☒ Unknown. Study would include assessment of potential costs.
☐ Some cost to implement. Explanation:

3. **Expected participation in the process**
   ☐ Council-approved work plan
   ☐ Council Study Session
   ☒ Board/Commission Review by Bicycle and Pedestrian Advisory Commission

4. **Staff Recommendation**
   a. Position: Drop

   b. Explanation: There are already mobile Apps that allow citizens to report many service issues beyond bicycle and pedestrian problems, including street light and signal lamps burned out, leaking water, etc. A full feature reporting App is preferred to one dedicated to bicycle and pedestrian issues. Furthermore, staff does not recommend the creation of an App specifically for bicycle and pedestrian problems and, due to ongoing costs and support issues, recommends against custom App development, particularly in an immature market like mobile Apps.

   DPW and ESD currently use a Computerized Maintenance Management System (CMMS) to track work orders for such repairs in a few internal work groups, and are in the process of expanding its use across all maintenance functions. The CMMS work order tracking function is how crews are assigned to repair tasks that could eventually be reported by a mobile App. Ideally, a mobile App will integrate with CMMS and allow citizens to directly create work orders for review and assignment by supervisory staff. This approach will maximize efficiency in the use of technology by providing end-to-end logging and tracking of problems within a single system.

   ITD is not currently aware of any mobile App that provides this level of integration; all only offer limited function, stand-alone complaint tracking. Staff is committed to the concept of providing mobile problem reporting but in this case prefers to encourage the existing CMMS vendor to provide it. The CMMS vendor does offer mobile functionality for internal users of the system, as do their competitors (or they are advertising it as coming in the future). Staff recommends informing the CMMS vendor of this interest and determining their plans.

   If the CMMS vendor has no external mobile reporting plans or the timeline is unreasonable, staff can explore existing off-the-shelf mobile reporting products, encouraging those vendors to offer such

capabilities without requiring the initial and ongoing cost of custom development.

Regardless of the eventual approach of receiving problem reports from the public, staff does not believe this is an appropriate study issue as it is not a significant policy question. The costs and benefits of mobile Apps for infrastructure problem reporting can be offered to the City Council as a project budget proposal once an appropriate technology solution is identified and the back-end processes required to support it are fully operational.

Reviewed By:	Approved By:
10/1/13	10/8/13
Department Director Date	City Manager Date

2014 Council Study Issue

DPW 14-03 Communications Policy for Addressing Bicycle and Automobile Facilities

Lead Department Public Works

Sponsor(s) Bicycle and Pedestrian Advisory Commission

History 1 year ago: 2 years ago:

1. **Scope of the Study**
   a. What are the key elements of the study?

This study would recommend clarifications to references to motor vehicles and bikes in City documents. The study would look at communications policy and the style guide, to reduce assumptions about motor vehicle versus bike facilities in City documents.

   b. What precipitated this study?

The BPAC is interested in style and language policy to provide clear and distinct references to automobile facilities versus bicycle facilities. For example, rather than referring to "parking", with the assumption that the reference is to automobile parking, distinction would be made so that "bicycle parking" and "automobile parking" references are made.

   c. Is this a multiple year project? No Planned Completion Year 2014

2. **Fiscal Impact**

   a. Cost to Conduct Study
      i. Level of staff effort required (opportunity cost)
         ☐ Major ☐ Moderate ☒ Minor

ii. Amount of funding above current budget required $ 0
☐ Will seek budget supplement ☐ Will seek grant funding

iii. Explanation of Cost: The study can be completed within current staff resources.

b. Costs to Implement Study Results
☐ No cost to implement.
☒ Unknown. Study would include assessment of potential costs.
☐ Some cost to implement. Explanation:

3. **Expected participation in the process**
☐ Council-approved work plan
☐ Council Study Session
☒ Board/Commission Review by BPAC

4. **Staff Recommendation**
a. Position: Drop

b. Explanation: While the City clearly believes and supports clear communication on all issues, legislating a distinction between bicycles and automobiles in City communications is an unnecessary means of assuring clear communications. Staff is unable to identify any tangible benefits from completing the study issue.

Reviewed By:	Approved By:
Kent Steffens 10-8-13	
Department Director Date	City Manager Date