

> LEAGUE OF MINNESOTA CITIES <



MULTIPLE CATEGORIES TO
SHOWCASE YOUR CITY'S WORK!

2018 TOPICAL AWARD CATEGORY:
Promoting Leadership and Career Opportunities in City Government

Each and every day, city officials throughout the state of Minnesota do outstanding work that promotes quality of life in our communities. Through both individual and team efforts, they make Minnesota cities excellent places to live.

Showcase your city's excellent work—submit your entry today for the League of Minnesota Cities 2018 City of Excellence Awards!

DEADLINE: APRIL 30, 2018



ENTRY FORM

CITY OF EXCELLENCE AWARDS

Please submit the following information for each entry.

Name of city: City of Corcoran

Name of your nominated project or program: Corcoran Resident Service Terminal

Contact person: Matt Gottschalk

Title: Director of Public Safety

Phone number: (763) 420-8966

Email address: mgottschalk@ci.corcoran.mn.us

1. On a separate page, in 250 words or less, please provide a brief program/project description (to include budget, time frame, goals, collaborations, etc.).
2. Entries in both the General Entry Award and Topical Award categories will be evaluated in terms of project/program structure, project/program goals and results, project/program strengths and weaknesses, and applicability to other cities as a best practice.
3. Entries may include additional supporting documents (e.g., reports, proposals, brochures, maps, newsletters, newspaper clippings, charts or graphs, printed website pages, advertisements, or marketing pieces). Submitting entries on no more than 20 sheets of single-sided paper is helpful to our judging panel. If you choose to submit your packet in a binder, please use binders that are no more than one inch thick.
4. If possible, please submit 4-5 photos related to your project that will be featured in awards recognition promotion. Electronic submission of photos preferred.

In which category are you submitting your entry? (Choose one category—General OR Topical):

General Entry Award (check one population category):

4,999 and under

5,000 to 19,999

20,000 or more

Topical Award: Promoting Leadership and Career Opportunities in City Government

Requirements for General Award Entries:

On a separate page, in 600 words or less, please describe how your city's project/program has accomplished one or more of the following:

- a. Improved the quality of a city service.
- b. Developed an effective or innovative way to solve an old or common problem.
- c. Modified a program from another community or organization to fit your needs.
- d. Found a way to save your city money and achieve the same or better results.
- e. Creatively involved citizens or other city staff in making a decision.

Requirements for Topical Award Entries:

Has your city developed a successful process or program to recruit, hire, and/or retain new city staff or interns, particularly younger members of the workforce or people of color? Has your city taken specific actions, or identified unique and effective ways to promote opportunities among residents for serving in elected offices, or on appointed commissions? Or, has your city done anything specifically to promote the idea of pursuing city careers or leadership roles among students in grades K-12? In 600 words or less, please describe your program, project, or initiative and how it promotes leadership and career opportunities in your city. Please be specific in terms of process and outcomes.

Please note that, by submitting your entry, you are granting the LMC approval to use your entry for promotional purposes. Completed entries must be submitted or postmarked by **April 30, 2018**.

Electronic submissions are encouraged.

Send via email to: Don Reeder at dreeder@lmc.org

Send via mail to: City of Excellence Awards
Attn: Don Reeder, Asst. Director of Communications
League of Minnesota Cities
145 University Avenue West
St. Paul, MN 55103-2044

CLEAR FORM



CITY OF CORCORAN

A Hidden Gem Waiting To Be Discovered

www.ci.corcoran.mn.us

Corcoran's Resident Service Terminal

The City of Corcoran's Police Department set a strategic goal of becoming a paperless police department. In achieving this goal, staff made it a priority to only consider options that would also increase efficiency and improve customer experience. The largest step in this transition was to stop generating paper documents wherever possible while maintaining consistent work-flow and appropriate checks and balances.

With this end in mind staff developed an interactive hardware/software combination that is referred to as a Resident Service Terminal. The lobby or resident side of the terminal consists of an interactive 23" touchscreen display. The staff side consists of an all-in-one 23" touchscreen computer paired with an ID card scanner. The screens mirror each other providing both sides with the same experience when the resident monitor is activated. The terminal connects to the internet through a stand-alone wireless network that is independent of any other city networks.

The City has utilized a very simple software suite to generate all of its internal forms. These forms can be filled out independently by the customer or with assistance from staff. Once completed, the software automatically submits the forms to the residents' email address and any applicable staff members.

This system has allowed the police department to transition to a nearly completely paperless lobby service, improved internal work flow, significant amounts of paper savings, as well as providing digital access to a multitude of other city resources all at our residents' fingertips. The City has received very positive reviews from residents.

Administrative Offices
8200 County Road 116
Corcoran, MN 55340
Phone: 763-420-2288

Police Department Offices
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Corcoran, MN 55340
Phone: 763-420-8966

Public Works Offices
9100 County Road 19
Corcoran, MN 55357
Phone: 763-420-2652



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Corcoran's Resident Service Terminal

In 2017 the City of Corcoran's Police Department began seeking ways reduce the storage issues associated with the abundance of paper forms created in serving our residents while improving our customer service interface and becoming more environmentally responsible. The City devised a plan to leverage technology in the furtherance of these goals. Through consultation with city staff, contract IT staff, and IT vendors the City's new Resident Service Terminal was developed.

The lobby or resident side of the terminal consists of an interactive 23" touchscreen display. The staff side consists of an all-in-one 23" touchscreen computer paired with an ID card scanner. The screens mirror each other providing both sides with the same experience when the resident monitor is activated. The terminal connects to the internet through a stand-alone wireless network that is independent of any other city networks.

With the implementation of Corcoran's new Resident Service Terminal, the City has dramatically improved the quality of service to its residents. Residents now receive their permits and requests from the City in digital form within minutes of their submission. With this new innovation our residents have their city records at their fingertips on any device with email access. For example, in the past, residents would have to complete a paper burn permit and carry it with them while they conduct their burn. Now, when the resident completes the electronic form, a copy is instantly emailed to our records division for data entry, our finance staff for auditing purposes, any applicable fire department staff, and the resident. The resident can now access their permit directly from their smartphone rather than managing a paper permit during the course of a burn. This same format is used to document a majority of our customer service functions including burn permits, data requests, payment receipts, police ride-along requests, and model release forms.

The innovation does not end there. Phase two of the project has taken it to the streets. Staff has expanded the capability of the system and now utilizes the same technology and form suite on an i-pad or cell phone for mobile use throughout the community. Some successful examples include receipts at city clean-up day, photo release forms at events, and burn permits while on the site of a previously unregistered burn.

City staff have been directly involved from the bottom up to design the forms and generate the work-flow internally. This level of customization has been met with rave reviews from staff and residents alike. Not only has the City saved significant money in paper and ink but the work flow and record trail are consistent and easy to follow.

The success of this model has lead to its planned implementation across multiple city departments and its flexibility has resulted in a solution that can be adapted to fit multiple platforms and users. This project is just one of the many ways that Corcoran staff are adapting our operations to serve our community in more effective and efficient ways.

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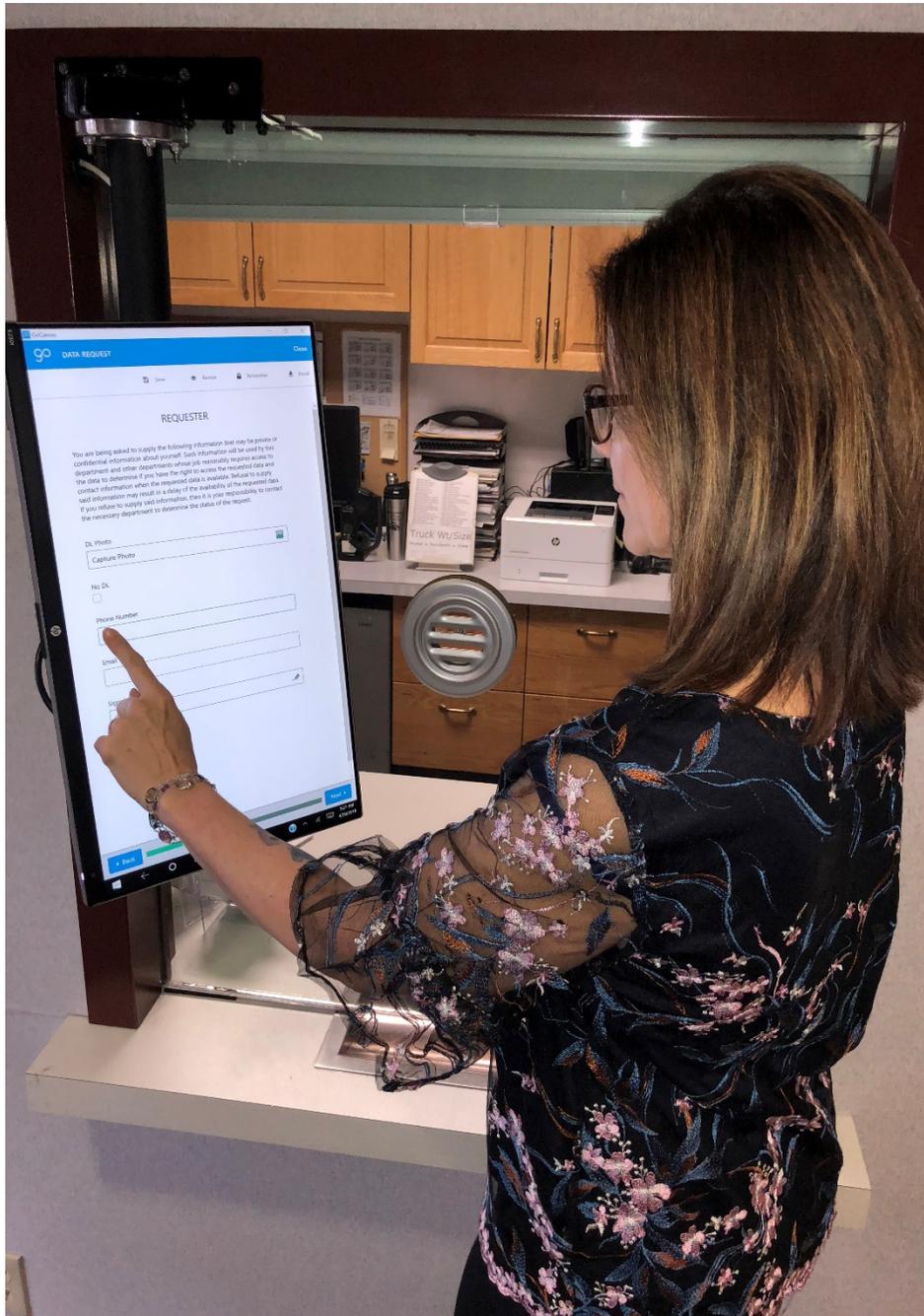


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In the Lobby



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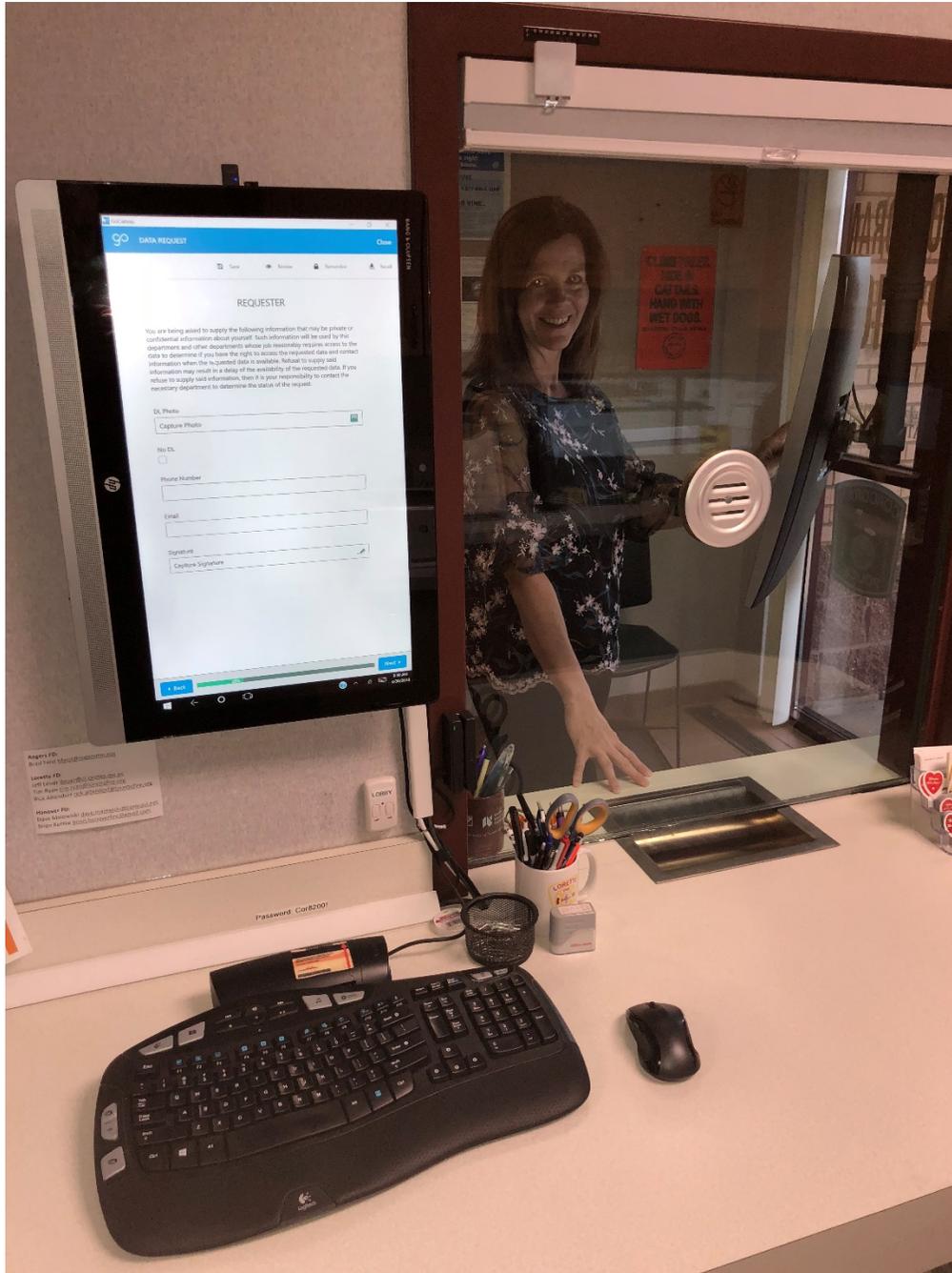


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Staff Workstation



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In the Field



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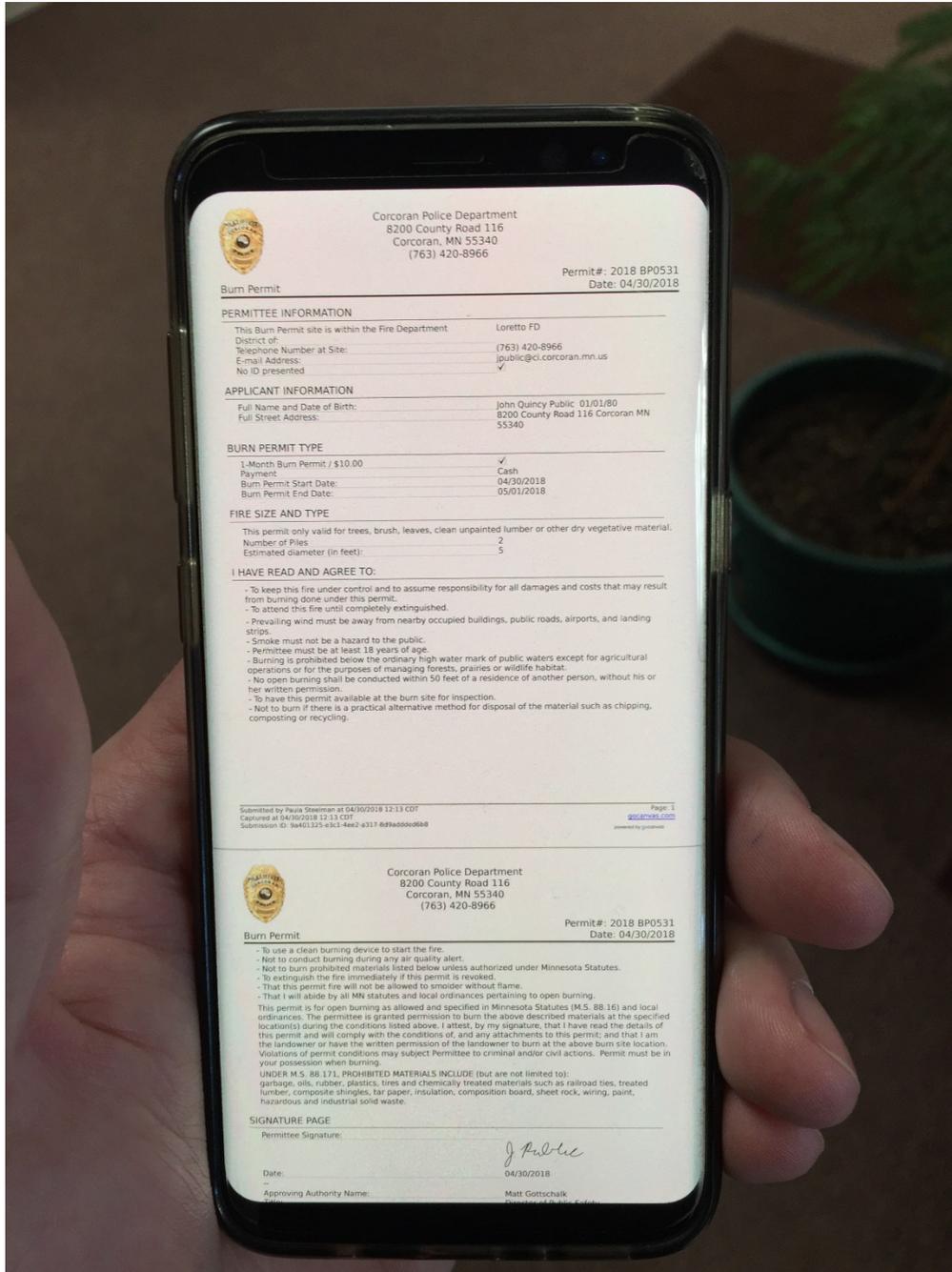


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Documents on the Go



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