Session: **Effective Uses of Technology**

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John Keprios, City of Edina-
Access control, create awareness to facilities

- Keyless entry system
- Lock and Unlock program
- Actions can digitally recorded
- Advantages-automatically electronically locked and unlocked
    - Lost key cards can be program key useless
    - Know who and when in building
    - Individualize customized
    - Less costly to re-core a door if key is lost
    - Requires less staff/man-power to lock or unlock buildings
- Applications-restroom access
- Dial-up dedicated phone line through a modem-fax line and a computer is required at each location
- Cost $20-25K-two sites, 3 doors each computer and software
- Approx $4K per additional site plus $9 per month per site
- Disadvantages
    - Initial capital investment
    - Doesn't function well as a security system due to delay in modem dial up delay
    - Software is not user friendly, but changes are on the way
- Future-cable and wireless cable access is upcoming
- Real time connection/response
- Electric components going down in price
- Better user interface is expected in future
- Better serve public with less staff

Larry Brandts-Mpls Park and Rec Board-IT Manager for MPRB
ReserveMaster On-line Reservation System

- Online recreation service
- Management reporting tools

- Background-2001, 4MM hits annually
    - Enhancing is goal
    - 1. Improve access for public
    - 2. Internal staff to pull reports
    - TeeMaster – contacted and sister product ReserveMaster
    - Saved staff time and access information on patrons-where users are coming from
    - Parking permits
    - Evaluated other programs, but didn't have functionality looking for…capital investment of over six figures
    - Created customize software
    - $40K initial basic functionality, 35K future
    - Monthly maintenance fee $3,000 per month about $65 per month per rec center.

    - Phase implementation-all 48 rec centers are live—online electronic maintenance request form—can track work orders
    - www.Mprb.org a link on home page on how to register for program
    - Reservemaster is the host site, so when click link, users go to their site
    - Pleased about success-2,500 registration—2,000 first ½ hour!
    - 73% registration made at home
    - Survey input, "Great experience, better than waiting in rain/cold" "Registered more than if had to wait in line"
    - Eliminated cash on-site concerns,
    - Hurdles-different registration times—so standardized registration throughout MPRB. Had to figure out drop in participants…Had old work stations added with IE (internet Explorer) access
- Figuring out what data looking to collect
- Customizing software upgrades-in addition to programs, field and facilities reservations, league and lessons, consistently offer sports
- Challenges leagues
- Add Reporting
- Improve search engines
- Volunteer modules

Eric Blank, City of Plymouth
Land Logic – Maintenance Management Program

- History: 3 years ago with City Council, 200K+ assets and working in the dark ages, relying on memory of seasonal employees, capture information
- Completely integrated system initially $750K, at NRPA in Reno—Land Logic, started in golf courses
- Plymouth Creek—send them the large scale aerial photographs, they import information digitize—instant information on access—parking lot surface area, sq ft., tennis courts, within 6", lights, drinking fountains, turf mgmt, capture information, measurement, can create as many assets as wanted, email work order capabilities, start collecting data go back to paper files when time allows
- Assign work task-standards can be built upon technical data collected.
- Reports capacity
- What do we own, where and in what conditions
- 90% work currently by Landlogic maps, this summer going out for infrastructure
- Cost-10K GPS unit
- Software 8K
- Annual Operating $700
- Can collect 95% data needed
- Helps paper files, retirements

- Q & A after speaker/panel presentation

→ Notices of automatically locked, although taken down frequently
→ Programming card responsibility – one person to card, authority with Director
→ Battery powered back-up UPS
→ Vandalism-Keep doors open in anticipation of locking, prying doors open/forced entry
→ Deadbolt capabilities

→ If don't return key, log shows not returned
→ Shelter information fields available to add
→ Weddings have lots details prompted to call staff
→ Work orders, if building being fixed-
→ Fiscal system---online credit card data transfer—a coding system
→ "Class" system has a nice reporting piece—MPRB—can get whichever report
→ Based out of Minnetonka, originally TeeMaster. Guinea Pig-
→ Catalog shopping can be tracked, but difficult to guess cause and effect
→ Registered bulk, then cancelled to make sure and adjust needs/wants
→ Register on-site options as well
→ Not charging for credit card access--$5 charge not-refunded
→ Information resides on ReserveMaster system—they own code—they have data
→ ROI-Return on Investment-use system for good data
    1. Benefits-1 FTE in Plymouth
    2. Security in cash access
    3. Issue-access to computers

→ How enter data? Haven't done yet, but plan on collecting and deciding what to collect-data
→ Blueprints of buildings may be an option to include into the system
→ Work orders for routine can be create although not currently utilized
→ Council discussion, P & R went own way, each Public Works on a spreadsheet-all sewer and water for 4 years into the project.
→ ArcView integrated…per SLP, GIS compatible…shape files

→ Bulk emails are being sent out by Plymouth if they sign up to be on a distribution list
→ List Serve options to receive information they would like on a topic

- What are the greatest **challenges** you face regarding this topic? List specific examples. (This should help in determining where BPs are needed.)

    1. Interpretative Features from data collected
    2. Insurmountable data to collect
    3. Tap into the technology enhancement and incorporate into P & R field-keep in touch with generations using
    4. Wireless access demands—Plymouth Creek Civic Center, first LAN party—hook into together to play games together—12 kids for 8 hours.

- Where are the **gaps**? Where do we need to strengthen existing BPs or develop new ones?

1. Need to share information that's already collects
2. Data on health to understand constituencies

- What are the **top priorities** from this session that need to be addressed post-summit?

    - How should they be addressed?

- → Follow up at the MRPA annual conference-Plymouth Park and Rec present Land Logic application
- → Inventory of what agencies are doing as far as technology along with a four-star rating system-common goals issue running up there
- → Best vendors on web-site
- → Trail information, connectivity issues where
    - What lends itself best to a workshop?
- → Reserve Master vendor at Annual conference for a demonstration leading edge
    - To the website?
- → Link to vendor's websites and updates about likes/dislikes in the systems

- What are the **3 most important factors/ideas** to emerge from this session?
    1. A centralized repository to collect data and technology is the means to collect this data and streamline that data collection.
    2. Improved access to parks and recreation with online resources.
    3. Agencies are experiencing perceived cost benefit from the uses of technology – initial costs are being absorbed over a few years.