republican National Convention, Minneapolis 311 served as the information hotline for delegates, guests and visitors to the event. The MSP 2008 Host Committee secured sponsorship for the RNC Information line from Qwest Communications for preparation and delivery of these services. This request is 1.) to allow Minneapolis 311 to receive the sponsorship money of \$85,000 from the MSP 2008 Host Committee and 2.) increase the appropriation for Minneapolis 311 (01600-8300200-372001) by \$85,000.

**Previous Directives: None**

Prepared by: Don Stickney 612-673-3117 Approved by: Presenters in Committee: Don Stickney
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### Reviews

- Permanent Review Committee (PRC): Approval \_\_\_ Date \_\_\_\_\_
- Civil Rights Approval Approval \_\_\_ Date \_\_\_\_\_
- Policy Review Group (PRG): Approval \_\_\_ Date \_\_\_\_\_

### Financial Impact

- No financial impact
- 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 **Increase appropriation to Minneapolis 311.**
- Request provided to the Finance Department when provided to the Committee Coordinator

### Community Impact

- Neighborhood Notification
- City Goals

- Comprehensive Plan
- Zoning Code
- Other

### **Supporting Information**

**During the period of the Republican National Convention, Minneapolis 311 served as the Information hotline for delegates, guests and visitors to the event.**

**To preclude any degradation or loss of service to Minneapolis residents, Minneapolis 311 partnered with 311 Network to provide RNC call answering services. We also contracted with a Project Manager to coordinate the logistics, outreach, marketing and management of the RNC line. Additionally, we created a knowledgebase capability specifically suited for the RNC.**



October 14, 2008



**911 / 311**  
John Dejung  
Assistant City Coordinator

**311 Center**  
Don Stickney  
3000 Minnehaha Ave. S.  
3<sup>rd</sup> Floor, 3<sup>rd</sup> PCT  
Minneapolis, MN 55406

Office (612) 673-5975  
Fax (612) 673-5970  
TTY (612) 673-2157

TO: Ways and Means Committee  
FROM: Don Stickney, Minneapolis 311  
RE: Request for Authorization to Receive Gift

During the period of the Republican National Convention, Minneapolis 311 served as the Information hotline for delegates, guests and visitors to the event.

To preclude any degradation or loss of service to Minneapolis residents, Minneapolis 311 partnered with 311 Network to provide RNC call answering services. We also contracted with a Project Manager to coordinate the logistics, outreach, marketing and management of the RNC line. Additionally, we created a knowledgebase capability specifically suited for the RNC.

The MSP 2008 Host Committee secured sponsorship for the RNC Information line from Qwest Communications in the amount of \$85,000.00. This letter serves as a formal request of Ways and Means to:

- Allow Minneapolis 311 to receive the sponsorship money due from the MSP 2008 Host Committee;
- Increase the appropriation for Minneapolis 311 by \$85,000.00.

We prepared and planned for this effort for many months and I am pleased to report that the technical and informational aspects of the project performed very well.

Please don't hesitate to contact me if you have any further questions.

Thank you,

Don Stickney  
Assistant Director 311