



ORGANIZATIONAL ANALYSIS

A FIVE YEAR PLAN TO HELP US CARE WELL FOR OUR
ORGANIZATION AND COMMUNITY

2024

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INTRODUCTION

This organizational analysis is a five-year strategic plan that guides our organizational decision making to care well for the people who do the same for our community.

Updated annually, the organizational analysis is a new plan every year designed to inform our budget, and includes three elements:

- 1 Staffing**
A plan to ensure we have the right people in the right positions to serve the community.
- 2 Compensation**
A strategy to ensure the returns for work attract, motivate and retain people.
- 3 Service**
An inventory overview of the service we provide to the community.

ORGANIZATIONAL ANALYSIS

STAFFING PROCESS

This staffing plan aligns people with our strategic priorities. It helps us plan for the future and inform annual budget decisions. The leadership team creates an updated organizational analysis staffing plan each year through the following steps:

- Plan:** Department strategic plans or studies identify position needs for the next five years
- Review:** Data and analysis support position needs to inform implementation
- Decide:** Positions identified for the next year are assessed through the budget process

> Plan

The organizational analysis is a living staffing plan. Departments identify future goals and the resources necessary to meet community needs. Planning results in department requests for positions annually.

- Department Strategic Plans:** A three-year strategy to ensure clarity and alignment between our work and our strategic priorities.
- Annual Work Plans:** Outline each department’s specific activities, responsibilities and milestones for the upcoming year.

> Review

Department studies identify data to inform staffing needs and organizational structure. The leadership team focuses on effective use of resources as we plan for future staffing and structure through the organizational analysis. Departments inform the organizational analysis through staffing and operational studies focused on:

- Community Needs:** Reflecting what our community needs and the expectations of the City Council

- Organizational Effectiveness:** Using resources wisely, streamlining people, operations and process
- Market Conditions:** Assessing our staffing strategy among our market cities

All organizational analysis positions are included as placeholders, subject to change, based on community and organizational priorities, operational studies and funding alternatives. No positions that require study will be considered in the next immediate year.

> Decide

Every year, positions will inform the City Manager’s budget recommendation to the City Council for consideration and direction. During the budget process, departments formally request positions for the following year:

- May:** Leaders start department strategic plan presentations to the City Council
- July:** City Manager reviews requests to identify positions to include in budget recommendation
- December:** City Council adopts final budget and tax levy

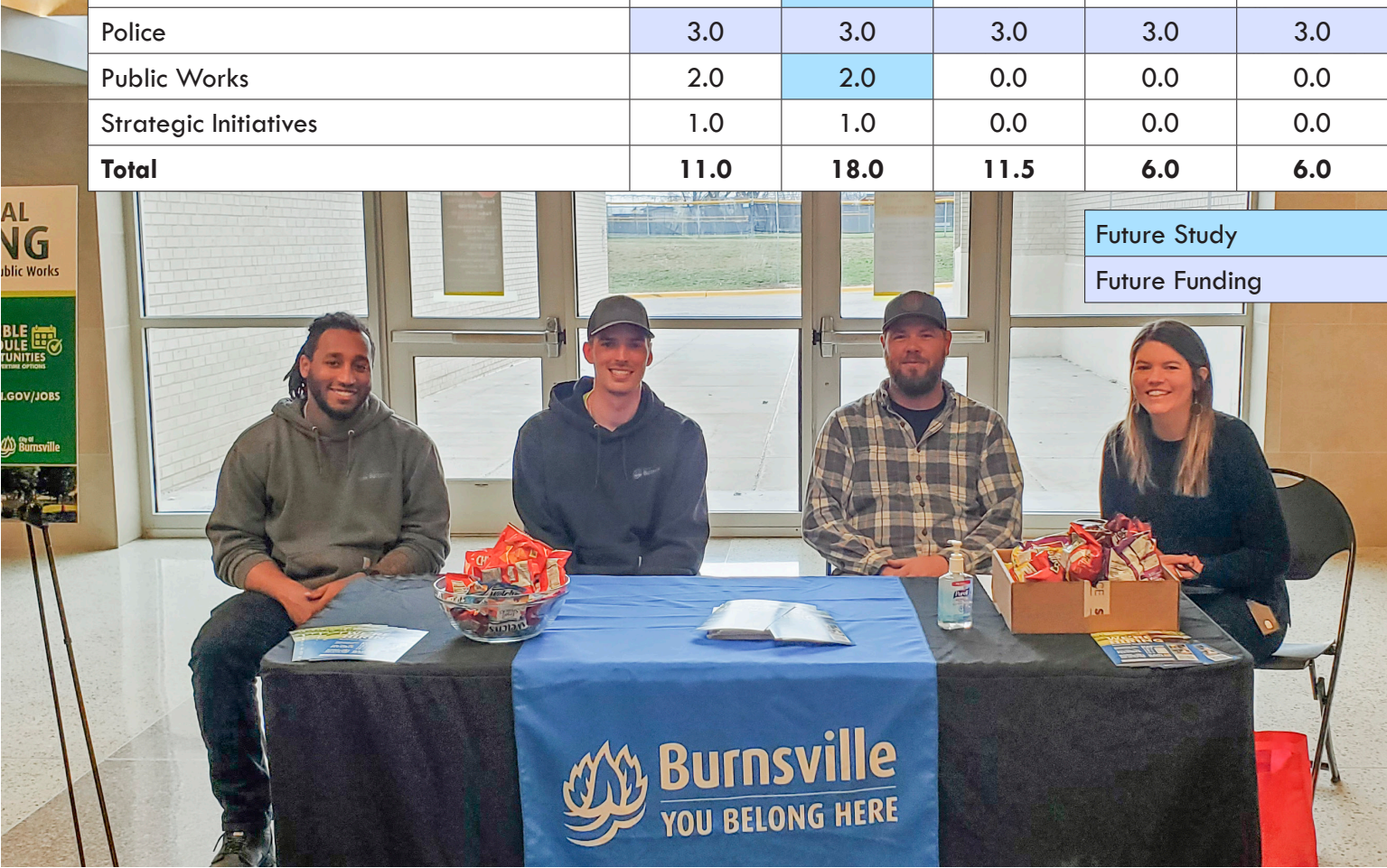
At the end of the budget process each year, the organizational analysis staffing plan is updated to reflect budget approved positions.

STAFFING FRAMEWORK

The following framework includes potential additional employees added from 2025 – 2029 per department. For every new full-time equivalent identified in the organizational analysis, positions will be identified and differentiated based on their status:

- Future Study:** Department requests that require data to inform implementation
- Future Funding:** Positions for implementation by a study that require funding alternatives and discussion with the City Council

Department	2025	2026	2027	2028	2029
City Clerk	0.0	0.0	0.0	0.0	0.0
Community Development	1.0	2.0	0.0	0.0	0.0
Communications and Community Engagement	0.0	1.0	1.5	0.0	0.0
Finance	1.0	1.0	0.0	0.0	0.0
Fire	3.0	6.0	6.0	3.0	3.0
Human Resources	0.0	0.0	0.0	0.0	0.0
Information Technology	0.0	1.0	1.0	0.0	0.0
Parks, Recreation and Facilities	0.0	1.0	0.0	0.0	0.0
Police	3.0	3.0	3.0	3.0	3.0
Public Works	2.0	2.0	0.0	0.0	0.0
Strategic Initiatives	1.0	1.0	0.0	0.0	0.0
Total	11.0	18.0	11.5	6.0	6.0





City Clerk's Office

HOW WE SERVE

- Developing and maintaining reports, minutes and other data and reporting to the City Council and community
- Managing City Council meetings and developing agendas, backgrounds and reports
- Administering and responding to data practices requests
- Administering elections, election judges and absentee/early voting
- Administering business license applications and processes
- Overseeing the City's Code Review Task Force

SEE DETAILED SERVICE INVENTORY
ON PAGE 36



WHAT WE WANT TO ACCOMPLISH - OUR THREE MOST IMPORTANT THINGS

- 1 Successful Execution of Elections
- 2 Improvements to Business Licensing
- 3 Focus on Retention, Access and Efficient Storage of Information

HOW DO FUTURE POSITIONS HELP US BETTER MEET COMMUNITY NEEDS?

Future positions will be developed based on the needs of the community and the following objectives:



High Quality Election/Voter Education and Services



Customer-Focused Business Licensing and Renewals

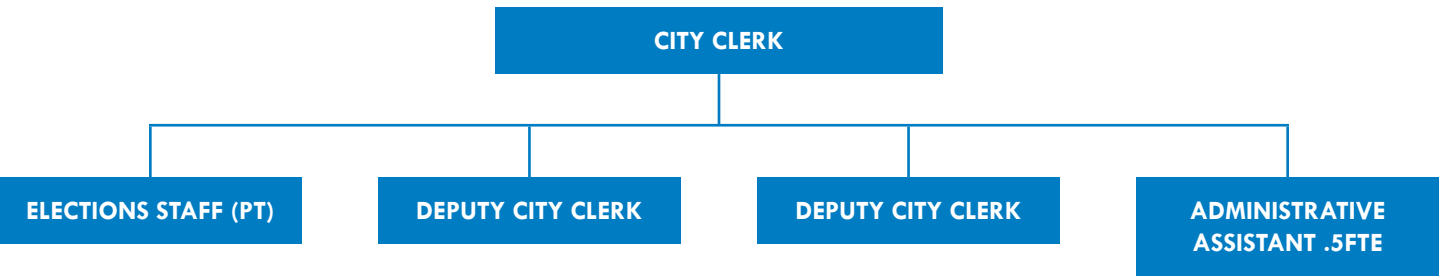


Administrative Support of the Mayor, City Council, Public Meetings, Records Retention and Data Practices

PROPOSED FTEs

3.5 **>** **+0**
CURRENT FTEs PROPOSED ADDITIONAL FTEs

CURRENT DEPARTMENT STRUCTURE





Communications and Community Engagement

HOW WE SERVE

- Connecting with the community in intentional ways around projects that are meaningful to them
- Utilizing multi-channel levels of communications and engagement
- Reaching diverse audiences as well as the community as a whole
- Communicating and engaging in a variety of ways to allow everyone to connect in ways that are comfortable and meaningful to them
- Telling the City's stories through video, print, digital, etc.
- Making connections and forming relationships in the City and community
- Keeping residents, businesses and visitors connected to what's happening in City government and around the community
- Planning and implementing events and engagement opportunities
- Creating excellent customer service experiences for everyone who calls or visits City Hall
- Championing and training staff on best practices for community engagement
- Ensuring City messages are effective and trusted by the community
- Managing two-way communication methods between the City and community to ensure the City is listening and responding to community needs

SEE DETAILED SERVICE INVENTORY
ON PAGE 40

PROPOSED FTEs

10 **>** **+2.5**
CURRENT FTEs PROPOSED FTEs 2025 AND BEYOND

2026

- Community Engagement Specialist (1) - Future Study
- Multimedia Producer (1) - Future Study

2027

- Special Events Coordinator (1) - Future Study

**Proposed Communications & Community Engagement staffing will be further informed by a future department staffing assessment.*



WHAT WE WANT TO ACCOMPLISH - OUR THREE MOST IMPORTANT THINGS

- 1 Increase Engagement Efforts Across the Community
- 2 Provide Consistent, Frequent and Relevant Outreach to Build Trust in the City
- 3 Improve Efficiencies and Workflows Through Innovative Uses of Technology

HOW DO FUTURE POSITIONS HELP US BETTER MEET COMMUNITY NEEDS?

Future positions will be developed based on the needs of the community and the following objectives:



Timely Communication - Meeting Expectations on Information Delivery

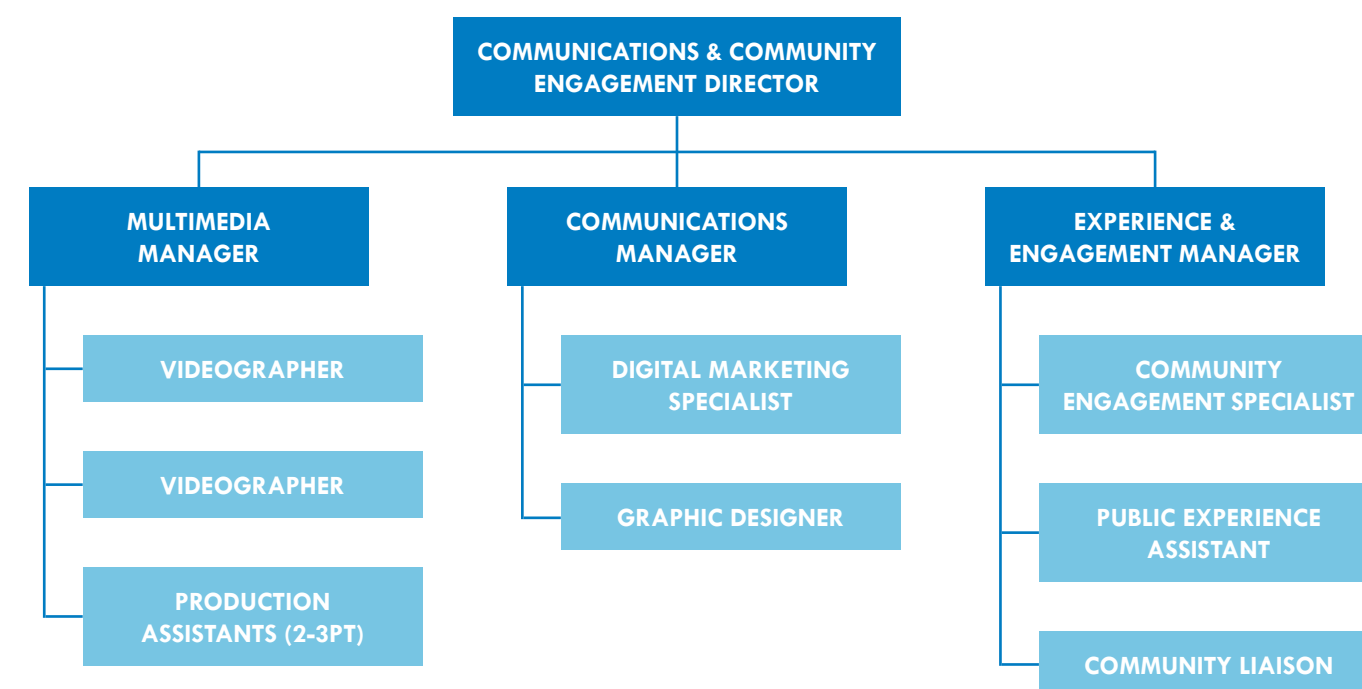


Evolving Technology - Choosing the Right Tools to Reach the Right People in the Right Moment



Changing Demographics - Customizing Strategies for a Variety of Ages, Languages, Abilities, etc.

CURRENT DEPARTMENT STRUCTURE





Community Development

HOW WE SERVE

- Developing and implementing the City's Comprehensive Plan
- Developing and administering zoning ordinances
- Facilitating development and redevelopment
- Facilitating public/private partnerships, grants, loans and public financing
- Reviewing and analyzing development and construction plans
- Conducting State building code inspections
- Administering licenses and permits to protect health, safety and welfare
- Conducting rental inspections to ensure safe and healthy living conditions
- Consulting on development, tenant improvements, code compliance and licensing
- Providing resident services and resources to support vibrant neighborhoods
- Building relationships and supporting the business community
- Supporting the Planning and Economic Development Commissions

SEE DETAILED SERVICE INVENTORY
ON PAGE 46

PROPOSED FTEs

20 > +3

CURRENT
FTEs

PROPOSED FTEs 2025
AND BEYOND

2024

- Assistant Building Official (1)

2025

- Electrical Inspector (1)

2026

- Housing Specialist (1)
- Economic Development Specialist (1)

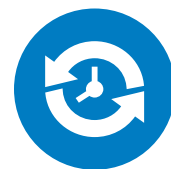


WHAT WE WANT TO ACCOMPLISH - OUR THREE MOST IMPORTANT THINGS

- 1 Support Economic Development in Burnsville
- 2 Support Investments in Housing
- 3 Focus on Our Services to the Community

HOW DO FUTURE POSITIONS HELP US BETTER MEET COMMUNITY NEEDS?

Future positions will be developed based on the
needs of the community and the following objectives:



Ensure Responsive and Timely Services to
the Community

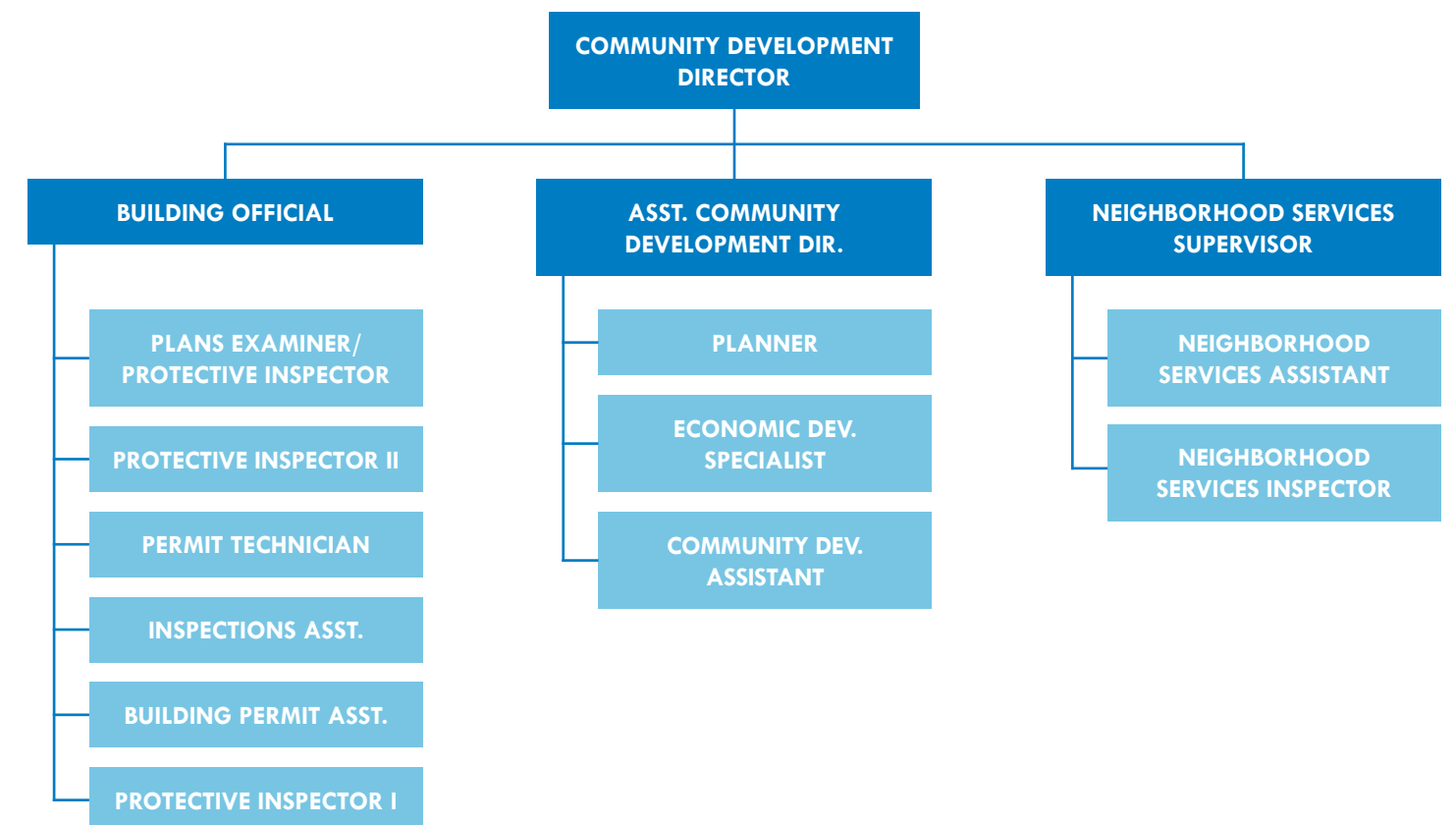


Provide Leadership and Support for
Implementation of the Housing Investment
Outcomes



Provide Leadership and Support
for Implementation of the Economic
Development Outcomes

CURRENT DEPARTMENT STRUCTURE





Finance

HOW WE SERVE

- Providing stewardship of the City's financial resources to serve the community today and in the future
- Undertaking detailed accounting and auditing of City funds
- Providing multiple-year financial planning and budgeting of revenues and expenditures
- Conducting maintenance of financial records and reporting in alignment with requirements
- Providing support for grant accounting and reporting
- Overseeing debt management and capital financing
- Providing financial advice and support to other City departments

SEE DETAILED SERVICE INVENTORY
ON PAGE 52

PROPOSED FTEs

9 **>** **+2**
CURRENT FTEs PROPOSED FTEs 2025 AND BEYOND

2024

- Budget Manager (1)

2025

- Grants Coordinator (1)

2026

- Financial Analyst (1)



WHAT WE WANT TO ACCOMPLISH - OUR THREE MOST IMPORTANT THINGS

- 1 Continue to Enhance the Budget and CIP Process
- 2 Maintain and Implement Practices to Promote Financial Sustainability
- 3 Enhance Our Service to the Organization and Community by Using Our Strengths

HOW DO FUTURE POSITIONS HELP US BETTER MEET COMMUNITY NEEDS?

Future positions will be developed based on the needs of the community and the following objectives:



High-Quality Budget Oversight, Monitoring and Financial Performance Analysis

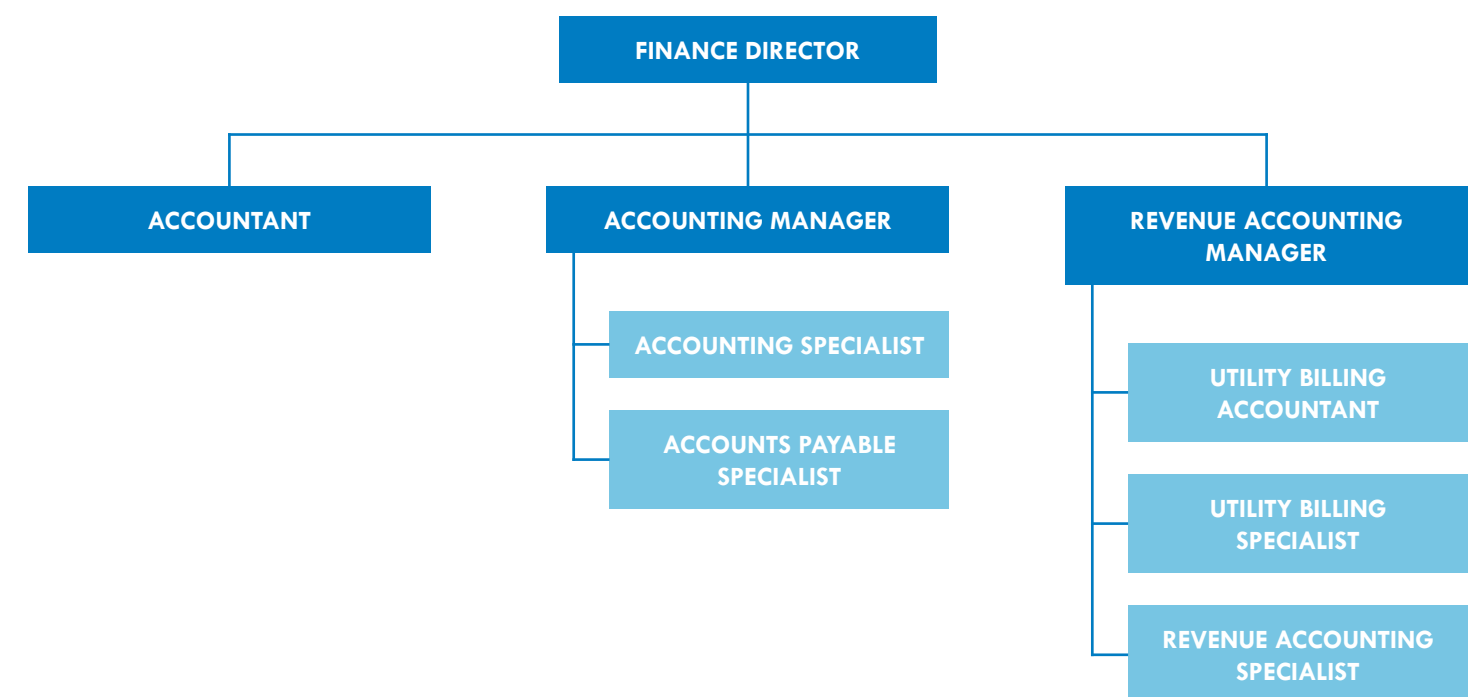


Develop, Coordinate and Manage Increasing Grant Applications and Reporting



Sustainable Stewardship of Public Funds

CURRENT DEPARTMENT STRUCTURE





Fire

HOW WE SERVE

- Providing efficient, effective and high-quality fire, medical, rescue and prevention services to the community
- Helping reduce risk through prevention and response
- Conducting fire code inspections and reviewing building plans
- Providing youth and adult fire safety and prevention presentations, CPR and AED training, and contractor/building-owner education
- Continuum of tools to reduce risk and increase safety for residents
- Ensure compliance with State and Federal fire and emergency regulations

SEE DETAILED SERVICE INVENTORY
ON PAGE 54

PROPOSED FTEs

48 **>** **+18**
CURRENT FTEs PROPOSED FTEs 2025 AND BEYOND

2024

- Firefighter/Paramedic (3)
- Data Analyst (1)

2026

- Firefighter/Paramedic (3)
- Battalion Chief (3)

2027

- Firefighter/Paramedic (3) - *Future Study*
- Cadet (3) - *Future Study*

2028

- Firefighter/Paramedic (3) - *Future Study*

2029

- Firefighter/Paramedic (3) - *Future Study*

**Proposed Fire Department staffing will be further informed by the "Standard of Cover," which will be updated again in 2025.*

HOW DO FUTURE POSITIONS HELP US BETTER MEET COMMUNITY NEEDS?

Future positions will be developed based on the needs of the community and the following objectives:



Ensure Essential Personnel for Community Fire, Medical and Emergency Response



Maintain Innovative Mental Health Care Solutions



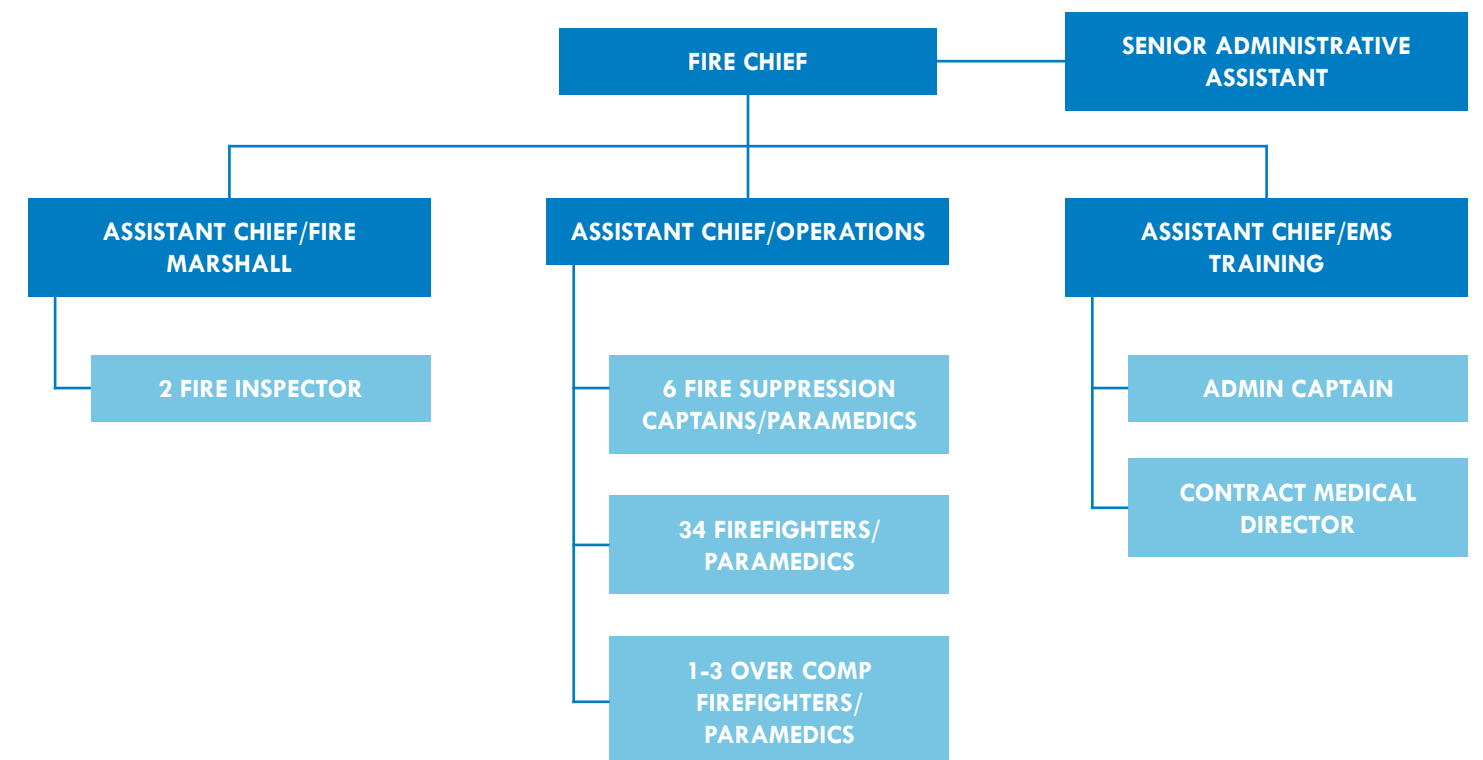
Community Public Health and Fire Risk Reduction



WHAT WE WANT TO ACCOMPLISH - OUR THREE MOST IMPORTANT THINGS

- 1 Improve Multifaceted Community Risk Reduction
- 2 Enhance On-Shift Staffing, Continuous Improvement of Operations, and Firefighter Wellness Practices
- 3 Drive Mental Health Care System Innovation

CURRENT DEPARTMENT STRUCTURE





Human Resources

HOW WE SERVE

- Ensuring our people get paid and have affordable insurance options to care for themselves and their families
- Providing our people with access to resources they need
- Taking care of our people during times of injury, illness or other events that require time away from work
- Providing expectations of work through job descriptions, coaching and performance management
- Providing a positive employment experience through employee-friendly policies and procedures that recognize we are human and allow for flexibility and work-life balance
- Promoting employee wellbeing and maintaining safe working environments for our teams through various committees and programs
- Celebrating and supporting our teams and individuals through employee events, promotions, retirements, etc.
- Helping recruit, onboard and offboard team members

SEE DETAILED SERVICE INVENTORY
ON PAGE 64

PROPOSED FTEs

5 **>** **+0**
CURRENT FTEs PROPOSED FTEs 2025 AND BEYOND

- 2024
- Human Resource Partner (1)

HOW DO FUTURE POSITIONS HELP US BETTER MEET COMMUNITY NEEDS?

Future positions will be developed based on the needs of the community and the following objectives:

-  Recruit and Onboard High-Quality Candidates
-  Implement, Monitor and Evaluate Employee Pay, Benefits and Employee-Friendly Employment Policies
-  Care Well for Employees So They Can Do the Same for the Community



WHAT WE WANT TO ACCOMPLISH - OUR THREE MOST IMPORTANT THINGS

- 1 Implement the Organizational Analysis
- 2 Invest in Health and Wellbeing of Staff
- 3 Provided Employee-Centered Service

CURRENT DEPARTMENT STRUCTURE





Information Technology

HOW WE SERVE

- Providing service desk support and IT operations services for all staff and partner organizations
- Delivering application management, licensing, support, hosting and integration services
- Managing GIS strategic initiatives, planning and coordination
- Planning for infrastructure, implementation, asset management and support
- Providing systems resilience, redundancy and disaster recovery
- Protecting systems through risk management and security of systems, facilities and other assets
- Leading procurement of systems, technologies and portfolio management
- Consulting on standards, policies and procedures for systems and services
- Managing leasing of telecommunications assets, including fiber, towers, monopoles and facilities

SEE DETAILED SERVICE INVENTORY
ON PAGE 68

PROPOSED FTEs

10 **>** **+2**
CURRENT FTEs PROPOSED
ADDITIONAL FTEs

2026

- IT Engineer (1) - Future Study

2027

- Collaboration Specialist (1) - Future Study

**Proposed Information Technology staffing will be further informed by the "IT Maturity Assessment," which is updated regularly.*

HOW DO FUTURE POSITIONS HELP US BETTER MEET COMMUNITY NEEDS?

Future positions will be developed based on the needs of the community and the following objectives:



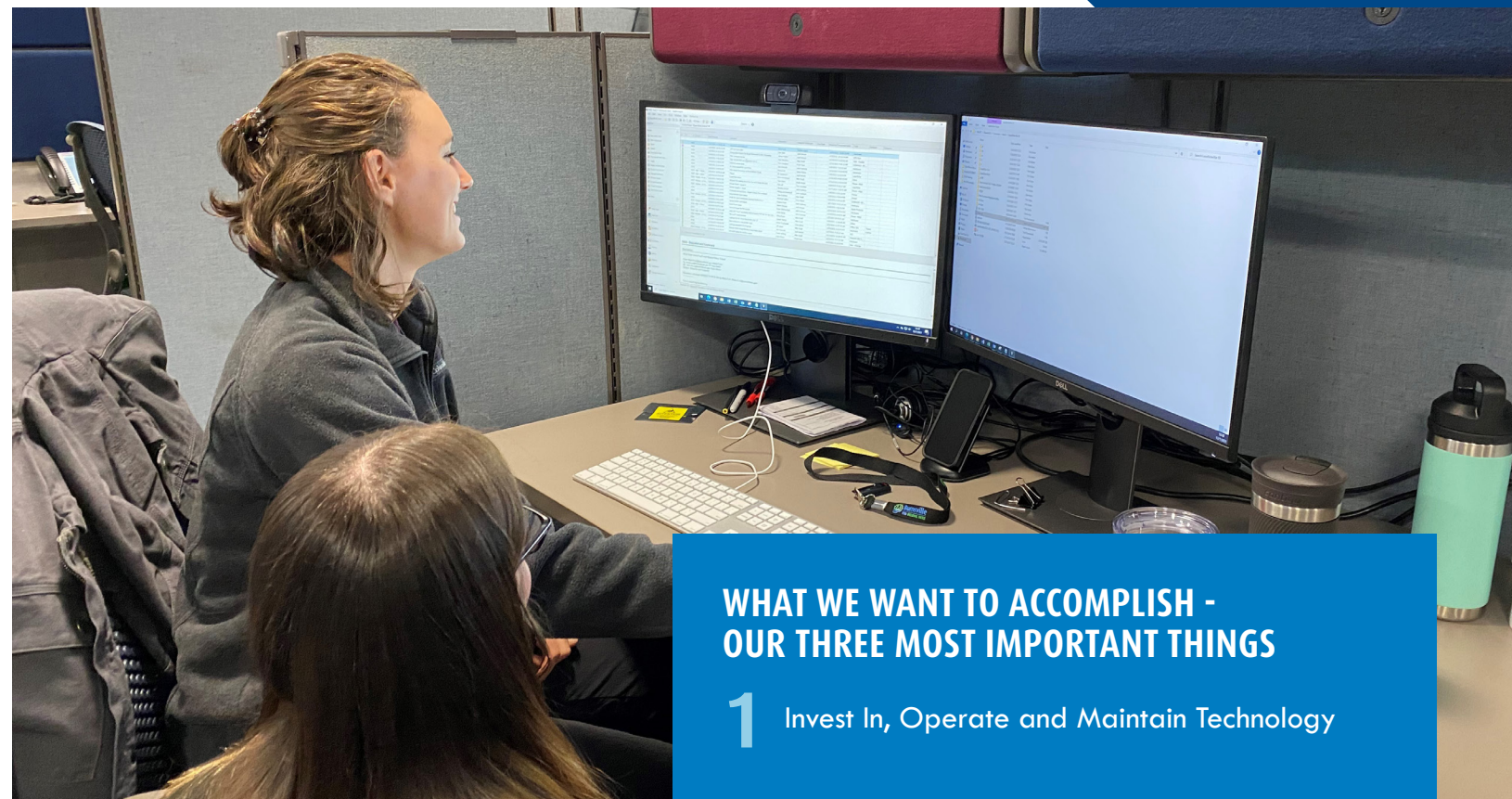
Keep Current with Ever-changing Technology and Growing Number of Systems and Assets



Best-in-Class Digital and Online Security Protocols and Assessments



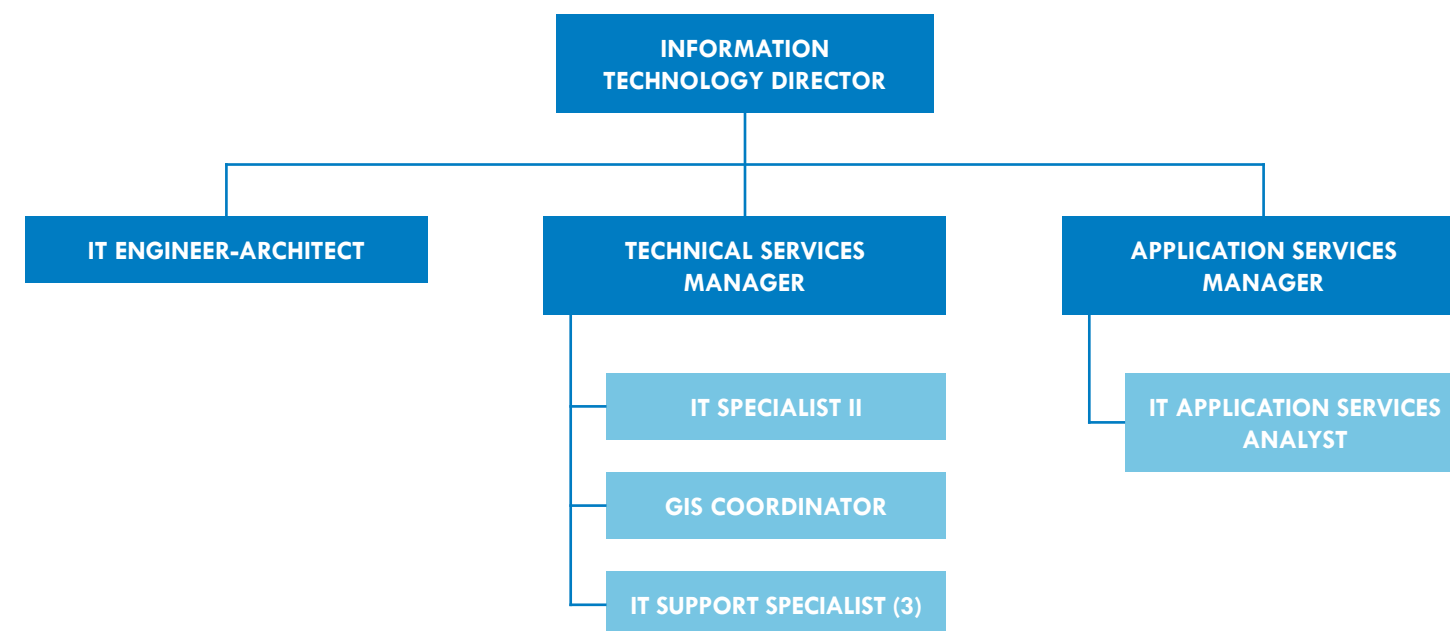
Maintenance and Support for Department-Specific Digital Platforms



WHAT WE WANT TO ACCOMPLISH - OUR THREE MOST IMPORTANT THINGS

- 1 Invest In, Operate and Maintain Technology
- 2 Optimize Services and Operational Maturity
- 3 Boost Employee Innovation and Resourcefulness

CURRENT DEPARTMENT STRUCTURE





Police

HOW WE SERVE

- Providing 24/7, 365 emergency response services grounded in mission, core values and procedural justice
- Providing specialty policing resources in patrol, investigations, school & community resources, behavioral health, domestic abuse response, emergency action group, negotiations/crisis management, field training, K-9, evidence team, traffic and use of force instruction
- Administering emergency management training, property evidence, records, data/audits, training and customer service/engagement related to policing
- Embracing a Community Oriented Policing philosophy, developing relationships with community members, building trust, and working together to solve crime and increase public safety

SEE DETAILED SERVICE INVENTORY
ON PAGE 76

PROPOSED FTEs

102 > +15

CURRENT
FTEs

PROPOSED FTEs 2025
AND BEYOND

2024

- Deputy Police Chief (1)
- Behavioral Health Unit Analyst (1)
- Community Service Officer (2.4)

2025

- Police Officer (3) - *Future Funding*

2026

- Police Officer (3) - *Future Funding*

2027

- Police Officer (3) - *Future Funding*

2028

- Police Officer (3) - *Future Funding*

2029

- Police Officer (3) - *Future Funding*

**Proposed Police staffing will be further informed by the "Police Staffing Assessment" completed in 2023 and updated every five years.*

HOW DO FUTURE POSITIONS HELP US BETTER MEET COMMUNITY NEEDS?

Future positions will be developed based on the needs of the community and the following objectives:



Ensure Essential 24/7 Public Safety Service



High Quality Training and Development that Fosters Professional Growth and Adheres to Mission Values and Culture



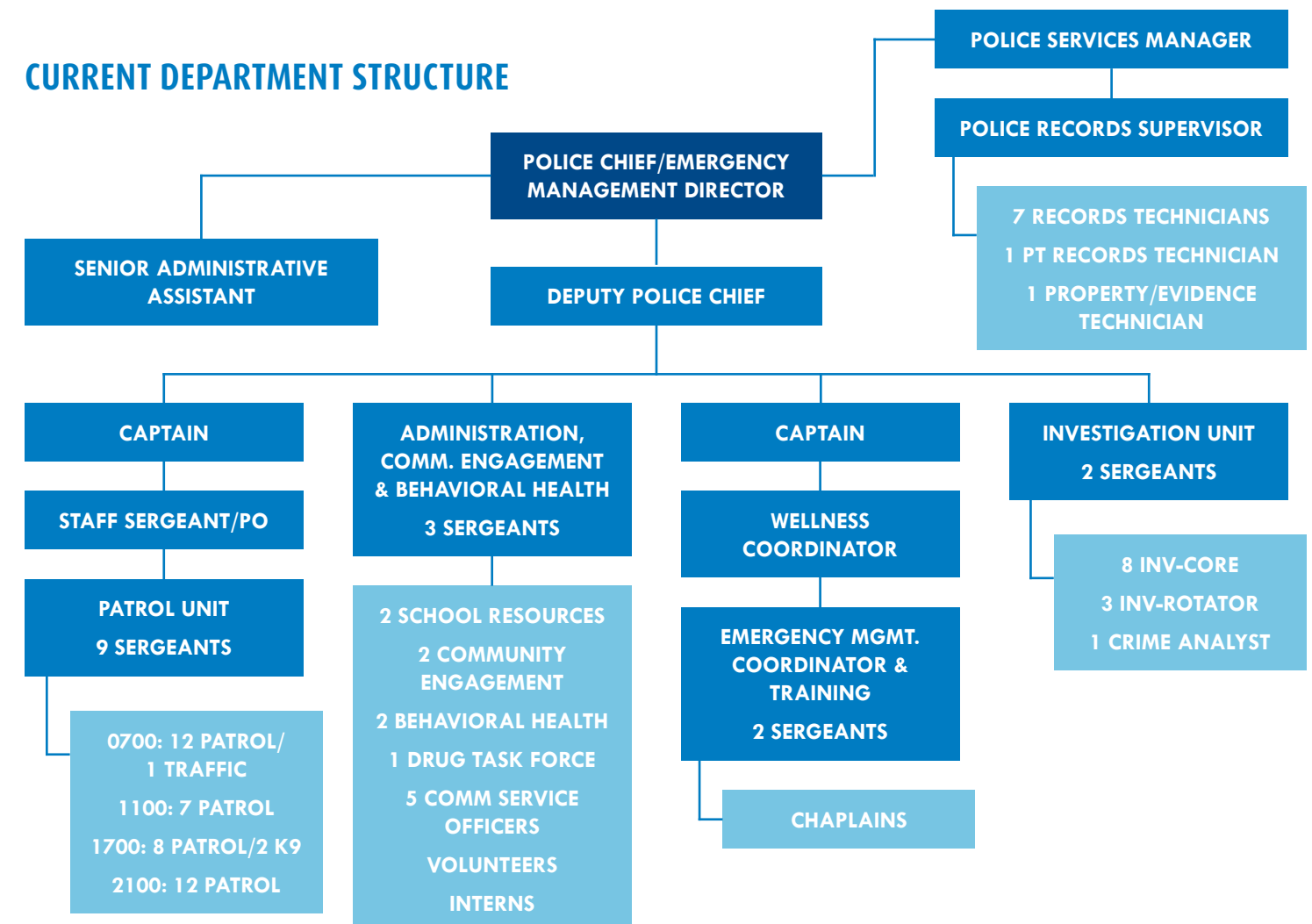
Ongoing Trust and Legitimacy with Community through Inclusivity and Collaboration



WHAT WE WANT TO ACCOMPLISH - OUR THREE MOST IMPORTANT THINGS

- 1 Ensure the Safety of Our Community and Our Officers, and Increase Health and Wellness Initiatives
- 2 Drive Forward Our Mission, Values and Culture, and Align with City Strategic Priorities
- 3 Recruit and Retain Professional, Highly Trained and Engaged Staff

CURRENT DEPARTMENT STRUCTURE





Public Works & Engineering

HOW WE SERVE

- Planning, engineering and replacement of City infrastructure
- Overseeing utility permitting, right-of-way management, special assessments, erosion control and GIS/asset management
- Repairing, purchasing, maintaining, fueling, licensing and insuring City fleet
- Managing natural resources, sustainability, forestry/landscaping, recycling, upland/wildlife, watershed district administration and surface water
- Maintaining City parks, field/turf irrigation, park reservations, garbage removal, mowing and landscaping
- Providing street drainage and pavement maintenance, sweeping, vegetation management, pond/lake drainage structures, streetlights and signs, snow removal and emergency response
- Overseeing drinking water systems and distribution, wastewater collection/routing, SCADA and monitoring, utility locates and service calls/meters

SEE DETAILED SERVICE INVENTORY
ON PAGE 88

PROPOSED FTEs

78 > +4

CURRENT
FTEs

PROPOSED FTEs 2025
AND BEYOND

2024

- Engineering Specialist (1)
- Project Manager (1)

2025

- Water Treatment Plant Operator (1) - *Future Study*
- Parks Maintenance (1) - *Future Study*

2026

- Utility Operator (1) - *Future Study*
- Fleet Maintenance (1) - *Future Study*

**Proposed Public Works & Engineering staffing will be further informed by a future department staffing assessment.*



WHAT WE WANT TO ACCOMPLISH - OUR THREE MOST IMPORTANT THINGS

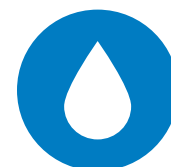
- 1 Operate and Maintain Existing Infrastructure
- 2 Integrate Sustainability Practices Into City Operations and the Community, and Steward Natural Resources
- 3 Enhance Employee Engagement and Workplace Culture

HOW DO FUTURE POSITIONS HELP US BETTER MEET COMMUNITY NEEDS?

Future positions will be developed based on the needs of the community and the following objectives:



Build and Maintain High-Quality Public Infrastructure for a Growing Community

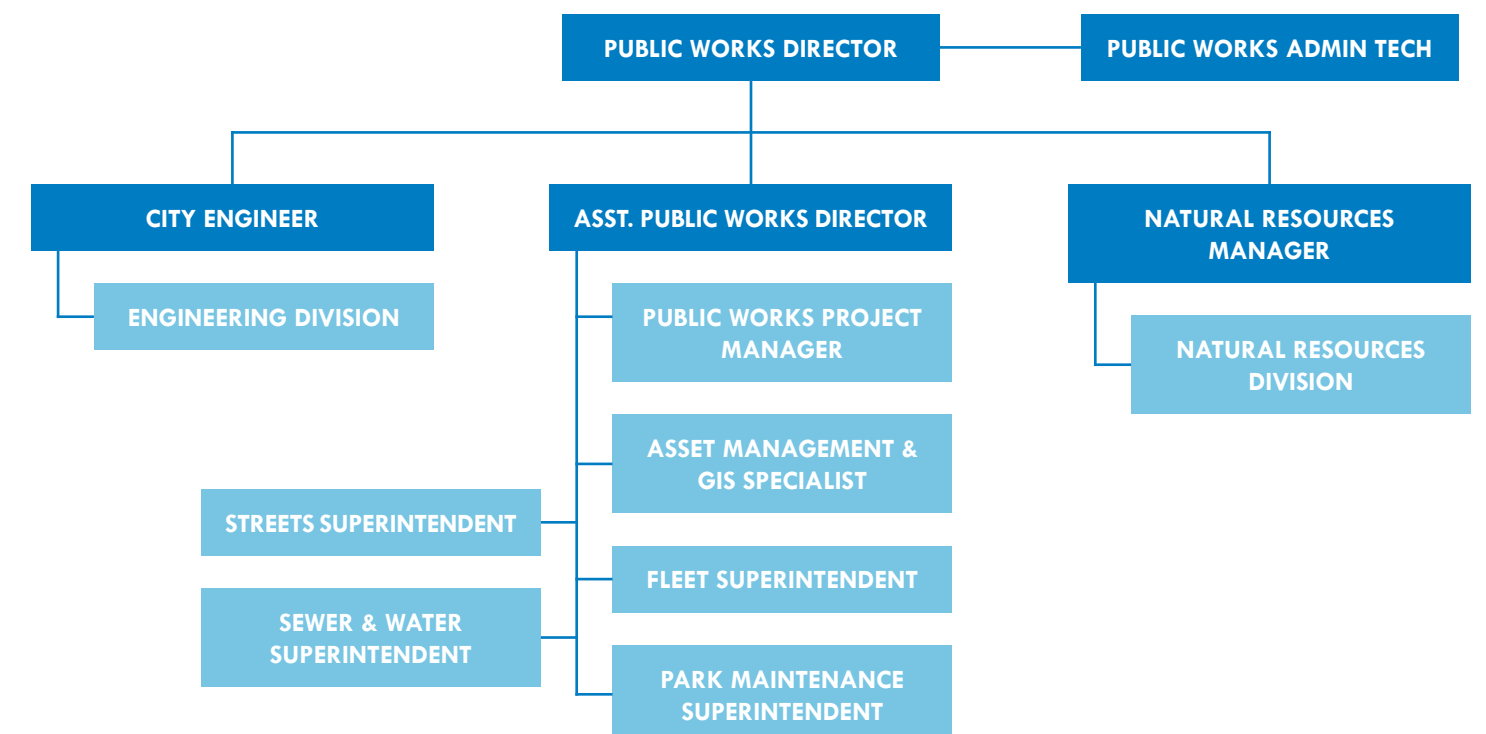


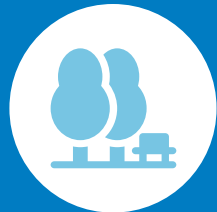
Ensure Safe, Healthy and Clean Drinking Water



Ongoing Management of Natural Resources

CURRENT DEPARTMENT STRUCTURE





Parks, Recreation and Facilities

HOW WE SERVE

- Programming parks and open spaces
- Coordinating and hosting unique community events and programs
- Maintaining and overseeing City facilities
- Engaging and partnering with the community
- Promoting physical, emotional and social wellbeing among residents

SEE DETAILED SERVICE INVENTORY
ON PAGE 104

PROPOSED FTEs

20

CURRENT
FTEs



+1

PROPOSED FTEs 2025
AND BEYOND

2027

- Facilities Maintenance (1) - Future Study

**Proposed Parks, Recreation and Facilities staffing will be further informed by the facilities maintenance study and parks plan study.*

HOW DO FUTURE POSITIONS HELP US BETTER MEET COMMUNITY NEEDS?

Future positions will be developed based on the needs of the community and the following objectives:



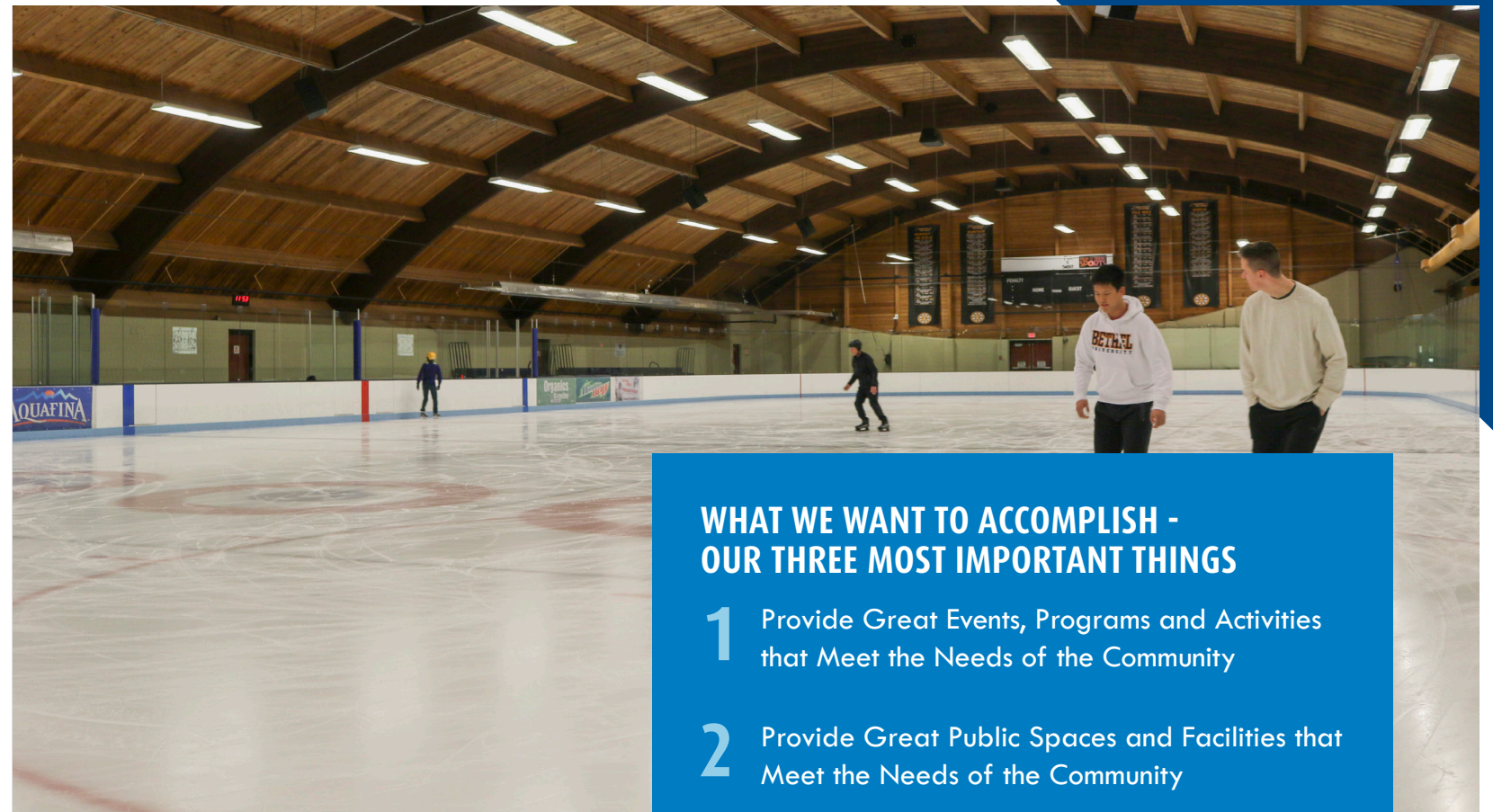
High-Quality Parks and Park Amenities for the Entire Community



Innovative and Active Recreation Programs for All Ages



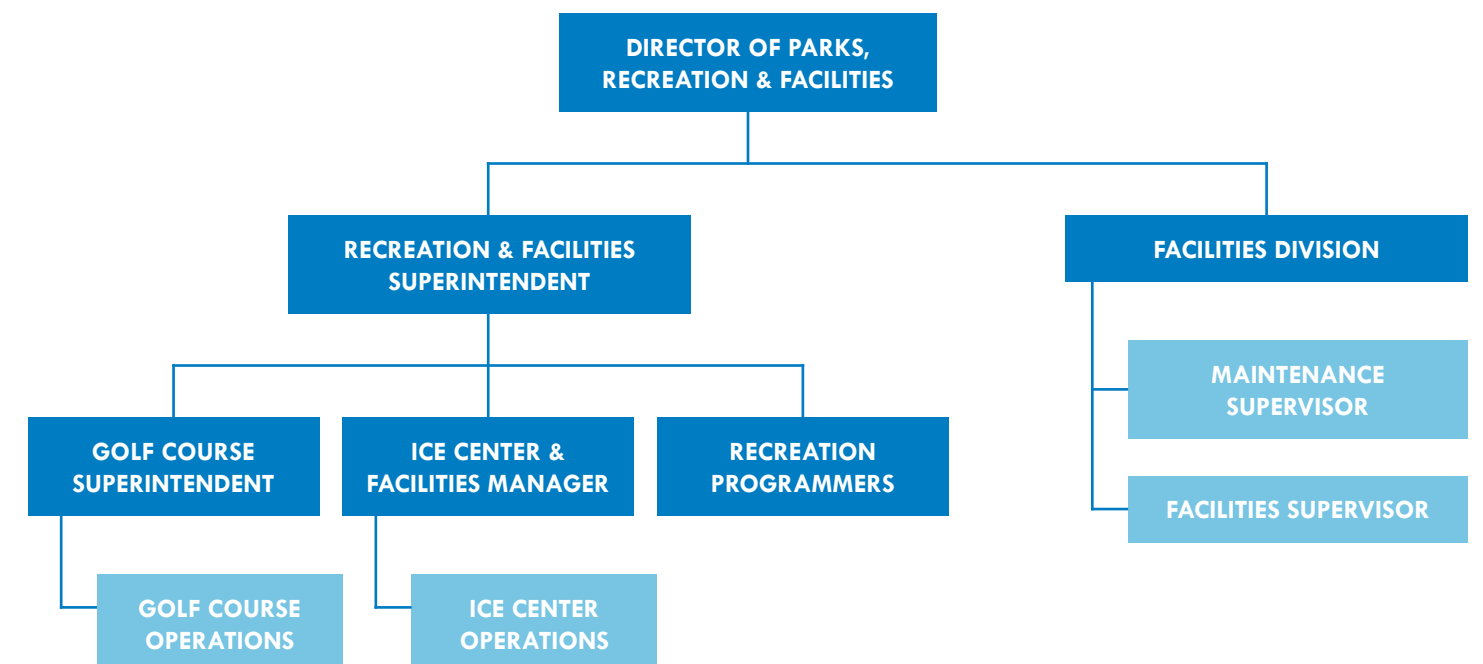
Welcoming and Maintained Public Buildings and Facilities



WHAT WE WANT TO ACCOMPLISH - OUR THREE MOST IMPORTANT THINGS

- 1 Provide Great Events, Programs and Activities that Meet the Needs of the Community
- 2 Provide Great Public Spaces and Facilities that Meet the Needs of the Community
- 3 Maintain Clean, Safe and Healthy Facilities with Minimal Impact on the Environment

CURRENT DEPARTMENT STRUCTURE





Strategic Initiatives

HOW WE SERVE

- Elevating the performance of our managers to build stronger teams
- Enhancing our culture through engagement, strengths, values and employee development
- Managing strategic initiatives and projects to bring the City vision and strategic priorities to life
- Leading employee development opportunities through Burnsville University (BU) to help people and teams be their best
- Coaching managers and employees on strengths and engagement
- Welcoming new employees to Burnsville through intentional onboarding experiences
- Consulting with leaders to analyze and evaluate engagement, effectiveness and development needs
- Championing the development of resources to provide excellent public service to the community

SEE DETAILED SERVICE INVENTORY
ON PAGE 118

PROPOSED FTEs

4 CURRENT FTEs **>** **+2** PROPOSED FTEs 2025 AND BEYOND

2025
• Project Lead (1)
2026
• Strategy Lead (1)

**Proposed Parks, Recreation and Facilities staffing will be further informed by the facilities maintenance study and parks plan study.*

HOW DO FUTURE POSITIONS HELP US BETTER MEET COMMUNITY NEEDS?

Future positions will be developed based on the needs of the community and the following objectives:

-  High-Quality Community Experience Standards
-  Develop Managers and Staff to Serve the Community Well
-  Assist in Development and Implementation of Department Strategic Plans



WHAT WE WANT TO ACCOMPLISH - OUR THREE MOST IMPORTANT THINGS

- 1 Enhance Our Culture Through Engagement
- 2 Elevate the Performance of Our Managers
- 3 Position People and Teams to Use Their Strengths Every Day

CURRENT DEPARTMENT STRUCTURE



EMPLOYEE COMPENSATION



People are the most important part of our work to best serve Burnsville. In 2023, staff partnered with a consultant to study our compensation plan and assess Burnsville’s position related to the market.



The City conducts regular compensation studies to ensure that employee salary ranges are aligned with the reference market and reflect the value of the work performed. This section presents the results of the 2023 Compensation Program Review Report, which was conducted by consulting firm Keystone Compensation Group LLC using market data from comparable cities.



Information presented is based on the detailed compensation study report and workbook conducted by the City’s consultant, which are available upon request. The report and workbook contain more information on the methodology, data sources, job matches, market analysis, and individual employee impact.



COMPENSATION PROGRAM STRATEGY

Compensation program strategy guides the process of designing the City’s compensation program and articulates how the City competes for talent in the marketplace. This strategy has four key pillars:

1 WHO DOES THE CITY COMPETE WITH IN THE TALENT MARKETPLACE?

The talent market for the City of Burnsville is defined as the thirteen (13) metro cities selected based on population size, geographic location, and other internally approved criteria (“Market Cities”). Fire Department jobs have additional cities included based on historical practices.

2 HOW IS THE CITY’S COMPENSATION PROGRAM POSITIONED RELATIVE TO THE MARKET?

As of 2023, the City’s salary ranges were at the 50th Percentile of market cities. Beginning Jan. 1, 2024, grades and steps will be adjusted to align more closely with the 75th Percentile of market cities while taking into consideration internal equity. This will align with the City’s “lead the market” compensation strategy.

3 WHAT DOES THE CITY INTEND TO RECOGNIZE AND PAY FOR?

The City uses a step pay program to reward employees for their years of experience on the job contingent upon their meeting of expected performance standards.

4 HOW DOES THE CITY DELIVER PAY INCREASES TO EMPLOYEES?

Employees may receive the combination of step pay increases within their job grade and a general market movement for the pay grid. Salary increases are subject to budget availability, overall economic and business environment, and the approval of leadership and City Council.

OVERVIEW OF 2023 SALARY ADMINISTRATION

The City of Burnsville uses a salary matrix that places each employee position within one of 26 “Grades,” each with pay progression. Within these Grades, employees can advance among 7 “Steps” based on years of experience.

CITY OF BURNSVILLE 2023 STEP AND GRADE STRUCTURE

Grade	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7
3	\$25.04	\$25.98	\$26.96	\$27.97	\$29.02	\$30.10	\$31.23
4	\$26.55	\$27.54	\$28.57	\$29.65	\$30.76	\$31.91	\$33.11
5	\$28.14	\$29.19	\$30.29	\$31.42	\$32.60	\$33.83	\$35.09
6	\$29.83	\$30.95	\$32.11	\$33.31	\$34.56	\$35.85	\$37.20
7	\$31.62	\$32.80	\$34.03	\$35.31	\$36.63	\$38.01	\$39.43
8	\$33.51	\$34.77	\$36.07	\$37.43	\$38.83	\$40.29	\$41.80
9	\$35.52	\$36.86	\$38.24	\$39.67	\$41.16	\$42.70	\$44.31
10	\$37.66	\$39.07	\$40.53	\$42.05	\$43.63	\$45.27	\$46.96
11	\$39.92	\$41.41	\$42.96	\$44.58	\$46.25	\$47.98	\$49.78
12	\$42.31	\$43.90	\$45.54	\$47.25	\$49.02	\$50.86	\$52.77
13	\$44.85	\$46.53	\$48.28	\$50.09	\$51.96	\$53.91	\$55.93
14	\$47.54	\$49.32	\$51.17	\$53.09	\$55.08	\$57.15	\$59.29
15	\$50.39	\$52.28	\$54.24	\$56.28	\$58.39	\$60.58	\$62.85
16	\$53.42	\$55.42	\$57.50	\$59.65	\$61.89	\$64.21	\$66.62
17	\$56.62	\$58.74	\$60.95	\$63.23	\$65.60	\$68.06	\$70.62
18	\$60.02	\$62.27	\$64.60	\$67.03	\$69.54	\$72.15	\$74.85
19	\$63.62	\$66.00	\$68.48	\$71.05	\$73.71	\$76.48	\$79.34
20	\$67.44	\$69.96	\$72.59	\$75.31	\$78.13	\$81.06	\$84.10
21	\$71.48	\$74.16	\$76.94	\$79.83	\$82.82	\$85.93	\$89.15
22	\$75.77	\$78.61	\$81.56	\$84.62	\$87.79	\$91.08	\$94.50
23	\$80.32	\$83.33	\$86.45	\$89.70	\$93.06	\$96.55	\$100.17

ANALYSIS OF MARKET COMPETITIVENESS

Burnsville has 13 defined Twin Cities metropolitan area cities* that serve as their market comparison for employee salary. These cities were selected based on their population, geographic location and other internally approved criteria.

CITY OF BURNSVILLE MARKET CITIES

Organization Name	Population
Brooklyn Park	84,526
Plymouth	79,828
Woodbury	76,990
Lakeville	72,812
Blaine	70,935
Maple Grove	70,726
Eagan	68,642
Burnsville	65,520
Coon Rapids	63,385
Eden Prairie	63,161
Apple Valley	55,638
Edina	53,318
Minnetonka	53,266
St. Louis Park	49,158
Avg. Population	66,279
Number of Cities	13

* The Burnsville Fire Department uses additional cities for benchmarks based on historical practices.

The compensation study found that City employees on average are compensated at 96.2% of their position’s range maximum (i.e. Step 7). This finding indicates good employee retention based on the longevity required to reach the top pay step; and that a significant number of employees are paid close to the range maximum.

Salary data was collected from the market cities (hourly range minimums and maximums) for 57 specific jobs. These “benchmark jobs” represent 233 of the City’s total of 299 employees (78%).

The study found that on average, the current salary range maximums for City of Burnsville jobs are at 101% of the median market maximum. Essentially, this means that most employees are paid **right in the middle** of the salaries provided for similar jobs in Burnsville’s market cities. **However, the maximums for some jobs are below market and some are ahead of market.**



PROPOSED SALARY RANGES

The following salary ranges, to be implemented beginning Jan. 1, 2024, align Burnsville with the 75th percentile of its market cities (vs. the current 50th percentile). This revised salary matrix is also designed with the following parameters:

- The new salary range matrix has the same number of grades (26) and steps (7) as the current matrix
- The progression percentage from grade to grade is set based on the market policy trendline of 5.75%
- The progression from each step to the next remains unchanged at 3.75%
- New range maximums are aligned with the 75th Percentile of market cities
- The new range minimums are set at 80% of the range maximum for all grades

CITY OF BURNSVILLE GRADE STRUCTURE (PROPOSED 75TH PERCENTILE)

Grade	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7
1	\$24.96	\$25.89	\$26.86	\$27.87	\$28.92	\$30.00	\$31.13
2	\$26.38	\$27.37	\$28.39	\$29.46	\$30.56	\$31.71	\$32.90
3	\$27.90	\$28.95	\$30.03	\$31.16	\$32.33	\$33.54	\$34.80
4	\$29.51	\$30.62	\$31.76	\$32.96	\$34.19	\$35.47	\$36.80
5	\$31.21	\$32.38	\$33.59	\$34.85	\$36.16	\$37.52	\$38.92
6	\$33.01	\$34.25	\$35.53	\$36.87	\$38.25	\$39.68	\$41.17
7	\$34.92	\$36.23	\$37.58	\$38.99	\$40.46	\$41.97	\$43.55
8	\$36.93	\$38.31	\$39.75	\$41.24	\$42.78	\$44.39	\$46.05
9	\$39.06	\$40.52	\$42.04	\$43.62	\$45.25	\$46.95	\$48.71
10	\$41.31	\$42.86	\$44.47	\$46.14	\$47.87	\$49.66	\$51.53
11	\$43.69	\$45.33	\$47.03	\$48.79	\$50.62	\$52.52	\$54.49
12	\$46.21	\$47.94	\$49.74	\$51.60	\$53.54	\$55.54	\$57.63
13	\$48.86	\$50.70	\$52.60	\$54.57	\$56.62	\$58.74	\$60.94
14	\$51.68	\$53.61	\$55.62	\$57.71	\$59.87	\$62.12	\$64.45
15	\$54.65	\$56.70	\$58.83	\$61.03	\$63.32	\$65.70	\$68.16
16	\$57.80	\$59.97	\$62.22	\$64.55	\$66.97	\$69.49	\$72.09
17	\$61.13	\$63.42	\$65.80	\$68.27	\$70.83	\$73.48	\$76.24
18	\$64.65	\$67.08	\$69.59	\$72.20	\$74.91	\$77.72	\$80.63
19	\$68.37	\$70.94	\$73.60	\$76.36	\$79.22	\$82.19	\$85.27
20	\$72.32	\$75.03	\$77.84	\$80.76	\$83.79	\$86.93	\$90.19
21	\$76.48	\$79.35	\$82.32	\$85.41	\$88.61	\$91.93	\$95.38
22	\$80.88	\$83.91	\$87.06	\$90.32	\$93.71	\$97.22	\$100.87
23	\$85.53	\$88.74	\$92.07	\$95.52	\$99.10	\$102.82	\$106.67
24	\$90.45	\$93.85	\$97.37	\$101.02	\$104.81	\$108.74	\$112.81
25	\$95.66	\$99.24	\$102.96	\$106.83	\$110.83	\$114.99	\$119.30
26	\$101.17	\$104.96	\$108.90	\$112.98	\$117.22	\$121.61	\$126.17

2024 POSITIONS BY GRADE

- Grade 23**

 - City Manager

Grade 22

 - Deputy City Manager
 - Deputy City Manager/CFO

Grade 21

 - Public Works Director
 - Police Chief
 - Fire Chief

Grade 20

 - Community Development Director

Grade 19

 - Deputy Police Chief

Grade 18

 - IT Director
 - City Engineer
 - Parks, Recreation & Facilities Director
 - Strategic Initiatives Director
 - Police Captain
 - Fire Marshall
 - Assistant Fire Chief
 - Human Resources Director
 - Communications & Community Engagement Director

Grade 17

 - Assistant Public Works Director

Grade 16

 - Building Official
 - Assistant Human Resources Director
 - Superintendent – Utilities
 - Assistant City Engineer

Grade 15

 - City Clerk
 - IT Engineer – Architect
 - Applications Services Manager
 - Technical Services Manager
- Superintendent – Fleet
 - Superintendent – Parks
 - Superintendent – Streets
 - Natural Resources Manager
 - Recreation & Facilities Superintendent
 - Police Sergeant
 - Fire Captain

Grade 14

 - Organizational Development Manager
 - Neighborhood Services Supervisor

Grade 13

 - Ice Center & Facilities Manager
 - Police Services Manager
 - Experience & Engagement Manager
 - Communications Manager
 - Multimedia Manager

Grade 12

 - Protective Inspector II
 - GIS Coordinator
 - Planner
 - Principal Financial Analyst
 - Golf Course Superintendent
 - Forestry Supervisor
 - Plans Examiner & Building Inspector

Grade 11

 - Engineering Tech IV
 - Engineering Project Manager
 - Project Manager
 - Natural Resources Specialist
 - Environmental Specialist
 - Sustainability Coordinator
 - Police Officer
 - Crime Analyst
 - Firefighter/Paramedic
 - Protective Inspector I
- Grade 10**

 - IT Analyst
 - Payroll and Benefits Coordinator
 - Construction Technician
 - Engineering Specialist
 - Engineering Technician III
 - GIS/Asset Management Technician
 - Maintenance Supervisor
 - Police Wellness Coordinator
 - Neighborhood Services Specialist

Grade 9

 - Assistant to the City Manager
 - IT Specialist II
 - Maintenance Crew Leader
 - Senior Natural Resources & Forestry Technician
 - Recreation Programmer II
 - Economic Development Specialist

Grade 8

 - Accountant
 - Utility Billing Accountant
 - Digital Marketing Specialist
 - Multimedia Videographer
 - Community Engagement Specialist
 - Human Resources Partner
 - Organizational Development Coordinator
 - Special Assessment Technician
 - Ice Center Maintenance Supervisor
 - Skating School Coordinator
 - Facilities Supervisor
 - Police Records Supervisor
 - Fire Senior Administrative Assistant

CONT. ON NEXT PAGE

2024 POSITIONS BY GRADE CONT.

Grade 7

- Deputy City Clerk
- Executive Assistant/Deputy City Clerk
- Accounting Specialist
- Accounts Payable Specialist
- Utility Billing Specialist
- Revenue Accounting Specialist
- IT Specialist I
- Environmental Technician
- Maintenance Worker – Meter Tech
- Maintenance Worker – WTP Operator
- Mechanic
- Recreation Programmer I

Grade 6

- Senior Administrative Assistant
- Senior Administrative Assistant/Document Mgmt Coordinator
- Maintenance Worker
- Property Evidence Technician
- Community Development Assistant
- Permit Technician
- Inspections Assistant

Grade 5

- Public Works Administrative Technician
- Fleet Maintenance Administrative Technician
- Facilities Technician I
- Building Permit Assistant
- Neighborhood Services Assistant

Grade 4

- Administrative Assistant
- Public Experience Assistant
- Ice Center Maintenance II
- Ice Center and Grounds Maintenance II
- Records Technician

Grade 3

- Custodian
- Community Service Officer
- Public Works Trainee



Service Inventory

The City of Burnsville employs nearly 300 staff members across multiple departments and divisions. The organization is full of talented people who are dedicated to serving the community with excellence. As Burnsville continues to evolve as a community, the demands, expectations and complexities of the work done by City staff also continue to grow.

To help better understand the makeup of City organization and determine whether the right number of people are in the right positions – all City departments have developed “Service Inventories”. These inventories are summarized in this section, and will be updated annually as the organization continues to evolve.



Service	Description	Strategic Priority	Mandate
Licensing			
Licensing applications	Process applications for regulatory functions, including liquor, tobacco, massage, gambling, pawnbrokers.	Community Vibrancy	Yes
Work with applicants	Work with applicants to ensure all application requirements are met (insurance, transcripts).	Community Vibrancy	Yes
Coordinate application process	Coordinate with other departments to ensure eligibility (zoning, background checks, etc.).	Community Vibrancy	Yes
Council action	Preparation for Council action and/or public hearings when necessary.	Community Vibrancy	Yes
OpenGov migration	Coordinate the migration of data to the new OpenGov platform for access by the community.	Community Vibrancy	Yes

Elections			
Elections	Administration of election processes as prescribed. Preparation for all polling sites, equipment and training of election judges.	Community Engagement	Yes
Polling place coordination	Polling place coordination and redistricting at 17 sites spread throughout the city.	Community Engagement	Yes
Election judges	Hiring, training, managing of 150 – 300 election judges.	Community Engagement	Yes
Maintenance and security of election equipment	Semi-annual updates/repairs/security of ballot counters, poll-pads, etc.	Community Engagement	Yes
Absentee/Early Voting	Assist residents with voting procedures before election day.	Community Engagement	Yes
Notifications	Write and publish official elections publications and notifications.	Community Engagement	Yes
Data management	Coordinate Election Judge dashboard management and updates.	Community Engagement	Yes
Oaths of office	Conduct oaths of office for newly elected candidates.	Community Engagement	Yes
Election results	Audit and certify election results.	Community Engagement	Yes
Election equipment	Coordinate supplies and equipment for all precincts.	Community Engagement	Yes

Council Meeting Administration			
Agenda Packets/ Backgrounds	Coordinate and compile background information for Council meetings.	Community Engagement	Yes
Minutes	Prepare, review meeting videos, approve and publish official summary of action taken at Council meetings.	Community Engagement	Yes
Commission Recruitment	Recruit, organize interviews, and onboard volunteers for Commissions/ Citizens Task Force	Community Engagement	Yes
Policies & Procedures	Update and administrate Council policies	Community Vibrancy	Yes
City Code	Oversee the codification of ordinances	Community Vibrancy	Yes
Code Review Task Force	Provide meeting facilitation and administrative support, including research and proposed amendments	Community Engagement	No
Donations	Coordinate quarterly adoption of donations as prescribed by statute	Community Engagement	Yes
Future Meetings List	Maintain Future Meetings List for all Council/commission meetings	Community Engagement	No
Accommodations	Schedule meeting accommodations, refreshments, etc.	Community Engagement	No
Proclamations	Preparation of annual proclamations and	Community Engagement	No

Mayor & Council Administrative Support			
Mayor Council correspondence	Screen incoming mail and email. Prepare official correspondence	Community Engagement	No
Mayor Council scheduling and travel	Conference registrations, hotel and flight reservations, process reimbursements	Community Engagement	No
Budget	Prepare Budget for City Clerk, Elections, and City Council	Org. Culture	No
Purchasing Cards	Reconciliation for Mayor and Council.	Org. Culture	No

Records Management			
Document Recording	Ensure official documents are recorded as needed.	Community Engagement	Yes
Official publications/ notifications	Publish legal notices as required by state law.	Community Engagement	Yes
Laserfiche	Leverage Laserfiche software to automate and improve manual processes; manage retention of official digital records.	Community Engagement	Yes
Record Retention	Train and assist staff with document retention in accordance with the schedule. Update schedule as needed.	Community Engagement	Yes
Zoom/online meetings	Administrate Council, staff, and public participation in Council and CRTF meetings via zoom.	Community Engagement	Yes
Data requests	Respond to requests for public information.	Community Engagement	Yes
Research	Research historical documents for Council or the City Manager.	Community Engagement	No

Miscellaneous			
Community Builder Awards	Promote and collect nominations, present to Council at WS, order awards and coordinate attendance at Council meeting	Community Engagement	No
Volunteer Recognition Events	Coordinate an annual event to thank volunteers; determine site, send invitations, order food and entertainment	Community Engagement	No
Citizen Complaints	Oversee Council email inbox and forward complaints and communications (by email/voicemail) to Council and staff	Community Engagement	No
Appeals	Process appeals for licensing and code violations, schedule hearings, implement appeal hearing decisions	Community Engagement	Yes
Legal	Coordinate with legal counsel to respond and retain legal documents; get served as representative of the Cty	Safety	Yes

Code Review Task Force			
Schedule coordination	Prepare schedule of sections reviewed.	Community Engagement	No
Document edits	Research and provide staff edits.	Community Engagement	No
Communication	Prepare backgrounds and agenda packets.	Community Engagement	No
Revision review	Bring recommended revisions to Council for final approval.	Community Engagement	No
Public comments	Coordinate communications and public comments.	Community Engagement	No



COMMUNICATIONS AND COMMUNITY ENGAGEMENT

DETAILED SERVICE INVENTORY

SERVICE	DESCRIPTION	STRATEGIC PRIORITY	MANDATE?
Manage Intranet	Keep employees updated on City news and resources via announcements, benefit documents, training videos, etc. Typically takes 1-2 hours/week.	Org. Culture	No
Experience Burnsville Liaison	Report on City happenings to CVB board; build relationships with community partners; develop cross marketing plans with CVB. Typically takes 2 hours/month.	Community Engagement	No
Burnsville Bulletin	Printed City newsletter with events, news and education. Four issues per year. Writing, graphic design and layout takes 6-7 weeks each issue.	Community Engagement	No
Burnsville in Brief	Online portal to highlight City services. 12 issues per year, 8-12 hours for creation each month.	Community Engagement	No
Annual Report	Annual recap on how the City met its strategic priorities. 4-6 week process once per year.	Community Engagement	No
Story Maps (such as Grow Burnsville, Budget Portal)	Tell project-specific stories online to give details and insights on particular topics. Approximately 25 hours per project.	Community Engagement	No
My Burnsville app and SeeClickFix	Project build and launch took approximately six months. Ongoing maintenance will take about 30-40 hours a month.	Infrastructure	No
Sustainability Committee	Attend hourly bi-monthly sustainability meetings to continue efforts in city sustainability projects.	Sustainability	No
Community Winter Lighting	Help coordinate and promote Community Winter Lighting Ceremony and City Winter Lighting map system.	Community Engagement	No
Wellness Committee Member	Coordinate wellness challenges, help promote wellness opportunities for staff, purchase wellness challenge prizes, track employee wellness points for each event and preform year end tally for wellness hours earned.	Org. Culture	No
Manage social media content	Creating and scheduling, managing comments and messages daily; monitoring feeds for multiple City accounts and community partners; creating social media campaigns across departments; compiling analytics; creating paid ads; researching new platform features to expand engagement and reach.	Community Engagement	No
Create promotional material for key recreation, community engagement and various city department events and activities	Promotional Material: Digital media – SM posts and events, Website, Community Cable TV and City Facilities TV, Newspaper and Billing advertisements Print materials – Posters, Banners, Flyers, Postcards, Newspaper and Billing advertisements Events: City Elections., Night to Unite., Juneteenth., Pride., Solar Power Hour., Adult, Youth, and Family Recreation events., Fire Muster., Various events for PD and Fire., Ice Center and Golf events., PW Open house., International Festival, etc. 2-3 days per week	Community Engagement	No
Leads the design and creation of Burnsville Recreation Guide	Develop layout structure and content, create ads various for events, enhance images and developed content for print and digital guides twice each year.	Community Engagement	No
Design Burnsville Community Guide and contribute to partner guides	Create content, visuals and layout for Burnsville Community Guide which publishes every two years. 4-5 weeks in a production year. Provide content, photos, review for partner guides including those produced by the Burnsville Chamber of Commerce and Sun ThisWeek.	Community Engagement	No

Design report publications for various City departments	Design and creation of department reporting as well as reports to city council through various print and digital forms. This time commitment has doubled in the past year as departments require additional reporting (8-10 days per month)	Org. culture	No
Create customized materials as needed	Write content and create customized infographics, icons, graphics, presentations, reports, infographic, flyers, etc. as needed for various events and departments. Materials include items such as participatory budgeting, engineering projects, park improvements, new programs, police engagement activities, public safety education, water conservation, budget communications, facility maps, etc. 4-5 days per week.	Community Engagement	No
Manage Community Engagement Vehicle	Coordination and management of EVA; which includes training staff, managing reservations, keeping the vehicle stocked and clean and participating in many events that EVA is requested to be at.	Community Engagement	No
Communications Team representative for various committees and meetings	Team representative for various city meeting and committees such as traffic committee, wellness committee, culture team, engagement champions, manager cohort, etc. 8-10 hours a month.	Org. Culture	No
Assist in photographing city events and programs	4-5 days a month.	Community Engagement	No
Assist other departments in planning events and communication campaigns	Planning, committee meetings, site plans, brainstorming, activities, promotion plans. 10-14 hours/month.	Community Engagement	No
Website Updates	Managing/creating/editing content, new pages, navigation, forms, graphic buttons, etc. Increasing requests for digital engagement elements such as surveys, feedback forms, etc. 10 hours/week.	Community Engagement	No
Management	Team meetings with direct reports and collaborating with CCE management team: 5 hours/week.	Org. culture	No
Develop promotional/marketing plans	Assist or lead large-scale projects across all departments including creating materials, planning logistics, promotional plans. 8-10 hours/month	Community Engagement	No
Assist with organizational recruiting efforts	Create outreach plans; design position profiles and promotional materials; managing free digital outreach such as emails, organic social media outreach including the tagging of relevant schools and organizations; creating customized paid digital ads including various headlines, content, images, videos and carousels to capture attention across a variety of platforms; and create Total Rewards overviews for recruiting and onboarding.	Org. Culture	No
Digital event/program promotion	Creation of and management of social media posts and comments, Facebook event, calendar, newsflash, Ignite, email blast(s), sourcing/editing photos and edits/changes or the addition of information to content. 7 hours/event; approx. 5-6 events/month.	Community Engagement	No
Emergency Communications	Managing media and public relations during smaller emergencies and larger crises; emergency communication preparation – planning training for staff and ongoing conversations with departments for preparedness	Safety	No
ADA Compliance	Maintaining knowledge of current requirements and ensuring compliance in website, social media and print	Safety	Yes
Translation	Balancing ever-changing best practices with costs and staff desires; hiring/recommending translation services when necessary	Community Engagement	No
Community Events	Attend hourly monthly meetings with partners/staff to collaborate on upcoming or future events and/or city events (4-6 hours a month)	Community Engagement	No
Resources Conference	Attend BIPOC conference, gaining more education on resources and having cultural conversations	Community Engagement	No

Staff Liaison to International Festival	Attend evening IFB committee meetings, assist with logistics for event (table, tents, stage, sound, etc.) Ongoing communication and meetings with IFB Chair. Scheduling City staff and volunteers for day of the event. Responsible to help with all “day of” event coordination. 6-8 hours/month (Feb-July) and 8-12 hours on the day of event	Community Engagement	No
Staff Liaison to Festival and Fire Muster	Attend BOD and Festival committee meetings as needed. Assist with logistics of event. Ongoing communication with chair and committee members. 2-4 hours/month (March-Sept) 6+ hours daily during event (3-4 event days)	Community Engagement	No
Chair of “Wednesday night Block Party on the Plaza” for Burnsville Festival and Fire Muster	Plan and implement entertainment & activities for the block party. Coordination with other committee members. 5 hours/month (March-September). 6 hours at event.	Community Engagement	No
Mobile Volunteer Network Coordinator	Organize and attend meetings with Police and Fire staff, evening meetings with leadership team as needed and quarterly evening trainings with the MVN team. Coordination of volunteer support for more than 20 events/year. Onboarding volunteers, ordering equipment, volunteer check-in and follow-up. 6-10 hours/month	Safety	No
Ongoing partner with 191 Community Connection Coordinators	Ongoing collaboration with Somali and Spanish-speaking liaisons through Community Education. 4 hours/month	Community Engagement	No
Lead of Community Partnerships Group	Staff lead to bring community organizations together to discuss upcoming programs, events and needs in the community. Ongoing communication. 1-2 hours/month	Community Engagement	No
Lead of Engagement Champions Team	Coordinate monthly meetings with the staff engagement champions group. Follow-up with group as needed. Update leadership group. 2-3 hours/month	Org. Culture	No
Committee member of “Know your Neighbor” group	Participate in community events to build relationships and offer City services/connections as necessary.	Community Engagement	No
Night to Unite Coordinator	Coordinate and lead staff meetings between C & CE, Police & Fire. Communicate with staff and party organizers. Schedule party visits. 3-4 hours/month May-July; nearly two full weeks leading up to event	Safety	No
Fitness Room coordinator	Order fitness room supplies and equipment for City Hall. Schedule yearly maintenance visits and follow-up.	Org. Culture	No
Staff lead for Juneteenth Event	Work with partners and coordinate outside organizations. Schedule planning meetings - entertainment, food, crafts, etc, Responsible to successfully implement the event and day-of oversight, set-up and clean-up.	Community Engagement	No
Staff lead for PRIDE Event	Work with partners and coordinate outside organizations. Schedule planning meetings - entertainment, food, crafts, etc, Responsible to successfully implement the event and day-of oversight, set-up and clean-up.	Community Engagement	No
Staff lead for City Sensory Friendly research and implementation	Communication with AuSM, set up staff meetings, share information with Legacy events. Help implement sensory friendly spaces at City events. Coordinate staff training on sensory inclusive spaces.	Community Vibrancy	No
Planning and implementation of Community Conversations	Partnered on hosting a “Coming Together for Racial Understanding” workshop. Also received facilitator training and was a group facilitator for event. Worked with PD and outside consultant to hold a community conversation about the BPD. Reached out to a variety of community partners to attend the conversation and helped create a safe, inclusive space for the meeting to be held.	Community Engagement	No
Planning and implementation of holiday event	Work with Police and ISD 191 partners to plan a holiday event that is welcome for all to attend. Responsible for setting up meetings and planning logistics for the event.	Community Engagement	No

Planning and implementation of Holiday Gift Program	Work with Police and ISD 191 to assist Burnsville families with basic needs and gifts during the holiday season. Items are delivered to families by CCE, Police and ISD 191 staff.	Community Engagement	No
Project management team for Multi-Modal & Heart of the City Framework studies.	Assisted with community engagement efforts for projects.	Community Vibrancy	No
Party on the Plaza event planning and assistance	Attend monthly planning meetings. Assist with volunteer coordination, sensory and other tasks as needed.	Community Engagement	No
Provide cultural competence training to organization	Partner with ISD191 to offer BU classes on cultural competency and diverse populations	Org. Culture	No
Provide organizational resources for cultural competency	Two staff are IDI Qualified Administrators. Work with CCE department and others in the organization to offer IDI assessments, group debriefs and individual debriefs.	Org. Culture	No
Members of the Inclusion and Belonging Committee	Monthly meeting with committee group. Attend DEI trainings and DEI work. Sub-committee work. 2-3 hours/month	Org. Culture	No
Elections Engagement	Elections Engagement Committee – create ways to engage community, provide information and spark interest in upcoming election	Community Engagement	No
City Academy planning, implementation and program assistance	Partnership with the PD to help coordinate City Academy annually. Develop program promotion and manage registration collection. Assist with coordination of staff speakers, logistics and weekly management.	Safety	No
Planning and implementation of Faith & Blue event	Partnership with the PD to hold a Faith & Blue event – building bridges to more inclusive communities.	Community Engagement	No
Management of Employee Community Engagement Opportunities	Coordinate staff sign up program, Helper Helper. Schedule and coordinate staff engagement at events such as Juneteenth, Pride, the International Festival, Art & All That Jazz Festival and the Burnsville Festival & Fire Muster.	Community Engagement	No
Partner with Community Education	Ongoing work & conversations with Enrichment and Marketing Coordinator to brainstorm and plan for community needs. 2 hours/month	Community Engagement	No
Monthly meetings with Recreation	Meetings with Recreation every month to collaborate on ongoing programs or projects.	Org. Culture	No
Members of Facility Study	Provide insights to core team, and coordinated engagement sub-team.	Org. Culture	No
Senior Programs Liaison	Staff Liaison to Burnsville Sr. Center, Member of ERA South, Booth at Aging and Wellness Expo, Santa for a Senior Liaison, and other events for seniors	Community Engagement	No
Volunteer Appreciation Event Committee	Assist with coordinating the City’s yearly volunteer appreciation event – invitations, dinner, entertainment, décor, name tags	Community Engagement	No
Volunteer Program Coordinator	Coordinate and oversee the City’s volunteer program. Meet with and onboard new volunteers, maintain volunteer files and initiate background checks. Coordinate volunteers to assist at City Events.	Org. Culture	No
Directors of Volunteers in Dakota County (DVDC Member)	Attend bi-monthly meeting with volunteer directors of Dakota County. Collaborate on ways to recruit volunteers, events of group and plan fall recruiting fair. 1.5 hours bi-monthly.	Community Engagement	No

Support for City Events	Provide support for City led special events including State of the City, Fire Open House, Public Works Open House, Party on the Plaza, Juneteenth, Pride, International Festival, Night to Unite and Block Party on the Plaza. Attend planning and committee meetings for events as needed.	Community Engagement	No
Assist Latino Residents	Help with Spanish Speaking only residents to direct them to the correct city service 2.5 hour/week on average	Community Engagement	No
Elections Support	Answer questions from incoming residents, assist with absentee application mailings, registration lookups and creating labels in SVRS	Community Engagement	No
Public Experience Reception	Welcome visitors to City Hall, answer main phone line and recreation phone line. Route calls from public to appropriate dept. and direct walk-in inquires to appropriate staff. Sort incoming mail and postmark outgoing mail, receive and distribute packages. New in 2023 printing of staff ID cards and electronic access to help manage deliveries.	Community Engagement	No
Public Experience Support	Order office supplies, maintain copiers throughout City Hall, maintain postage machine and fill with funds as needed, fold, stuff, stamp various mailings for Engineering, Finance, Recreation and Community Development department, create and hang holiday closure signs on front doors. Maintain knowledge of all city functions and departments. Provide administrative support to staff as needed.	Org. Culture	No
Public Experience Coordination	Coordinate time off and meeting coverage for PE staff, oversee daily operations and provide work direction to PE staff, train new hires, lead specialized administrative projects as requested, maintain and update City 311 contact sheets.	Org. Culture	No
Partners in Energy Member	Recruitment of Energy Action Team, attends all meetings and assists with planning of Open Houses, including Spanish and Somali speaking Open Houses. 10 hours/month	Sustainability	No
Community Engagement resource for various departments and projects	Provide community engagement support for department projects such as; CR & 5 Trail Gaps project, Cliff Road Corridor Project and Parks Master Plan	Community Engagement	No
Facility Reservations	Create and modify City Hall room reservations for staff and outside groups (residents, HOA's, sports organizations, community partners). Assist with coordinating meeting room setup and IT AV support for reservations. Answer questions regarding meeting space and provide room tours as needed.	Community Vibrancy	No
Receive Cash Utility Bill Payments	Receive cash utility bill payments from walk in residents. Lookup/verify payment information if needed. Record cash payments in NewWorld and prepare bank deposit for Finance	Org. Culture	No
Payment Acceptance Process Improvement Committee	Serve on committee with staff who accept cash, checks and electronic payments to brainstorm ways to streamline and improve the process	Org. Culture	No
City Apparel	Research options and order city apparel for departments as needed	Org. Culture	No
WECC Committee	Serve on committee with staff who plan monthly activities and events to promote employee engagement and appreciation throughout the organization. (1-2hours/ month)	Org. Culture	No
Distribute Keys for Weekly Park Building Reservations	Contact those who have reserved park buildings for the weekend and offer reminder that they must pick up keys on Friday. Print and complete waivers for each reservation. Distribute building keys and log in book.	Community Vibrancy	No
Public Meetings	Plan for and operate equipment at public meetings in chambers and Dakota Room. (35 hours/month)	Infrastructure	Yes
Manage cable franchise	Calls for service from residents and City staff. Meet Comcast/Frontier tech for service. Stay length of service call. Source cable boxes and power supplies for IT. (10 hours/month)	Community Engagement	Yes

Mobile: City Events	Fire and Police badging ceremonies, parades, concerts, festivals, SOTC, Juneteenth, Pride, Rec sports, Impressions on Ice figure skating show, Special Olympics Polar Plunge, All-Staff Mtg, etc. (40 hours/month)	Community Engagement	No
Mobile: School	Graduation, Summertime Spectacular concert, additional community concerts, recitals, sports, etc. (10 hours/month)	Community Engagement	No
Mobile: Special Meetings	Plan for special Council and staff meetings held in Dakota Rooms. Set up equipment. Operate broadcast/Zoom/Room AV equipment during meeting. (30 hours/month)	Community Engagement	Yes
Managing/ Operating PEG channels	Mandated with franchise agreement. Processing submitted programs from public, transcoding video for broadcast, scheduling live 24/7 programming on both channels.	Infrastructure	Yes
Facilities Training Video Series	Internal videos of new systems. Maintenance falls in Dan Hill's domain. Includes HVAC, numerous elements at Fire Station 1, PD, etc. (3 weeks/year)	Safety	No
FD Training Video Series	Internal videos of training activities. (2 weeks/year)	Safety	No
Mobile Maintenance Management	Arrange service with Fleet Maintenance. Includes preventative maintenance like oil changes for generator and vehicle. (10 hours/month)	Safety	No
Chambers AV Management	Design work for upgrades/changes in Council/Staff requests. Technical problems requiring immediate attention. Schedule vendor/integrator visits. Stay with technician during visit. (20 hours/month)	Community Engagement	No
Manage Public Access Program for PEG Channels	Mandated with franchise agreement.	Community Engagement	Yes
Feature videos	Create internal and external videos that are longer in length, higher in complexity and/or for a specialized audience in order to promote special messages such as IT explainer videos, South of the River Real Estate Summit, Mayor's MLC, Mayor Lung Cancer Screening, US Conf. Mayors welcome, PD Recruitment, Fire Recruitment, Prop. Manager Training (100 hours/month)	Community Engagement	No
Ongoing video series	Create episodic videos that build education and awareness with the public in a format they can rely on such as Public Safety Minute, City Manager series, etc. (30 hours/month)	Community Engagement	No
Event Coverage – Packaged Social Media	Edited videos including PSAs, promos, event wrap-up stories. (10 hours/month)	Community Engagement	No
B-roll gathering	At events and general City properties (10 hours/month)	Community Engagement	No
Social Media Management - YouTube	Uploading content, entering metadata (5 hours/month)	Community Engagement	No
Video-on-Demand Management and Operation	Uploading content, keeping things neat on the end-user side (5 hours/month)	Community Engagement	No
Master Control	Sourcing programming, scheduling the channels (10 hours/week)	Community Engagement	No
Emergency AV Support	Chambers, Dakota Rooms, projector, Zoom, etc. (30 hours/month)	Infrastructure	No
Labor Procurement – Contract/Freelance/ Volunteer	For mobile and occasionally for public meeting coverage. (10 hours/month)	Community Engagement	No
Event Staging, Lighting and Sound	Ancillary support for big events; financial support and planning for Winter Lighting Ceremony (50 hours/year)	Community Engagement	No



COMMUNITY DEVELOPMENT

DETAILED SERVICE INVENTORY

SERVICE	DESCRIPTION	STRATEGIC PRIORITY	MANDATE?
Community Development (all)	Coordinating department budget, maintaining control of expenditures within budget limitations, recommending service delivery improvements, administering contracts and analyzing staffing, equipment and technology needs.	Sustainability	Yes
People Management	Hiring employees, coaching, routine staff check ins, performance reviews, timesheet review	Org. Culture	No
Community Engagement	Develop positive relationships with community groups, businesses and residents. Connect with community organizations and activities in a manner that promotes a positive image of the city.	Community Vibrancy	No
Customer Service	Pre-meetings with property owners, businesses, project representatives on new development, redevelopment, business ventures, tenant improvements. Answer Phone calls, respond to emails, text messages, voicemail follow up, engage walk-in customers with general inquiries, in person during inspections	Community Vibrancy	No
Webpage Updates	Collaboration on webpage or website creation for special projects. Updates to content on department webpages.	Community Engagement	No
GIS	Responsible for creation of maps (zoning, aerial location) for development review projects, special projects as needed, and data management related to department subject matter.	Community Engagement	No
Data Requests	Gov QA data requests: includes research, assembly of material, redaction of material as applicable.	Community Engagement	Yes
Online Maps	Responsible for populating and updating content for the Development map and Commercial Property map on the City website	Community Vibrancy	No
Land Sales	Marketing, negotiation, leading request for proposals, development contracts and facilitating entitlement process.	Sustainability	Yes
Economic Development Tools	Administration of Economic Development tools such as Tax Increment Financing, tax abatement, grants	Community Vibrancy	Yes
Customer service/ Business Retention and Expansion	Assists businesses who are starting, expanding or relocating in understanding and anticipating requirements of applicable City codes, the Comprehensive Plan and other development processes.	Community Vibrancy	No
Grants	Includes research, writing, administration and monitoring.	Sustainability	No
Legal Notices	Logistical support for publishing of legal notices in the newspaper, via postal mail and onsite notification	Community Engagement	Yes
Comprehensive Plan Update and Implementation	Oversees the Comprehensive Plan update every 10 years. Required by the Metropolitan Council. Generally, a yearlong process including community engagement, collaboration with other departments and consultants, check ins with policy makers. Planning Commission and City Council. Implementation of plan after adoption.	Infrastructure	Yes
Planning Commission	Liaison to the Planning Commission Training of new members, ongoing training opportunities, special work sessions, joint meetings.	Org. Culture	Yes
Economic Development Commission	Liaison to the Economic Development Commission. Training of new members, ongoing training opportunities, special work sessions, joint meetings.	Org. Culture	No
Technical Backgrounds	Routinely prepares technical backgrounds/staff reports to the Planning Commission, City Council, Economic Development Commission and Economic Development Authority.	Community Engagement	Yes

Notary Public Services	Notary signing of legal documents related to Development Review projects, zoning compliance or other City needs.	Sustainability	Yes
IT Services	IT Liaison--Planning & Building staff trained in basic IT work to assist and support Community Development department	Org. Culture	No
Community Engagement	Representation at tradeshow locally and nationally via hosting a booth or networking/meeting setup.	Community Vibrancy	No
Strategic Planning	Proactively encourage economic development by developing strategies for attracting and retaining businesses including implementing and updating the Economic Development Strategic Plan.	Community Engagement	No
Strategic Planning	Implementation of the Integrated Marketing and Communications Plan	Community Vibrancy	No
Strategic Planning	Implementation of the Heart of the City Design Framework	Community Vibrancy	Yes
Strategic Planning	Implementation of the Center Village Vision	Community Vibrancy	No
Communication	Content creation for Opportunity Belongs Here newsletter Contributor of content for City publications including Burnsville in Brief and Burnsville Bulletin	Community Engagement	No
Business Retention, Community Engagement, Marketing	Leading or participating in marketing campaigns which include collaboration with inside and outside partners. Examples include Tour de Flavor, eat drink and buy local, small business week, manufacturing month.	Community Engagement	No
Community Engagement	Booth staff at events: Party on the Plaza, Fire Muster, Yappy Hour, other as requested or as it aligns with other outreach efforts	Community Engagement	No
Zoning Compliance	Review of state licenses for zoning compliance: auto dealership license and cosmetology	Community Vibrancy	No
Zoning Compliance	Review of Zoning Permits for compliance with Title 10. Includes customer service, correspondence and inspection.	Community Vibrancy	Yes
Sign Permit Review	Review of Sign Permits (customer service-interpretation of code, correspondence, inspections).	Community Vibrancy	Yes
Internal Committee representation	Inclusion and Belonging, GIS, Safety, Insurance, Sustainability, Wellness, Employee Engagement, Traffic, Events, Laserfiche, Open Gov	Org. Culture	No
Business Retention and Expansion	Grow Minnesota Visits in collaboration with the Burnsville Chamber of Commerce.	Community Vibrancy	Yes
Business Retention and Expansion	Business Retention and Expansion (BRE): Diversity business visits	Community Vibrancy	No
Development Review Project Management	Project management related to the following Development applications: Comprehensive plan amendments, zoning amendments, Conditional Use Permits, Variances, Planned Unit Developments, Interim Use Permits, Plats. Includes analysis with local, state and federal regulations, collaboration with internal and external partners, developers/property owners, communication, technical backgrounds to Planning Commission and City Council, legal document coordination and approval.	Community Vibrancy	Yes
Administrative Review of Projects	Waivers of Subdivision: review, processing, communication related to minor division of land or change in property lines	Community Vibrancy	Yes
Administrative Review of Projects	Review of applications and proposals that meet city code and do not require a public hearing	Community Vibrancy	Yes
Data Retention Management	Scanning of permanent records into Laserfiche system	Sustainability	No
Outside Partnerships	Participates in Dakota County Community Development City/County staff group. Active Living Dakota County Group—multi-disciplinary group ranging from parks, recreation, transportation, healthy living, food access, land use, sustainability.	Org. Culture	No

Recording secretary	CD Administrative Assistant serves as recording secretary for the Planning Commission and Economic Development Commission	Org. Culture	Yes
Outside Partnerships	Metro Transit Orange Line, Dakota County Orange Line Extension, MVTA Planners working group—coordination and communication with staff and policy makers	Infrastructure	No
Outside partnerships	Active collaboration and communication with ISD191 staff on ways to strengthen the positive perception of the Burnsville community including the schools.	Community Engagement	No
Rule compliance	DNR, FEMA, watershed districts, wetlands, small cell wireless: assures compliance with rules and collaborates with Natural Resources and Engineering Departments as necessary	Community Vibrancy	Yes
Inspections (Planning)	Landscaping inspections to verify compliance with approved plan	Community Vibrancy	Yes
Inspections (Planning)	Site inspections for new development and redevelopment to verify compliance with approved plan	Community Vibrancy	Yes
Financial management	Wells Fargo P-card review, invoicing, check requests, budget review	Sustainability	Yes
Marketing	Review, pricing and ordering of marketing material—print and swag	Community Vibrancy	No
Community Engagement	Speaking engagements as requested—schools, apartments, business groups, civic groups	Community Engagement	No
Community Engagement	Preparation of content for events: State of the City, South of the River Real Estate Summit, Real Estate Groups (SPAAR)	Community Engagement	No
Community Engagement	Logistical support for Mayor’s CEO group	Community Engagement	No
Communication	Updates and communication with the EDA President	Community Vibrancy	No
Marketing	Proclamations- Economic Development Week, Planning Week, Manufacturing week others as requested	Org. Culture	No
Internal Collaboration	Statistics as requested by other departments for grant applications or reporting: population, employment, permit numbers, etc.	Org. Culture	No
Community Engagement	Building and Planning/Zoning education efforts including brochures, handouts, homeowners workshop event and speaking engagements.	Community Engagement	No
Permit Review and Administration	Special event permit—review and comments	Community Vibrancy	Yes
Community Engagement	Night to Unite- staff event and provide community outreach on Current City and Community Development topics	Community Engagement	No
Professional Development	Burnsville University training and professional development	Org. Culture	No
Home Loan Programs	Management of funding and contract for homeowner rehab loan programs (senior and all-age)	Community Vibrancy	No
Software systems administration	Administration of Open Gov software: Vendor meetings, admin collaboration, routing of plans/documents, coordination of uploaded documents, customer service (assisting with navigation).	Infrastructure	No
Consultant Management	Coordination with consultants—includes 5-year pool of consultants (planning) Building department consultants (electrical inspector, building engineering, septic tanks) and consultants hired for special studies or temporary projects	Sustainability	No
Court/Administrative Hearings	Research, review, preparation related to active court cases or administrative hearings.	Org. Culture	Yes
Permits	Review of tree removal permits including replacement plan	Sustainability	Yes
Permits	Review of grading permits	Infrastructure	Yes
Zoning Ordinance Administration	Ordinance review and updates	Community Vibrancy	Yes

Legal Documents	Preparation of legal documents including ordinances, summary ordinances, resolutions, findings of fact, development agreements and development contracts	Community Vibrancy	Yes
Legal Documents	Logistical coordination of legal documents with developers, property owners, and financially responsible entities to ensure documents are property recorded and filed with the County.	Community Vibrancy	Yes
Rental Inspections	Inspect rental properties	Safety	Yes
Property Maintenance complaints	Respond to resident complaints regarding alleged property maintenance code violations.	Community Vibrancy	No
Rental complaints	Respond and investigate rental complaints	Safety	No
Hoarding complaints	Respond and investigate unsafe/unsanitary conditions	Safety	No
License enforcement	Enforce adverse license action as necessary and directed	Safety	No
Code Task Force	Subject Matter Experts (SME) for Code Task Force	Safety	No
Code Enforcement case preparation	Liaison to legal team, prepare enforcement briefs, and testify in court as necessary.	Community Vibrancy	No
Special Assessments (Code)	Cost recovery associated with enforcement	Sustainability	Yes
Code Cash program	Promote and administer the homeowner repair assistance program	Community Vibrancy	No
Home Energy Squad	Promote and administer the homeowner energy assistance program	Community Vibrancy	No
Tenant Behavior Enforcement	Assist police department with tenant “strike” program. Prepare notices and possible enforcement action for violations of crime free program.	Safety	Yes
Prepare and Issue criminal citations for enforcement	Approve issuance of criminal citations for violations of codes as needed or required.	Safety	No
Prepare and Issue administrative citations for enforcement	Approve issuance of administrative citations for violation of codes as needed or required.	Safety	No
Swear out search warrants, affidavits, as necessary	Provide notarized signatures for code related legal documents.	Org. Culture	Yes
Public Data Requests	Provide public records upon request	Community Engagement	Yes
Employee Safety Training	Provide safety training opportunities to staff to prevent injury and illness in the workplace.	Org. Culture	Yes
Admin for community development software.	Provide department support with installation, maintenance and administration of community development software as needed and directed.	Org. Culture	No
Rental License administration	Process new rental license applications as well as renewals. Maintain database to ensure timely inspections and scheduling.	Community Vibrancy	Yes
Enforcement of county recycling ordinance	Enforcement of Dakota County recycling ordinance.	Community Vibrancy	No
Hire new employees	Coordinate hiring new staff with HR	Org. Culture	No
Employee reviews	Provide regular feedback to staff and conduct annual reviews	Org. Culture	No
Prepare backgrounds and research for council agenda items	Multiple Council and commission meetings per month	Infrastructure	Yes

Public Education	Prepare articles for Burnsville Bulletin regarding code enforcement programs and initiatives.	Community Engagement	No
Building Safety Department responsibilities	Oversee the administration of special provisions, commercial buildings, elevators and related devices, residential buildings, existing buildings, electrical, flood-proofing, energy conservation, accessibility, mechanical and fuel gas, plumbing, high pressure piping systems, manufactured homes, prefabricated structures, industrialized/modular buildings, and storm shelters	Safety	Yes
Purpose	To provide safe and affordable housing, places to work, shop, eat, congregate, do business, recreate and worship.	Safety	Yes
Trade Specific Inspection	Inhouse BV issues permits for Electrical, Plumbing, HVAC (Heating Ventilation and Air Conditioning). Depending on factors such as Residential /Commercial/ Industrial/License Facility/Institutional each trade must be license/certified in order to inspect. All items listed in the Building Department responsibilities row are required to be submitted/verified to the Building Official of the approval/completion by the appropriate licensed/individual of that type of inspection.	Safety	Yes
Residential/ Commercial	Greet, educate and inform customer, Intake applications, process permit, collect fees, issue permits, inspection, confirmation / verification. Conduct Homeowner Workshop and onsite consultation. Use tools such as computer construction software to education customer.	Community Engagement	Yes
Greet, educate and inform customer	Face to face, online email/text/message and phone	Community Engagement	No
Residential/ Commercial Intake	Assure proper documents for multiple departments are submitted for review, correction and application approval. Also, when required, that the appropriate License of contractor is verified	Org. Culture	Yes
Commercial Processing Permit	Application content / information is disbursed to different/appropriate departments for plan review, correction and approvals	Safety	Yes
Collection of fees and issue permit	Once permit has been approved by all departments and agencies, then permit is paid for and permit is issued and work is permitted to work on project.	Community Engagement	Yes
Inspection	Receive customer request for inspection. Schedule inspections with appropriate inspectors	Community Engagement	Yes
Inspection Vehicles	Transportation needed for Face to Face and in person inspection onsite inspection. Refuel, schedule maintenance and repair.	Infrastructure	Yes
Emergency	Provide subject matter expertise on compromised buildings following a Fire, Building failure, or weather destruction. Assist with Emergency management action and follow-up	Safety	Yes



FINANCE

DETAILED SERVICE INVENTORY

SERVICE	DESCRIPTION	STRATEGIC PRIORITY	MANDATE?
Accounts Payable	Provide for the accurate and timely payment of goods and services procured by the City. Support departments with their payment needs (e.g., purchasing cards).	Sustainability	Yes
Accounts Receivable and Revenue Collection	Provide for the accurate and timely acceptance of payments owed to the City, including property taxes as well as fees and charges.	Sustainability	Yes
Budget and Financial Planning	Provide for thoughtful annual budgeting and long-term financial planning. Advise the City Manager and City Council regarding the financial position of the City.	Sustainability	Yes & No
Audit	Manage the inspection and review of the financial position of the City and provide for compliance with various regulations and policies.	Safety	Yes
Accounting	Provide data entry and analysis for both operating and capital activities.	Sustainability	Yes
Donations and Grants Management	Review, account for and report on donations, contributions, sponsorships and grants provided to the City by third-parties.	Sustainability	No
Debt Service	Provide for the accurate and timely payment of debt incurred by the City. Advise the City Manager and City Council about the issuance of additional debt.	Infrastructure	Yes
Reporting	Manage, create and delivery various reports on behalf of the City (e.g., Dakota County, Federal Government, OSA).	Safety	Yes
Software Implementation and Support	Support City departments with their implementation and transactions with various software packages (e.g., OpenGov, RecTrac).	Infrastructure	Yes
Records Management	Maintain various financial data, records and reports in concert with the City Clerk's Office.	Safety	Yes
Treasury and Investment Management	Manage the cash needs and investment activities for the City. Reconcile City activities with various financial reports and records.	Safety	Yes
Emergency Management Services (EMS) Administration	Provide financial administration support for EMS billing, budgeting, collections, taxes and revenue recapture and reporting among other items.	Safety	No
Utility Billing and Administration	Process billings and payments for more than 16,700 account monthly for public utilities provided by the City, support the certification of unpaid claims and provide budget support and analysis.	Infrastructure	Yes
Special Projects	Lead and manage various special projects as assigned by the City Manager (e.g., process improvement).	Sustainability	No
Insurance Administration and Risk Management	Manage certain insurance programs and file claims on behalf of the City in concert with applicable departments (e.g., property, casualty, workers' compensation).	Safety	Yes
Asset Management	Support the acquisition, maintenance and disposition of City assets.	Infrastructure	Yes
Customer and Vendor Support	Provide miscellaneous support and direction for various customers and vendors on behalf of the City.	Org. Culture	No

City Council and Department Support	Respond to various needs and questions of the City departments and the City Council, most notably for special projects and new programs.	Org. Culture	Yes
Fiscal Agent and JPA Support	Depending upon the relationship, provide financial and administrative support for certain joint efforts.	Community Engagement	No
Policy Compliance, Internal Controls and Training	Maintain and manage internal controls and compliance with applicable policies throughout the City (e.g., purchasing, public purpose). Provide training on applicable topics.	Safety	Yes
Tax Increment Financing (TIF) Administration	Administer and report on the TIF District authorized by the City Council in concert with the Community Development and Public Works Departments.	Community Vibrancy	Yes & No
Payroll Administration	Provide back-up and support for payroll processing (e.g., review timesheets, wire funds).	Org. Culture	Yes
Communications and Community Engagement	Participate in community activities and events. Provide information to the public on certain financial topics.	Community Engagement	No
Policy Analysis and Program Evaluation	Perform policy analysis and program evaluation as needed (e.g., "Take-Home" Vehicles for Inspections, Labor Costing).	Sustainability	No



DETAILED SERVICE INVENTORY

SERVICE	DESCRIPTION	STRATEGIC PRIORITY	MANDATE
Department Leadership			
Leadership	Ensure the development and review of department policies, goals and objectives in alignment with Council Strategic Priorities and best practices.	Org. Culture	No
Onboarding	Select, onboard, meet with new recruits. Provide introduction to dept. history, operations, mission, core values, expectations.	Org. Culture	No
Leadership	Set direction, create positive culture of shared beliefs and expectations. Communication, clarity, consistency.	Org. Culture	No
Public Safety	Oversee the effective utilization of equipment, facilities, and technology. Direct the development of recommendations to meet the future equipment, facilities and technology needs.	Safety	No
Public Events	Develop positive relationships with community groups, businesses and citizens. Connect with community organizations and activities in a manner that promotes a positive image of the City.	Community Engagement	No
Team Building	Create positive working relationships with other city staff.	Org. Culture	No
Team Building	Provide supportive leadership. Collaborate with City Council and City Manager to create positive outcomes.	Org. Culture	No
Leadership	Develop and maintain Standards of Coverage document	Safety	No
Public Safety/Leadership	Support strategic plan priorities. Implement staffing and facility studies.	Safety	No
Partnership	Seek opportunities with other agencies and organizations to jointly provide FIRE/EMS services more effectively and/or efficiently.	Safety	No
Special Operations Team/MN Task Force 1	Cooperate with surrounding communities, state and federal agencies and participate on various intergovernmental task forces or committees	Safety	No
Council Backgrounds	Prepare department Council agenda backgrounds (contracts, Joint Powers Agreements, purchasing, ordinance revisions, grants)	Community Engagement	No
Legislative Accountability	Provide/present operational updates, legislative updates, and other information as needed to the City Manager, City Council or other appropriate groups.	Safety	No
Employee Engagement	Identify and develop division talent and recognize strengths and achievements of department personnel.	Org. Culture	No
Leadership	Work with department staff to provide leadership, assist with problems, and review assignments, programs and operations to identify potential improvements.	Org. Culture	No
Training	Participate in training to maintain certifications/licensures and develop necessary skills and abilities	Safety	Yes
Transparency/Accountability	Mandated reporting for EMS and Fire Service	Safety	Yes
Administrative	Associate and maintain Fire and EMS certifications/licenses.	Safety	Yes
Leadership	Involved in county, metro, state and national fire, EMS and emergency management associations	Vision	No
Succession	Plan for open vacancies in numerous specialty positions and assist in filling those positions with the best possible candidates	Org. Culture	No

Leadership/Staff Development	Review the performance of employees and ensure they are meeting departments high standards and are getting necessary resources to succeed	Org. Culture	No
Leadership	Oversee operations and ensure alignment with department's mission and core values	Vision	No
Relationship Building	Foster a strong collaborative relationship with partners such as Dakota County Social Service, Fairview Ridges hospital and our medical director to help meet the needs of those residents needing assistance with homelessness and mental health resources	Community Engagement	No
Fleet	Collaborate with BFD and PW staff to select and obtain most capable vehicles to ensure work can be done safely and efficiently	Infrastructure	No
Community Outreach	Help organize and oversee community engagement efforts and respond appropriately to complaints or concerns from the community	Community Engagement	No
Relationship Building	Build and maintain a strong relationship with ISD 191, ISD 196, technical colleges and other educational institutions to work together to maintain a safe, effective, and positive educational setting for students	Community Engagement	No
Fire Captain and Firefighter/Paramedic	Oversee and lead the roles and responsibilities of the position	Safety	No
Review NFIRS and EMS Reports	Review applicable reports and video when there are Fire incidents and/or EMS issues to ensure service is being within the department expectation and industry best practices.	Safety	No
Employee Evaluations	Provide Employee Evaluations for Assistant Chiefs, Captains, Fire Inspectors, Admin Assistant and review the evaluations done by other supervisors.	Org. Culture	No
Awards	Review incidents and nominations for applicable employee, resident, and public recognition awards.	Org. Culture	No
Oversee Various Teams/Committees	Oversee committees/teams such as: FTO, Leadership, Equipment, OI, Public Education, Health and Wellness	Safety	No
Budget Development	Assist in developing and reviewing yearly budget.	Safety	Yes
Incident/Injury Report Review	Review incident/injury reports for process improvements to prevent incidents and injuries.	Safety	No
Training Requests	Review training requests	Safety	No
Employee Support	Support the needs of all employees	Org. Culture	No
Hiring Coordinator	Work with HR to coordinate our hiring process and be the POC to hires	Org. Culture	No
Facilities Oversight	Work with city facilities to keep FD updated and address any items of repair	Sustainability	No
Promotion	Conduct promotional and position testing/evaluation processes to identify the best candidate for open positions	Org. Culture	No
Emergency Response	Respond to significant or critical incidents to provide support and fulfill incident command roles	Safety	No
Training	Oversee collaborative training academy to ensure new hired and/or promoted staff are equipped to provide exceptional service to the community	Org. Culture	No
Leadership	Mine current data to find and respond to trends	Safety	No
Leadership	Participate as mentors in the city mentoring program.	Org. Culture	No
Partnership/Leadership	Participate in Hiring Process/ Interview Panels for other departments/agencies	Safety	No

Fire Prevention			
Fire Investigation	Investigate fire incidents to determine origin and cause of fire.	Safety	Yes
Fire Permits	Work proactively with residents and businesses on fire safety to obtain permits and inspections where necessary.	Safety	Yes
Hiring/Backgrounds	Are assigned to do in depth background investigations on firefighter candidates	Safety	Yes
Photographic and Video Graphic Documentation	Oversee photo and video collection. This involves regular technological, policy, and training updates.	Safety	Yes
Keyholder Entry/ Updates	Add, modify, delete business keyholder information for access by dispatch and responding staff	Safety	Yes
Community Engagement	Establish a community-oriented and risk based problem solving approach to the multi-housing community. Provide training on fire prevention, and fire code enforcement to the multi-housing community in fire safety.	Community Engagement	No
Fire Investigation	Build accurate and complete case files through reports of action and findings.	Org. Culture	No
Fire Safety	Conduct fire prevention and community building presentations.	Community Engagement	No
Fire Safety	Conduct juvenile fire setter assessments and intervention education	Safety	No
Community Engagement	Provide targeted public fire education to the community	Community Engagement	No
Community Engagement	Be a resource and provide assistance to Residents, Businesses, Schools, Support Services, Police Department, or other City Staff and projects as requested and necessary. Manage projects as identified or assigned.	Community Engagement	No
Fire Safety	Review building plans to ensure compliance with fire code	Safety	Yes
Fire Safety	Conduct fire inspections for permits, complaints, rental housing or other licensed facilities. (currently not proactively inspecting all businesses)	Safety	Yes
Fire Safety	Participate in the fire code adoption and work to ensure the city has adopted the most recent state fire code. Also make recommendations to adopt other city codes not addressed in the fire code.	Safety	Yes
Community Engagement	Maintain community and professional contacts as needed to promote the City Council's Strategic Priorities well as specific fire, crime and safety prevention strategies. Contacts will include businesses, residents, media, retail, volunteers, citizens, other fire, EMS and law enforcement agencies, City staff, or other groups and/or individuals as needed.	Community Engagement	No

Emergency Medical Service			
EMS	Respond to persons needing medical assistance	Safety	Yes
EMS	Forge working partnerships with professionals such as Dakota Co Crisis, NAMI MN, medical providers, Burnsville Police Dept., and agencies within the state/ region.	Community Engagement	No
EMS	Participate in coordinated care with other healthcare professionals and our police department.	Safety	No
EMS	Review data to identify high consumer activity. Initiate problem-solving methods to meet individual needs.	Org. Culture	No
EMS	Document assessment and care provided to patients.	Safety	Yes
Compliance	Ensure compliance with state and federal regulations (MN EMSRB, HIPPA, CMS, etc.)	Safety	Yes
Community Engagement	Review calls based on characteristics to find trends.	Safety	No
EMS	Work with medical director to establish and follow best practice medical protocols	Safety	Yes
Community Engagement	Help coordinate community programs such as CERT, Fire Ops 101, MVN	Community Engagement	No

Assignments			
Field Training Program (FTO)	Mentor and train newly hired/promoted staff. Maintain FTO manual, Interviewing/Selecting new FTOs, Assignment of trainees to FTOs, Develop FTO schedules for trainees/trainers.	Org. Culture	No
Fleet Maintenance	Maintain fleet availability, Coordinate repairs with IT and Fleet Maintenance, Communicate new fleet equipment with IT and Fleet Maintenance.	Safety/ Community Engagement	No
Fleet Maintenance	Ensure equipment is tested within industry standards based on prescribed basis.	Safety	No
IT Operations	Maintain and update station alerting and automatic call dispatching for Dakota County and Bloomington (shared system from grant)	Safety	No
IT Operations	Communicate with IT on FD needs, troubleshoot issues, complete/coordinate IT tasks , Test and Evaluate new products (Dell, Axon Fleet)	Org Culture	No
Fire Academy	Manage 18-week new hire academy.	Org Culture	No
Collaboration	Conduct joint training with neighbor agencies for new recruits, continuing education, and to create better on scene interoperability. We also host incident command training for new fire service incident commanders and continuing education for fire service leaders in our area.	Safety	No
Defensive Driving	Regularly train on defensive driving to maintain necessary skills and abilities. The focus of this specialty is to provide emergency driving techniques to an initial hire and an ongoing basis to keep the public and personnel safe while driving on duty. It provides classroom and hands on training to keep the firefighter current on changes in laws and vehicle functions.	Safety	Yes
Mutual Aid	Assist Other agencies under mutual aid agreements when needed.	Vision	Yes
Honor Guard	Participate in Fire Department funerals. Participate in department and city-wide events as identified by the Chief.	Safety	No
SWAT Medics	Provide Paramedic to PD for training and callouts.	Org. Culture	No

Administration			
Support Services	Oversight over Records, ensure operations running efficiently and effectively, implement strategies, tactics, procedures as needed to improve services or respond to changes, training and staff development, succession planning	Org. Culture	No
Supervision of Records	Provide direct supervision of Records training and development	Org. Culture	No
Grants	Search grant opportunities, write and submit applications, grant acceptance, monthly/quarterly/annual grant reporting, grant finances, grant closeouts, coordinate with Grants Management Coordinator	Safety	No
EMS Billing Services	Work with contract billing service to ensure efficient and compliant operation to bill for EMS service. Regularly review billing contract.	Safety	No
Budget	Budget preparation, monthly reviews of budget line items	Safety	Yes
Data Practices	Oversee department data practices, assign, review, and fulfill data requests	Vision	No
Annual Report	Prepare annual report and/or video	Safety	No
Staffing	Manage recruiting and selection process for support personnel/volunteers	Safety	No
Software System Access	System Administer, manage roles and permissions in multiple software systems, assign user rights, modify user rights, delete user rights, request access for external systems	Org. Culture	No
Audits	Regularly audit records for compliance with department expectations and state/federal regulations. Contract with external firm to audit a sample of EMS records for CMS compliance.	Safety	No
EMS and FF Certifications	Manage EMS and Fire Certifications which includes tracking staffs training.	Safety	Yes
Records Management	Administration of paper and digital records, data retention, document destruction, and destruction documentation.	Safety	Yes
Code Enforcement Inspections	Oversee and conduct fire code enforcement rental inspections in coordination with rental licensing and PD. Oversee and ensure private fire hydrants are tested annually in coordination with water department.	Vision	Yes
Best Practices	Schedule and coordinate training	Safety	Yes
NFIRS Data Quality	Complete monthly NFIRS data quality reviews/updates	Community Engagement	No
Lawsuits/Complaints	Provide data to attorneys, discovery requests, and document preservation	Safety	Yes
Technology	Software procurement, RFPs, software reviews/ratings, system admin., training and implementation, troubleshooting, manage integrations between systems and public facing information, resource/presentations to other agencies	Vision	No
EMS Reporting	Prepare and submit monthly EMS Reports	Safety	No
Statistics	Prepare monthly, quarterly and annual statistics/reports	Safety	No
Code Review and Revisions	Research for code revisions, present to Council, council background, and Code Review SME	Org. Culture	No
FIRE Academy	Meet with new firefighters, overview of software systems, activate/enable accounts, initial login, setup email, telephone and voicemail	Community Engagement	No
Community Engagement	Participant in the Fire Muster Board, Beyond the Yellow Ribbon, and Rotary	Org. Culture	No
Purchasing	Purchase Orders, invoice batch entries, P-Card approval	Safety	No
Data Entry	Data entry of memos and letters	Vision	No
Fire Reports	Process incoming paperwork and distribution of reports	Safety	Yes
Data Requests	Process data requests from citizens, criminal justice agencies, medical examiner, donation agencies, social service agencies, insurance agencies, discovery requests, and attorneys.	Safety	Yes
Transcription/Redaction	Transcribe and redact reports, 911 calls, Axon, as needed	Safety	Yes
Laserfiche Scanning	Miscellaneous report documents, training records	Safety	Yes

Monthly Brief	Prepare and distribute monthly report	Safety	No
911 & Radio Traffic Audio Requests	Process requests for 911 and radio traffic audio files	Community Engagement	No
False Alarms	Process false alarms and prepare data for invoicing	Safety	Yes
Court Notifications	Notify firefighters of court dates/times and/or cancellations and subpoenas	Safety	Yes
Reception	Greet and assist citizens coming into lobby, answer and direct telephone calls	Safety	No
Task List	Keep tasks current and up to date	Community Engagement	No
Scheduling/ Work and Time Off Management	Schedule and approve work schedules, hybrid schedules, vacations, purchased leave, wellness time and sick and FMLA leaves	Safety	Yes
Work Assignments	Assign work schedules to ensure minimum coverage and compliance with collective bargaining agreements.	Safety	Yes
Invoicing	Review and code Wells Fargo Statement	Safety	Yes
Timesheets	Review for Accuracy and Approve Bi-Weekly	Safety	No
Performance Evaluations	Complete Yearly Performance Evaluations and address performance issues throughout the year	Safety	No
Yearly Destruction	Yearly destruction of records per Retention Schedule	Vision	Yes
Records Maintenance	Ensure accuracy of departmental records and procedures	Safety	Yes
Relationships	Facilitate strong departmental and community relationships	Safety	No
Best Practices	Research and implement best practices for department administration and operation (center for public safety excellence, NFPA, etc.)	Vision	No
Service	Provide efficient and effective quality service	Safety	No
Fire Academy and Software Setup	Presentation of Fire role to new hires and setting up software accounts	Org. Culture	No
FTO Specialty Week	In person overview of Cultural Values and meet with Chiefs	Vision	No
Data and Task Support	Provide support in the preparation and presentation of data and execution of tasks	Safety	No
Fire Department Meetings	Attend county wide fire department meetings to collect and share information	Safety	No
Response	Respond to wide variety of calls for service. Mitigation incidents using best practices.	Safety	No
Conferences	Attend conferences to stay abreast of new laws, statutes, updates, trends, tactics, tools, etc.	Vision	No
Reports	Run and prepare monthly and yearly reports and other analysis reports upon request and design user friendly reports	Safety	No
Mobile Command Post maintenance and training	Attend bi-monthly trainings with the mobile command post team to ensure the MCP have operational readiness	Safety	No
Shift Response	Respond to calls for service	Safety	No
EAG Medics	Through trainings, debriefs, table top exercises etc... medics on the EAG team are capable and responsible for handling high risk calls for service	Safety	No
Shift Response	Maintain effective use of resources, equipment and tactics	Vision	No
Shift Response	Maintain familiarization with types of fire situations, mass casualty incidents and dealing with the media.	Safety	No
Health and Wellness	Proactively seek ways to improve yourself and coworkers.	Safety	No
Health and Wellness	Provide annual firefighter fitness assessment and flexibility index for all staff	Org. Culture	Yes
Health and Wellness	Provide proactive and reactive emotional wellness support to staff with a licensed mental health professional.	Org. Culture	No

Health and Wellness	Debrief culture: Provide and expect constructive criticism as a key tool for team improvement	Org. Culture	No
Training	Developing future leaders within the organization through training and experience	Infrastructure	No
Admin Captain	Organize, schedule, and train fire department members at ABLE site. Live burns, maintain training equipment, equipment ordering, ABLE rentals, instructors and supplies	Safety	Yes
Exercise Design Team	Participate in annual county wide exercises to critical incidents for police/fire/EMS	Safety	No
Fire Safety training	Provide workplace personal safety training to local businesses, places of worship, and medical facilities	Safety	No
AED coordinator	Provide AED and CPR workplace training to local businesses and places of worship	Community Engagement	No
EMS Liaison	Attend regular meetings with other EMS providers and The Ridges hospital and Medical Director	Safety	No
Labor/Management	Meet with city staff to establish/negotiate working contracts.		
Labor/Management	Assist staff members in their various needs	Org. Culture	No
Labor/Management	Offer support and donations to various needs. (Cancer in Oct, Movember, Coat Donations)	Org. Culture	No
Labor/Management	Attend meetings as needed to discuss union concerns or ideas	Sustainability	No
Labor/Management	Meet with union members to discuss changes in contracts, statutes and other pertinent information.	Org. Culture	No
Labor/Management	Work collectively to advance shared vision and values to better serve the community	Org. Culture	No
Labor/Management	Proactively seek feedback	Org. Culture	No
Department support	Provide support and aid to the various working groups within the fire department	Community Engagement	No
Special events	Engage and interact with the community during special events and assignments.	Org. Culture	No
Recruiting	Establish working relationships with Fire and EMS Program directors within the various University systems in Minnesota and Wisconsin.	Sustainability	No
Recruiting	Identify members of the fire department interested in recruiting.	Community Engagement	No
Recruiting	Assist in the application and interview process with perspective new hires.	Sustainability	No
Recruiting	Identify mentors within the department who work with new employees through the on-boarding training process.	Sustainability	No
Partnership	Represent at Local, State, National Fire Service Events, Fallen Fighter Memorial, Line of Duty Death Funerals, Fire Service Day at the Capitol.	Safety/ Community Engagement	No
Accident/Injury Reports	Receive/record/communicate with HR regarding accidents/injuries	Safety	No
Agreements/contracts	Keeper of signed documents	Safety	No
Awards/Commendations	Create/record awards given to staff	Safety	No
BFD Alumni	Keep alumni informed via email of BFD news	Safety	No
Complaints/Lawsuits/IA's	Keeper of documents/log sent on to attorney quarterly	Safety	No
Credit Card	Reconcile credit card	Safety	Yes
General Orders	Create/disperse to all personnel assignments and updates	Safety	No
License plate orders	Create letters to DVS for Fire Personnel	Safety	Yes
Meeting minutes	Take notes of meetings to ensure accurate records	Safety	No

New employees	Tasked with onboarding in certain fire systems, update rosters and city website	Safety	No
Notice to testify	Send notice to current and retired officers if they need to attend court	Safety	No
Personnel Orders	Create work assignment/memo when a firefighter joins a specialty, goes onto light duty, received discipline or entertains off duty employment	Safety	No
Policies	Work to update/disseminate policies/guidelines	Safety	No
Events/Ceremonies	Provide logistical support to prepare for and execute department ceremonies and events	Safety	No
Training Bulletins	Keeper/create and disperse with new laws, forms, procedures	Safety	No
Uniform	Order and maintain stock of department uniforms	Safety	No
Extrications/Gas Leaks	Create invoices and keep track of billable transactions	Safety	Yes
Performance Reviews	Create/send to supervisor annual reviews	Safety	No
Fire Callouts Report	Log the important incidents and specialty call outs	Safety	No
Budget Expense Report	Create expense reports	Safety	No
Weekly Update	Weekly create update to staff	Safety	No
Emergency Op Plans	Work with Emergency Management Sgt to keep the plans current and train staff	Safety	No
Emergency Data Forms	Yearly update employees' emergency data information	Safety	No
Accident/Injury Reports	Keeper/file with HR and finance	Safety	No
Annual Report	Create annual report or video to document the previous years accomplishments	Safety	No
Grievance	Work with Unions to see if there are any grievances. If so, then work with the Chief	Safety	No
MN Dept of Revenue	Submit to Dept of Revenue to claim fire state aid	Safety	Yes
State Fire Marshal Office	Provide yearly summary of surcharge report on all fire permits	Safety	Yes
Policy and training compliance	Review and indicate whether staff are compliant on policies and training and provide to Chief to submit	Safety	Yes
MN EMS License renewals	Renew all EMS licenses when due	Safety	Yes
Mayor's Proclamation	Create yearly the Fire Prevention and EMS Proclamation for Mayor	Safety	No
Budget	Enter the FD Budget, Fees and Charges and submit to Finance	Safety	No
Acknowledgement	Document feedback in performance management software	Org. Culture	No
Supervisor assignments	Provide supervisor assignments to staff	Safety	Yes
Burnsville In Brief	Create/suggest articles for the monthly Burnsville in Brief	Safety	No
Firefighter of the Year	Arrange voting and order plaque	Safety	No
Supplies	Ensure appropriate supplies are on hand (EMS, operations, fire, cleaning, etc.)	Safety	No
Admin support	Provide admin support for command staff	Safety	No
Billing Compliance	Ensure EMS billing maintains compliance with state and federal regulations	Sustainability	Yes
EMS	Maintain relationship with medical director to ensure compliance with state regulations	Safety	Yes
Equipment/Fleet	Maintain replacement program for equipment and fleet to ensure safe and efficient operation	Sustainability	No

Equipment/Fleet	Develop specifications for equipment and vehicles to ensure equipment/vehicles will meet current and future needs	Sustainability	No
Community Engagement	Pre-incident plan buildings to ensure fire features are identified in the event an emergency incident occurs at that building	Community Engagement	No
Collaboration	Work with internal/external stakeholders to continuously improve the service provided to the community (DCC, LOGIS, Metro Region EMS, etc.)	Org. Culture	No
Equipment	Work with Dakota County Radio Service and contract vendor to maintain 800mhz radios	Safety	No
Collaboration	Work with DCC and other Fire/EMS agencies to ensure dispatch protocols are best practice	Safety	No
Community Engagement	Work with communications and PD to ensure community recognizes and reports emergencies rapidly	Safety	No
Health and Wellness	Provide after action reviews to learn from incidents	Org. Culture	No
Leadership	Identify areas for improvement to meet best practices and lead change within the department	Org. Culture	No



HUMAN RESOURCES

DETAILED SERVICE INVENTORY

SERVICE	DESCRIPTION	STRATEGIC PRIORITY	MANDATE
Onboarding	Providing the information new employees need to know to be cared for, including benefit enrollment, facility and IT coordination, support hiring mangers with questions and day one activities.	Org. Culture	No
Employee Relations	Improving relationships of employees with the organization and with each other.	Org. Culture	Yes
Employment	Collaborate employment counsel and departmental leadership to provide efficient and effective resolution to litigation	Org. Culture	Yes
Labor Relations	Negotiating working conditions in partnership with our organized groups. Prepare negotiations materials, do market city research, prepare responses to labor requests, prepare contracts, collaborate with legal team on issues and resolutions.	Org. Culture	Yes
Benefits Administration	Providing health, income protection, savings and retirement programs to supplement base pay.	Org. Culture	Yes
Open Enrollment	Develop a competitive benefits package and provide employee education, employee consultation for enrollment options. Provide open enrollment materials and options for retirees and COBRA participants	Org. Culture	Yes
Workers' Compensation	A statutory benefit program that is available to all employees who have a work-related injury or illness. File and manage claims. Provide employee support and file annual reports. Assist provider and legal counsel with background and documentation	Org. Culture	Yes
Work Comp Audit	Prepare spreadsheets and reports for annual audit.	Org. Culture	Yes
Leave of Absence administration	Administration of employee time away from work, either paid or unpaid. Coordinate required paperwork with employees, manage relationship while employee is away from work.	Org. Culture	Yes
Equal Employment Opportunity	Provision of a workplace in compliance with Equal Employment Opportunity laws and regulations.	Org. Culture	Yes
Recruiting and Talent Acquisition	Integrated processes to attract, motivate, and retain productive, engaged employees. Engage with hiring manager to update job description and posting, develop strategy to attract candidates, review applications and provide final candidate list for hiring manager review, coordinate interview process and materials.	Org. Culture	No
Payroll	Processing timecards, adjustments, and withholdings for all employees.	Org. Culture	Yes
Vendor Payments	Payment to all vendors after each payroll, weekly, and monthly including, but not limited to insurance, taxes, retirement, flexible spending and HSA/HRA plans.	Org. Culture	Yes
Compliance	Doing what is asked or required by federal, state and local government.	Org. Culture	Yes
W2's	Providing year end tax information to all employees.	Org. Culture	Yes
Affordable Care Act Information Returns	Provide year end health insurance information to all employees.	Org. Culture	Yes
Patient-Centered Outcomes Research Institute Fee	Calculation, payment and filing required forms for a fee imposed on plan sponsors of applicable self-insured health plans.	Org. Culture	Yes

Quarterly 941 and State returns	Report income taxes, Social Security tax, or Medicare tax withheld from employee's paychecks.	Org. Culture	Yes
Quarterly Unemployment Return	Report wage detail of all employees in covered employment.	Org. Culture	Yes
Budget - Wages	Calculation of wages and benefits to assist the Finance department with budget.	Org. Culture	No
Annual Financial Audit	Prepare audit papers for payroll related liability and expenses.	Org. Culture	Yes
Insurance / COBRA Reconciliations	Reconciliation of health, dental, vision, life, Aflac, and long-term disability as it pertains to current and former employees.	Org. Culture	No
HR Strategy and Planning	Identify and manage current and future needs to achieve organizational goals.	Org. Culture	No
Compensation	Maintaining a competitive position in our market to help attract, motivate, and retain employees. Review and perform reclassification analysis.	Org. Culture	Yes
Employee Appreciation	Recognizing employees through teambuilding and social activities in and outside of the office. Develop and implement employee events and all employee meetings.	Org. Culture	No
Tuition Reimbursement	Administering a program to incentive continued learning through reimbursement of expenses. Provide employee support to tuition reimbursement and facilitate payment.	Org. Culture	No
Employee Performance Management	Assist managers with employee performance concerns and provide support and guidance to address issues.	Org. Culture	No
Wellbeing Program	Caring for the health and wellness of our employees through intentional education and activities. Coordinate the Wellness Committee and develop a comprehensive wellness program to support employees in five specific areas.	Safety	No
Safety Committee	Caring for the health and safety of our people and teams through advocacy and employee involvement. Coordinate the Safety Committee and the quarterly meetings. Develop training recommendations and maintain the City's Safety Program with the Safety Consultant.	Safety	Yes
Hazard Control	Proactively protecting the safety of our teams by observing and mitigating concerns.	Safety	Yes
Job Descriptions	Outlining important details about each position including the essential responsibilities, qualifications, pay level and FLSA status. Create, review and update job descriptions.	Org. Culture	No
Policy Administration	Oversight and implementation of organizational policies and procedures	Org. Culture	No
Pay Equity	Calculate and submit employment data to ensure pay equity.	Org. Culture	Yes
Centers for Medicare and Medicaid Services	Prepare and file annual report of creditable/Non-creditable benefit plan offerings.	Org. Culture	Yes
Public Safety Disability	File annual public safety disability claim forms	Org. Culture	No
Annual Budget Planning	Prepare annual operating budget for department. Support other department budget preparation through personnel costing requests.	Org. Culture	No
Drug and Alcohol Testing	Ensure that all personnel that perform a safety-sensitive function are enrolled in a random testing pool. Random selections occur on a quarterly basis.	Safety	Yes
Employee Personnel Files	Maintain employee personnel files weekly.	Org. Culture	Yes
Data Retention and Destruction	Required to retain official government records, both physical and electronic, for a period of time that satisfies the applicable records retention schedule.	Org. Culture	Yes

Unemployment Insurance	Provide information to the unemployment office when requested or needed.	Org. Culture	Yes
EEO-4 Report	The State and Local Government Information Report (EEO-4), is a mandatory biennial data collection that requires all State and local governments with 100 or more employees to submit demographic workforce data, including data by race/ethnicity, sex, job category, and salary band.	Org. Culture	Yes
BLS Report	The CES program collects employment and payroll information on a monthly basis and provides detailed industry data on employment, hours, and earnings for the nation.	Org. Culture	No
Job Openings and Labor Turnover Report	Provide monthly job openings and labor turnover data for the Bureau of Labor Statistics (BLS).	Org. Culture	No
New Hire Reporting	Required to report the following employees: New employees, Re-hires, Temporary employees. Minnesota Statute 256.998 requires that all employers submit their new hire reports within 20 days after an employee is hired, re-hired, or returns to work.	Org. Culture	Yes
Data Requests	Respond to requests and provide data in accordance to the Data Practices Act.	Org. Culture	Yes
Employment Verifications	Respond to requests for employment information regarding former or current employees and applicants in accordance of Minnesota State Statues.	Org. Culture	Yes
Public Safety Disability Claim	Submit the annual public safety claim form for public safety disability participants.	Org. Culture	No
Employee Consulting and Assistance	Providing education or guidance to employees in a variety of areas, such as benefits, policies, or workplace issues	Org. Culture	No



INFORMATION TECHNOLOGY

DETAILED SERVICE INVENTORY

SERVICE	DESCRIPTION	STRATEGIC PRIORITY	MANDATE
Department Leadership			
Data Practices	Oversee department data practices, assign, review, and fulfill data requests	Community Engagement	Yes
Security planning, auditing, and compliance	Oversee IT systems security and physical security planning, implementation, support, management, auditing, and compliance activities for industry requirements: CJIS, PCI, HIPAA, MNiIT and LOGIS policies	Infrastructure	Yes
Security training	Oversee security awareness training for IT staff and the organization to comply with mandates and to reduce risk	Org. Culture	Yes
Local Agency Security Officer (LASO) Responsibility	Tom V is the designated LASO for Burnsville in compliance with the FBI and MN Bureau of Criminal Apprehension security requirements for Criminal Justice Information Systems and data access. Annual certification is required	Safety	Yes
IT Budgeting	Coordinate the department budget and a centralized fund for all departments Technology needs. Maintain control of expenditures within budget limitations, recommending service delivery improvements, administering service contracts, and analyzing enterprise service delivery.	Sustainability	Yes
RFP/RFI/RFQ and bidding	IT Leadership staff lead processes for identifying technology needs, selection, and implementation services through the creation of the required procurement processes.	Sustainability	Yes
Policy Review	Assist in policy development and review with other departments.	Vision	Yes
Council Backgrounds	Prepare department Council agenda backgrounds (contracts, Joint Powers Agreements, procurements, ordinance revisions, grants)	Vision	Yes
GASB 87 documentation and reporting for annual financial audit	Preserve, maintain, and enter all documentation of all IT leases for equipment, services and things for the annual financial audit and reporting	Vision	Yes
GASB 96 documentation and reporting for annual financial audit	Preserve, maintain, and enter all documentation of all subscription-based IT arrangements for equipment, software, services and things for the annual financial audit and reporting	Vision	Yes
Relationship Building	Foster a strong collaborative relationship with partners at Dakota County, MNiIT, MVTA, ISD191, TCCM, Dakota 911, and LOGIS to leverage common goals and outcomes around shared infrastructure resources	Community Engagement	No
Deliver CIP Projects	This group plans and delivers many technology improvement projects throughout the organization. This includes contractor, contract management.	Infrastructure	No
CIP Projects participants	Participate in non-IT CIP projects throughout the organization where technology and/or IT services are needed. I.e., Parks, Roads, facilities, community events, etc..	Infrastructure	No
Vendor Relationships and contracts	Coordination and management of vendor selections, services, and procurement activities for IT services, equipment, and support	Infrastructure	No
IT On-Call 24x7 emergency incidents escalation	IT Leadership staff provide second level emergency incident escalation response for afterhours IT incidents.	Infrastructure	No

Leadership	Oversee the creation of IT department and associated organizational technology policies, goals, and objectives in alignment with Council Strategic Priorities.	Org. Culture	No
Leadership	Set direction, create positive culture of shared beliefs and expectations. Communication, clarity, consistency.	Org. Culture	No
Leadership	Tom V is part of the City Leadership Team to align and facilitate IT Services with Council strategic priorities and values	Org. Culture	No
Leadership	Work with department teams to provide leadership, assist with problems, and review assignments, programs, and operations to identify potential improvements.	Org. Culture	No
Leadership/Staff Development	Review the performance of employees and ensure they are meeting departments high standards and are getting necessary resources to succeed	Org. Culture	No
Team Building	Create positive working relationships with other city staff.	Org. Culture	No
Team Building	Provide supportive leadership. Collaborate with City Council and City Manager to create positive outcomes.	Org. Culture	No
Legislative Accountability	Provide/present operational updates, legislative updates, and other information as needed to the City Manager, City Council, or other appropriate groups.	Org. Culture	No
Employee Engagement	Identify and develop talent and recognize strengths and achievements of department personnel.	Org. Culture	No
IT ongoing Training	Participate in Technical training, webinars, seminars and trade activities for development and skills building	Org. Culture	No
Policy Review	Assist in reviewing policy and recommending changes in alignment with current best practices	Org. Culture	No
Employee Evaluations	Provide Employee Evaluations for IT Leadership and review the evaluations done by Managers for other employees.	Org. Culture	No
Employee Support	Support the needs of all IT employees	Org. Culture	No
IT resource coordination and utilization	Provide backup staff resources to IT Operations, Infrastructure and Applications Services groups as needed or through contracted IT staffing options	Org. Culture	No
Information Technology Services Management (ITSM)	Implement and maintain industry standards around ITSM service delivery to the organization	Org. Culture	No
Strategic Planning	Oversee the effective utilization of equipment, facilities, and technology. Direct the development of recommendations to meet the future equipment, facilities, and technology needs.	Safety	No
Partnership	Seek opportunities with other agencies and organizations to jointly provide IT services more effectively and/or efficiently.	Sustainability	No
LOGIS Staff Liaisons	Tom and Chris are the primary staff liaisons for Local Government Information Systems (LOGIS), support, projects, and activities through participation on the Board of Directors	Vision	No
Leadership	Member of City IT Professionals (CITPRO) and the Multi-State Information Sharing and Analysis Center (MS-ISAC) member	Vision	No
Budget Development	Assist in developing and reviewing annual operating budgets and 5-year IT CIP plans for the organization.	Vision	No

Operations - Technical Services			
IT Service Delivery to partner organizations	IT operation services extend to ISD191, BCTV, ABLE, CVB, Ames-Center, TCCM, MVTA and others utilizing City facilities and IT infrastructure.	Community Engagement	Yes
Elections tech support	Provide technology infrastructure and tools during Election processes. Work with elections staff on on-going needs and changes	Community Engagement	Yes
Police Liaison Technology and support at BHS	Support endpoint devices and services for Police operations and Police Liaison officers located at Burnsville High School (BHS)	Community Engagement	Yes
IT Asset Inventory control	Inventory, maintain and create replacement schedules for the 3500 + IT assets located in all City facilities, vehicles, and properties. Security practices require controls to be in place	Infrastructure	Yes
Endpoint devices support & management	Proactive implementation and management of devices for staff and facilities using enterprise device management tools to deliver software, updates, fixes, and control	Infrastructure	Yes
Phone system	IT staff install, support, and manage over 550 phones for staff, facilities and remote workers including voicemail accounts using a City-wide network-based enterprise phone system.	Infrastructure	Yes
Gopher State One Call (GSOC) Tickets	Receive, review, and respond to GSOC tickets affecting IT infrastructure throughout the community	Infrastructure	Yes
Remote Work Support	Deliver and maintain remote work capabilities and support to all departments for a flexible and healthy work environment. Currently supporting remote work capabilities for 240 staff	Org. Culture	Yes
Public Safety Mobile Computers	Provide, support, and maintain 55 mobile computers in Police and Fire vehicles for frontline dispatching, response, and incident command activities	Safety	Yes
Facilities security - card access, cameras	Provide physical security services to 12 staffed City Facilities and 50 other locations in need of door access controls (225), security cameras (372) and perimeter fence management. (6)	Safety	Yes
Body Worn Camera (BWC) Maintenance/ Updates	Work with Police and Fire staff collaboratively to provide support for the BWC program. This involves regular technological, policy, and infrastructure management for continuous use and upgrades	Safety	Yes
Emergency Operations Center (EOC) roster and support	Participate in EOC activation and activities. Provide deployment services and on-going support through an event. Maintain EOC operational equipment	Safety	Yes
Recycling and disposal of IT Assets	Through inventory control and replacement schedules IT is responsible for proper disposal of IT assets, devices, and data. Using state and federally authorized methods working with vendors/contractors	Sustainability	Yes
Council Backgrounds	Prepare department Council agenda backgrounds (contracts, Joint Powers Agreements, procurements, ordinance revisions, grants)	Vision	Yes
Fire Muster tech support	Provide basic infrastructure, security and support systems to staff engaged in annual Fire Muster activities	Community Engagement	No
Provide technology to community groups	Support and maintain IT services for community organizations like: Lions Club meetings, annual Festival & Fire Muster	Community Engagement	No
Fire Muster security	Issue security cards for access to City facilities and access to cameras for staff	Community Engagement	No
Audio Visual (AV) systems management and support	Provide AV tools, systems and support for staffed and public facilities, offices, meeting rooms, and other identified locations. Utilize common, consistent up-to-date standards to deliver a positive multi-media experience	Infrastructure	No
Desktop Software applications	Deliver, deploy, maintain, and support multiple desktop applications for staff devices includes Microsoft products, Adobe products and business specific products like AutoCAD, Debtbook, Workiva etc.	Infrastructure	No

Cellular Phone procurement, support and management	Promote, install, and manage mobility with over 225 mobile phones and apps funded partially by the IT fund and requesting department's budgets	Infrastructure	No
Mobile Data accounts	Install, manage, monitor, and fund all mobile cellular data accounts in use by Police, Fire, Public Works, Community Development, and miscellaneous groups	Infrastructure	No
Mobile Data modems	Install, manage, monitor and secure mobile data modems in use by Police, Fire, Public Works and other groups for remote access to the City network	Infrastructure	No
GIS strategic planning and coordination	Maintain a GIS strategic plan, complete tasks necessary to coordinate centralized GIS data and services utilized by the organization and systems	Infrastructure	No
Telecom and facility assets leasing and mgmt.	Management of City towers, associated facilities, and land to provide leasing opportunities for private and public telecom services providers. 2021 revenues were more than \$1million	Infrastructure	No
Internet of Things (IoT) implementation and support	Increasing numbers of Internet connected devices being deployed, maintained, and monitored throughout City facilities: clocks, irrigation controls, room schedulers, lights, displays and more	Infrastructure	No
Virtual Desktops deployment	Provide, maintain and support the ability to utilize remote secure access to a City issued virtual desktop from any device anywhere and to those staff in need of additional remote work tools	Infrastructure	No
UPS (batteries) management	Proactive monitoring, maintenance, and replacements of backup power for critical infrastructure at 70 sites to increase the longevity of equipment and provide reliable services	Infrastructure	No
Network and electrical adds, changes, moves	Addressing the needs of staff and departments changes by adding changing and moving network and electrical infrastructure where it is needed in all facilities	Infrastructure	No
24/7 Emergency Incident on-call service	Provide after business hours emergency support for core City functions and activities including, Police, Fire, Water Utilities, public events and meetings and Ames-Center	Infrastructure	No
Project Management	Participate and lead several annual IT CIP projects and manage consultants, contractors, timelines, funds, and completion of implementation into maintenance and management mode	Infrastructure	No
Service Desk	Provide the organization Level I and Level II and Level III help desk responsiveness, support, and follow-up. Utilize interactive and automated services, and self-help tools	Org. Culture	No
Onboarding/off-boarding	Provide a thorough and positive experience for all new staff to deliver resources and access to systems when they start employment with the City and ensure off-boarding of departing staff is similar and removal of systems access	Org. Culture	No
Training	Provide on-going desktop application and enterprise systems training for the organization	Org. Culture	No
CIP projects	IT staff participate in 60-80 CIP projects annually. Many are IT led, several are led by other departments and IT partners	Org. Culture	No
IT rotating liaisons at PD	Staff on site with Police weekly to communicate, address needs, complete IT tasks for Officers, test and evaluate new products (Dell, Axon Fleet)	Org. Culture	No
IT rotating liaisons at FD	Staff on site with Fire weekly to communicate, address needs, complete IT tasks for staff, test and evaluate new products (Dell, Axon Fleet)	Org. Culture	No
IT rotating Liaisons at PW	Staff on site with PW weekly to communicate, address needs, complete IT tasks for staff, test and evaluate new products	Org. Culture	No
Mobile Command Post technology	Maintain, support and scheduled replacements of technology utilized in the Mobile Command Post for Police and Fire operations and call-outs.	Safety	No
Facilitate and co-Manage Body Worn Camera Technology	Working with the Police and Fire departments, ensure budget, replacement plans and infrastructure is in place to support and effectively utilize Body Worn Camera technologies	Safety	No
Fire IOT devices support	Support and integration services for devices utilized by Fire personnel like, EKG communication with iPads, and Knox key vaults	Safety	No

Multi-function devices & print management	Centralized managed print services utilizing secure, mobile print, scan, copy, and fax devices shared between departments	Sustainability	No
Procurement of technology hardware, software and services	Provide inventory of hardware, software and service options through formal procurement and inventory controls for all departments	Sustainability	No
Manage Amazon Enterprise accounts	Create, distribute, and manage enterprise business accounts for Tax exempt purchasing via Amazon Prime for all departments	Vision	No

Infrastructure Services			
Community TV broadcast systems for BCTV	Maintain core infrastructure for BCTV productions and public meeting broadcasts. Equipment is in the IT Data Centers	Community Engagement	Yes
High Speed Internet Service	IT provides two redundant fiber optic high speed symmetrical connections capable of up-to 10GB to ensure continuity of services for all City facilities and staff devices	Infrastructure	Yes
Backup Disaster Recovery	To mitigate continuity of government services and protect systems, IT has a distributed model of providing data and systems backups and recovery in the event of minor and major incidents. Data is replicated between data centers and to Cloud hosted services	Infrastructure	Yes
Time Sync service for systems and devices	Maintain GPS based Time sync services for all devices, software, and systems in the City Network	Infrastructure	Yes
Internet traffic filtering	All inbound and outbound internet traffic is filtered, logged, and monitored for potential problems and protection of systems and data	Infrastructure	Yes
Password Management services	IT provides and maintain tools to provide secure password storage and uses for all City internal and external systems.	Infrastructure	Yes
Multi-factor Authentication services	IT provides and maintain tools to provide two factor or more authentication services to conform with mandates by FBI/BCA, State of MN, LOGIS and security best practices	Infrastructure	Yes
VPN – remote access service	IT provides and maintains Virtual Private Network (VPN) infrastructure to provide secure mobile connectivity for 270 mobile devices accessing City systems to conform with mandates by FBI/BCA, State of MN, LOGIS and security best practices	Infrastructure	Yes
IT Auditing	Maintain systems for logging and auditing of data, access controls, inventory and reporting per security auditing requirements from the FBI/BCA, LOGIS and security best practices	Infrastructure	Yes
IT Infrastructure CIP projects	Projects implemented through the 5-year IT CIP to proactively maintain core infrastructure components and scheduled replacements. These include servers, storage, security components, network electronics and fiber optic infrastructure	Infrastructure	Yes
Emergency Sirens platform	Help maintain Emergency Siren system access, control and monitoring with Police personnel	Safety	Yes
Fire Station Alerting for FS1 and FS2	Support infrastructure and connectivity to deliver Fire Station call alerting functionality from Dakota 911 to FS1 and FS2	Safety	Yes
Security Services	A multi-faceted approach to security is utilized for all networks, systems, platforms, data, access, and work with third parties to reduce risk as much as possible and to comply with mandates. It includes policies, tools, education, monitoring and management	Safety	Yes
Certificate Services	Provide up-to-date security certificates for systems and devices and annual renewals for all staff devices, internally hosted systems and third party hosted systems	Safety	Yes

WIFI Services	Provide centrally managed public and private WIFI services to all staffed facilities, and several public spaces including 10 Parks and community partner locations.	Community Engagement	No
Digital Signage Services	Help implement, maintain, and support digital signage infrastructure for City operations. This includes internal and external digital signage. City Hall, Police, FS1, Ames-Center	Community Engagement	No
High speed Institutional network services	IT utilizes, maintains, and monitors several hundred network electronics switches to connect all facilities, devices, and systems to deliver INET services	Infrastructure	No
Fiber infrastructure management	Working with LOGIS and consultants, IT staff bring forward new CIP fiber projects, maintenance, and break fix items for continued extension of City INET infrastructure to City properties. Currently it includes 40 miles of fiber to 65 sites and growing	Infrastructure	No
Cellular stationary sites	Infrastructure staff monitor and maintain City sites (10) with cellular communications and VPN connections for sites not near fiber optic infrastructure. These include Water Utilities and Parks sites	Infrastructure	No
Data Centers (x2)	Staff maintain two data centers located at two separate City facilities to provide redundancy and continuity of services for servers, storage, internet, WIFI and other IT services delivered to all City facilities	Infrastructure	No
Virtualized Servers, desktops, and storage	Staff maintain infrastructure for 125 virtual servers, 55 virtual desktops, 485 desktops and laptops and approx. 320TB of data center storage, not including Hosted storage solutions	Infrastructure	No
GIS infrastructure	Maintain and manage the GIS Enterprise platform to deliver GIS services and data to City systems like: Assetworks, OpenGov, VueWorks, First Due, First Arriving	Infrastructure	No
Audio Visual (AV) infrastructure	Maintain a network based multi-cast AV content delivery platform to deliver public and private bulletin board services, streaming content and CATV service to facilities and rooms	Infrastructure	No
SCADA & AMI	IT provides software and hardware communications platform and access for the Water Department Supervisory Control and Data Acquisition (SCADA) system and Advanced Metering Infrastructure (AMI) for Water Utility sites	Infrastructure	No
Building Management Systems	A centralized approach to delivering building HVAC controls, monitoring and management to multiple City facilities via the INET. Four buildings today and growing as facility projects occur.	Infrastructure	No
24x7 Emergency Incident on-call service	Provide after business hours emergency support for core City functions and activities including, Police, Fire, Water Utilities, public events and meetings and Ames-Center	Infrastructure	No
Fuel system infrastructure	Provide IT services for PW Fleet and Fuel management platform. Ensure connectivity and systems access for control, management, and monitoring	Infrastructure	No
Microsoft Office 365 and Azure hosted platform Administration	Manage Microsoft Hosted O365 and AZURE services for 340 accounts, hosted storage, staff Intranet, Teams, SharePoint, and various other tools allowing for secure mobility and access from anywhere.	Infrastructure	No
Water Truck fill station infrastructure	Water fill station infrastructure and automation support at the Water Treatment facility	Infrastructure	No

Application Services			
Manage Zoom Enterprise Accounts	Manage licensing, staff accounts, and Zoom enterprise settings for the organization and public meetings	Community Engagement	Yes
ERP (Finance, HR/ Payroll, Utility Billing)	Host, manage, maintain, and monitor the Enterprise Resource Platform for Financials, HR/Payroll and Utility billing for all departments to access	Infrastructure	Yes
ERP, OpenGov, RMS other seminars and Conferences	Attend conferences to stay abreast of new technologies, laws, process improvements, updates, etc.	Org. Culture	Yes
Timesheets	Review for Accuracy and Approve Bi-Weekly	Org. Culture	Yes
Performance Evaluations	Complete Yearly Performance Evaluations and address performance issues throughout the year	Org. Culture	Yes
Council Backgrounds	Prepare department Council agenda backgrounds (contracts, Joint Powers Agreements, purchasing, ordinance revisions, grants)	Safety	Yes
AP Invoicing process support	Maintain invoice integration with ERP system for AP invoice processing through Laserfiche ECM	Sustainability	Yes
Document Management System	Host, manage, maintain, and monitor the Laserfiche enterprise electronic document management system for data retention, archival, retrieval and integration services with other City systems conform to data practices policies.	Sustainability	Yes
Liaisons for hosted platforms	Partner with and provide IT liaison services for 40 + third party hosted application services utilized by other departments including: GovQA, AXON, NeoGov, CivicPlus, OpenGov, Watersmart, First Due, AssetWorks, FuelFocus, Workiva, Kronos, Billtrust, DocuSign, RTVision, and others	Vision	Yes
Yearly Destruction	Yearly destruction of records per Retention Schedule	Vision	Yes
Reports and Business Analytics	Run and prepare monthly and yearly reports and other analysis reports upon request and design user friendly reports. Provide raw data access for departments and staff to utilize	Vision	Yes
Recreation Management System (RMS)	Host, manage, maintain, and monitor the RMS on behalf of the Parks, Recreation and Facilities for Recreation programs, Ice Center scheduling, League scheduling, Tee times and Point of Sales	Community Engagement	No
WaterSmart Utility Customer data portal integration	Ensure daily data integrations from Utility Billing system, AML water meter system work appropriately to provide accurate and timely data to the customers	Community Engagement	No
High availability database platform	Host, manage, maintain, and monitor a high performance, highly available SQL databases platform for multiple City systems	Infrastructure	No
Advanced Metering Infrastructure data integration	Ensure daily data integrations from Utility Billing system to AML water meter system work appropriately to provide accurate and timely data to staff	Infrastructure	No
Datalink/GIS	Provide integration services, highly available data, and access to the staff GIS portal for land management information, parcel, owner and integration with ERP, CD, and Asset Management systems	Infrastructure	No
File Transfer Services	Provide and support a secure file transfer service which allows City staff, consultants, contractors, and the public to send and receive large, secure data files	Infrastructure	No
Plan review software management and support	Bluebeam electronic plan review product support, management, and integration services for Community Development and Fire	Infrastructure	No
Applications project management	Provide project management services during application upgrades, replacements and or new implementations	Org. Culture	No
Microsoft 365 process improvements, collaboration & training	Work with all staff to better utilize new Microsoft tools, systems, and solutions to deliver process improvements, better collaboration and coordinated training opportunities	Org. Culture	No

CIP projects	Application IT staff participate in CIP projects annually. Many are IT led, several are led by other departments and IT partners	Org. Culture	No
Training	Provide on-going enterprise systems training for the organization	Org. Culture	No
Staff Emergency Notification System (RedFlag)	Collaborate with HR, Communications to manage, maintain and utilize an emergency notification system for all staff and associated groups: CERT, Election Judges, volunteers	Safety	No
eSignatures solutions	Manage DocuSign hosted services, licensing and continued rollout for improved process improvements and workflow enhancements, enhance with Adobe hosted services for signatures	Sustainability	No
Water Truck fill station application support	WaterPlus fill station application support and management for Public Works Truck fill station	Sustainability	No
Integrations, and data automation support	Partner with and provide data and integration services for multiple on-premises and multiple third party hosted application services utilized by other departments.	Vision	No
Software and Hosted services license management	Work with the IT Team and other departments to proactively manage and budget for the appropriate amount of application licenses needed on-going for access to systems.	Vision	No
24x7 Emergency on-call	Provide after business hours emergency support for core City applications and activities including, Police, Fire, Water Utilities, public events and meetings and Ames-Center	Vision	No
Budget	Application services budget preparation, monthly reviews of budget line items	Vision	No
POS services	Provide platform services and secure connectivity for the several Point of Sale (POS) endpoints located at various City facilities for use with concessions, recreation sales, Golf and Ice Center activities	Vision	No



POLICE

DETAILED SERVICE INVENTORY

SERVICE	DESCRIPTION	STRATEGIC PRIORITY	MANDATE
Department Leadership			
Leadership	Oversee the formulation of department policies, goals and objectives in alignment with Council Strategic Priorities.	Org. Culture	No
Onboarding	Select, onboard, meet with new recruits. Provide Chiefs introduction to dept. history, operations, mission, core values, expectations.	Org. Culture	No
Leadership	Set direction, create positive culture of shared beliefs and expectations. Communication, clarity, consistency.	Org. Culture	No
Public Safety	Oversee the effective utilization of equipment, facilities, and technology. Direct the development of recommendations to meet the future equipment, facilities and technology needs.	Safety	No
Public Events	Develop positive relationships with community groups, businesses and citizens. Connect with community organizations and activities in a manner that promotes a positive image of the City.	Community Engagement	No
Team Building	Create positive working relationships with other city staff.	Org. Culture	No
Team Building	Provide supportive leadership. Collaborate with City Council and City Manager to create positive outcomes.	Org. Culture	No
Public Safety/Leadership	Support strategic plan priorities. Implement staffing studies.	Safety	No
Partnership	Seek opportunities with other agencies and organizations to jointly provide law enforcement services more effectively and/or efficiently.	Safety	No
Electronic Crimes Unit/Drug Task Force/MFF	Cooperate with surrounding communities, state and federal agencies and participate on various intergovernmental task forces or committees	Safety	No
Budgeting	Coordinate the department budget, maintaining control of expenditures within budget limitations, recommending service delivery improvements, administering service contracts and analyzing staffing, equipment and technology needs.	Sustainability	No
Legislative Accountability	Provide/present operational updates, legislative updates, and other information as needed to the City Manager, City Council or other appropriate groups.	Safety	No
Employee Engagement	Identify and develop division talent and recognize strengths and achievements of department personnel.	Org. Culture	No
Community Policing	Guide operations in a procedurally just manner and with a Community Orientated Policing philosophy.	Safety	No
Leadership	Work with division teams to provide leadership, assist with problems, and review assignments, programs and operations to identify potential improvements.	Org. Culture	No
Training	Participate in various trainings Use of Force Training.	Safety	Yes
Transparency/Accountability	Mandated reporting entry for required complaints.	Safety	Yes
Administrative	Activate/Terminate licenses.	Safety	Yes
Leadership	Member of President of Dakota County Drug Task Force oversight board	Vision	No
Succession	Plan for open vacancies in numerous specialty positions and assist in filling those positions with the best possible candidates	Org. Culture	No

Policy Review	Assist in reviewing policy and recommending changes in alignment with current best practices	Safety	Yes
Leadership/Staff Development	Review the performance of employees and ensure they are meeting departments high standards and are getting necessary resources to succeed	Org. Culture	Yes
Leadership	Oversee overall Community Engagement/Behavioral Health Unit operations and ensure alignment with department's mission and core values	Vision	Yes
Relationship Building	Foster a strong collaborative relationship with partners at Dakota County Social Services to help meet the needs of those residents needing assistance with homelessness and mental health resources	Community Engagement	No
Fleet	Collaborate with BPD and PW staff to select and obtain most capable vehicles to ensure work can be done safely and efficiently	Infrastructure	No
Community Outreach	Help organize and oversee community engagement efforts and respond appropriately to complaints or concerns from the community	Community Engagement	No
Relationship Building	Build and maintain a strong relationship with ISD 191 to work together to maintain a safe, effective, and positive educational setting for students	Community Engagement	No
Patrol Sergeant	All the roles and responsibilities of the position	Safety	Yes
Traffic Sergeant	County TZD Committee, County Fatality Review Board, Supervise Traffic Officer (reviews, etc), Handle Traffic Complaints, Jamar Radar usage for tracking, Burnsville Traffic Committee	Safety	Yes
Review Aggression Resistance and Pursuit Reports	Review applicable reports and body worn camera video when there are use of force events or pursuits to ensure being done to best practices.	Safety	No
Employee Evaluations	Provide Employee Evaluations for Sergeants and review the evaluations done by Sergeants for other employees.	Org. Culture	No
Awards	Review incidents for applicable employee awards.	Org. Culture	No
Oversee Various Teams	Oversee teams such as: FTO, SWAT, Driving Instructors, Strike Team, PEO	Safety	No
CJN Committee	Participate on the county wide CJN committee.	Safety	No
Budget Development	Assist in developing and reviewing yearly budget.	Safety	Yes
Policy Review	Assist in policy development and review.	Safety	Yes
Incident/Injury Report Review	Review incident/injury reports for process improvements to prevent incidents and injuries.	Safety	No
Training Requests	Review training requests	Safety	No
Employee Support	Generally support the needs of all employees	Org. Culture	No
Policy Review	Continuous policy review to ensure we are up to date with laws/changes	Safety	Yes
Policy Trainings	Monthly training on policy	Safety	Yes
Hiring Coordinator	Work with HR to coordinate our hiring process and be the POC to hires	Org. Culture	No
Facilities Oversight	Work with city facilities to keep PD updated and address any items of repair	Sustainability	No
Chaplain Supervisor	POC to the Chaplains	Community Engagement	No

Investigations			
Criminal Investigations	Team members investigate a large number of persons and property crimes as well as Child and Adult protection cases	Safety	Yes
Predatory Offender Registration (POR)	Regularly monitor and check in with POR's living in Burnsville	Safety	Yes
Domestic Abuse Engagement	Domestic Abuse Response Team (DART) officers/investigators work proactively with victims of domestic assault to ensure safety, assist in holding suspects accountable, and prevent future violence	Safety	No
Electronic Crimes Investigation	Dakota County Electronic Crimes Unit (ECU)-BPD has one investigator assigned full time to investigate all aspects of electronics crimes	Safety	No
Criminal GPS Tracking	Obtain necessary legal documents and use available technology to track suspects and stolen property	Safety	No
Stolen Property Recovery/ Investigation	Two investigators Investigations Unit assigned to our pawn and reseller shops to monitor crime and recover stolen property	Safety	No
Hiring/Backgrounds	Numerous investigators are assigned to do in depth background investigations on candidates interested in working at BPD	Safety	Yes
Body Worn Camera (BWC) Maintenance/ Updates	Inv Sgt. oversees BWC program. This involves regular technological, policy, and training mandates for continuous use and upgrades	Safety	Yes
Crime Data Analysis	Full time Crime Analyst tracks crime trends and provides information to deploy resources as needed. Also, the Crime Analyst is responsible for assisting investigators as well as other agencies with complicated case and information management.	Safety	No
Asset Forfeiture	Researches forfeitures resulting from criminal acts and works in collaboration with city and county officials to file necessary paperwork for asset forfeitures	Safety	Yes
Vulnerable Adult Protection	Receives, reviews, and investigates MN Adult Abuse Reporting Center (MAARC) reports submitted by Social Services agencies	Safety	Yes

Drug Task Force			
Drug Task Force	Plan investigation of criminal cases within the framework of the Dakota County Drug Task Force (DCDRUG TASK FORCE) Joint Powers Agreement.	Org. Culture	No
Drug Task Force	Develop cases for prosecution. Build accurate and complete case files through reports of action and findings. Perform follow-up on case assignments. Recommend disposition of cases and appear in court as required.	Org. Culture	No
Drug Task Force	Conduct drug prevention and community building presentations or assignments.	Community Engagement	No
Drug Task Force	Provide education or training to department members on drug trends and drug interdiction strategies as needed.	Safety	No
Drug Task Force	Keep abreast of criminal justice developments impacting the conduct and prosecution of drug and organized crime cases.	Safety	No

Behavioral Health Unit			
Crisis/mental health response	Respond to in-progress mental health related calls.	Safety	Yes
Crisis/mental health response	Forge working partnerships with Dakota Co Crisis, NAMI MN, MN CIT, Burnsville Fire Dept, and other recognized mental health professional organizations.	Community Engagement	No
Crisis/mental health response	Participate in coordinated service offerings with mental health professionals, the Burnsville Fire Dept., and Dakota County partners.	Safety	No
Crisis/mental health response	Willing to assist patrol and other units within the department in determining if a person who may be in crisis and in need of services immediately.	Community Engagement	No
Crisis/mental health response	Review data on crisis related reports for potential follow up and referral opportunities and identify high consumer activity. Initiate problem-solving methods to meet individual needs.	Org. Culture	No
Community engagement	Review police calls at licensed rental properties and issue strikes as appropriate under City ordinance.	Safety	No
Community engagement	Establish a community-oriented policing and problem solving approach to the multi-housing community. Provide enforcement, crime prevention, and training to the multi-housing community. Maintain and further develop the Burnsville area multi-housing managers group.	Community Engagement	No
Community engagement	Coordinate the Citizens' Academy program.	Community Engagement	No
Community engagement	Be a resource and provide assistance to Retail/Commercial, School Resource Officers, Patrol, Investigation, Support Services, Fire Department, or other City Staff and projects as requested and necessary. Manage projects as identified or assigned.	Community Engagement	No
Community engagement	Maintain community and professional contacts as needed to promote the City Council's Strategic Priorities well as specific crime, fire, and safety prevention strategies. Contacts will include businesses, residents, media, retail, volunteers, citizens, other law enforcement agencies, City staff, or other groups and/or individuals as needed.	Community Engagement	No
Community engagement	Assist with the Neighborhood Watch Program to maintain and further develop as a community resource forum, which will serve as a communications network which may include crime and fire safety prevention seminars, community displays, speaking engagements, and all other community activities as deemed necessary.	Community Engagement	No

Specialty Assignments			
Crisis Intervention Team Coordinator	Through enhanced training on mental health, officers learn to utilize patience and empathy when dealing with crisis calls. See Staff Sergeant.	Safety	Yes
Field Training Program (FTO) Coordinator	Development/upkeep of FTO manual, Interviewing/Selecting new FTOs, Assignment of trainees to FTOs, Develop FTO schedules for trainees/trainers.	Org. Culture	Yes
Field Training Program (FTO) Coordinator	Meet Bi-Weekly to discuss trainee's progress, Report trainees progress to Admin.	Org. Culture	Yes
Field Training Program (FTO) Coordinator	Organize and approve all Daily Observation Reports (DOR's), Upon completion of FTO process to be submitted to Records staff to be added to permanent training files.	Org. Culture	Yes
Deer Management	Coordinate with City Staff on running the program, New Ofc Selection and Training, Coordinate Budgets and manage cost spreadsheet, Complete site inspections, purchasing of equipment, Maintain Equipment, Schedule training, Yearly set up, Yearly take down, Coordinate dates and Participate in program. Required Training to Participate in Program	Safety/ Community Vibrancy	Yes
Crimestoppers Coordinator	Receive and respond to community tips, Distribution of Information, Follow up, and close out cases for tip coordination.	Safety/ Community Engagement	No
Squad Maintenance	Maintain squad availability calendar, Coordinate repairs with IT and Fleet Maintenance, Communicate new squad equipment with IT and Fleet Maintenance	Org. Culture	No
IT Specialist for PD	Communicate with IT on PD needs, Complete IT tasks for Officers, Test and Evaluate new products (Dell, Axon Fleet)	Org. Culture	No
New Recruit Training	Teach new officers 4th Amendment Search and Seizure Teach new officers Traffic stop laws	Safety	Yes
Defensive Driving	The focus of this specialty is to provide emergency driving techniques to officers on an initial hire and an ongoing basis to keep the public and officers safe while driving on duty. It provides classroom and hands on training to keep the officers current on changes in laws and vehicle functions.	Vision	Yes
Strike Team/Mobile Field Force	Crowd Control Management, Assist Other agencies under mutual aid agreements.	Safety	Yes
Strike Team/Mobile Field Force	Crowd Control, Respond to Riot/Protests, Rapid Response to Active Incidents (Looting, Arson, Assaults, Support of MFF)	Safety	Yes
Strike Team/Mobile Field Force	Equipment Management (purchase maintain care)	Sustainability	Yes
Strike Team/Mobile Field Force	Training in tactics and responses within own team and teams from surrounding agencies.	Safety	Yes
Honor Guard	Participate in Law Enforcement funerals statewide. Participate in department and city-wide events as identified by the Chief.	Org. Culture	No
Use of Force Team	Organize, develop and instruct department wide police training relating to: firearms, less lethal control devices, and control tactics. Oversee department instructors and make sure department members receive POST mandated training.	Safety	Yes

Records			
Oversee Support Services Unit	Oversight over support services unit and Records Supervisor, ensure operations running efficiently and effectively, implement strategies, tactics, procedures as needed to improve services or respond to changes, training and staff development, succession planning	Org. Culture	No
Supervision of Records Supervisor	Provide direct supervision of Records Supervisor, conduct performance evals, training and development	Org. Culture	No
Terminal Agency Coordinator (TAC)	Manage BCA Joint Powers Agreements, ensure agency policies/procedures in compliance with BCA/CJIS requirements, oversee/submit fingerprints for those with access to CJI or unescorted access to PD, ensure staff are running CJI queries appropriately, and properly completing second party checks and packing of records, audits	Safety	Yes
Grants	Search grant opportunities, write and submit applications, grant acceptance, monthly/quarterly/annual grant reporting, grant finances, grant closeouts, coordinate with Grants Management Coordinator	Safety	No
Towing Services	RFP, contract negotiations, annual contract renewal	Safety	No
Animal Control	RFP, contract negotiations, annual contract renewal, monthly invoices, citizen complaints and follow up, coordinate dangerous dog and potentially dangerous dog designation appeals, animal ordinance revisions	Safety	Yes
Budget	Budget preparation, monthly reviews of budget line items	Vision	No
Data Practices	Oversee department data practices, assign, review, and fulfill data requests	Safety	Yes
Annual Report	Prepare annual report articles (Services overview, grants, animal control, compliance checks, best practices, technology) and proof report	Community Engagement	No
Council Backgrounds	Prepare department Council agenda backgrounds (contracts, Joint Powers Agreements, purchasing, ordinance revisions, grants)	Safety	Yes
Policy	Policy development and review	Safety	Yes
Staffing	Manage recruiting and selection process for support personnel, coordinate with background investigator, onboarding	Org. Culture	No
Software System Access	System Administer, manage roles and permissions in multiple software systems, assign user rights, modify user rights, delete user rights, request access for external systems	Safety	No
Audits	POC, prepare for, and resolve findings for BCA CJIS, BCA Hot Files, NCIC Administrative, NCIC Criminal History, N-Dex, LEIS, FBI NIBRS, Body Camera audits	Safety	Yes
CJIS Certifications	Manage BCA Single Certification Training and Certification (PD Staff) and CJIS Security Awareness Training and Certifications (non-PD Staff)	Safety	Yes
Records Management	Administration of paper and digital records, data retention, document destruction, and destruction documentation	Vision	Yes
Compliance Checks	Oversee and conduct alcohol and tobacco compliance checks in coordination with officers and underage buyers, manage buy money, complete reports, reporting to Dakota County Public Health	Safety	Yes
Best Practices	Schedule and coordinate with training officer to conduct training	Community Engagement	No
NIBRS Data Quality	Complete monthly NIBRS data quality reviews/updates	Safety	Yes
Lawsuits/Complaints	Provide data to LMC attorneys, discovery requests, document preservation	Vision	No
Technology	Software procurement, RFPs, software reviews/ratings, system admin., training and implementation, troubleshooting, manage integrations between systems and public facing information, resource/presentations to other agencies	Safety	No
BCA Supplemental Reporting	Prepare and submit monthly BCA Supplemental Reports (pursuit, UOF/firearms discharge, etc.)	Safety	Yes
Statistics	Prepare monthly Axon statistics/reports, ROAR reports/stats, statistic requests as needed	Safety	No
Performance Reviews	Records Supervisor Performance Eval, Records Unit Performance Review approvals	Org. Culture	No

Code Review and Revisions	Research for code revisions, present to Council, council background, and Code Review SME	Community Engagement	Yes
Officer Academy	Meet with new officers/CSO's, overview of software systems, activate/enable accounts, initial login, setup email, telephone and voicemail	Org. Culture	No
CJN Board Member	Member CJN Board Meetings, represent City's intertest in CJN oversight, CJN budget, and CJN applications	Safety	No
Purchasing	Purchase Orders, invoice batch entries, P-Card approval	Vision	No
Data Entry	Data entry of police reports, accident reports, citations/MNCIS Parking, arrests, formal complaints, and drug task force reports into records management system, OD Map, DOC detention entry, submission of NIBRS data to State	Safety	Yes
Background Checks	Conduct background checks for criminal justice employment, massage licenses, liquor licenses	Safety	Yes
Police Reports	Process incoming paperwork and distribution of reports to Records, Prosecutors, Courts, Atty. General, Driver and Vehicle Services	Safety	Yes
Data Requests	Process data requests from citizens, prosecutors, criminal justice agencies, social service agencies, probation, insurance agencies, discovery requests, Crime Victim Reparations Board, attorneys	Safety	Yes
Transcription	Transcribe reports, statements, 911 calls, body camera video	Safety	Yes
Gun Permits	Background check, data entry, prepare permits card or denial letter	Safety	Yes
Solicitor/Peddler/Mobile Vendor Permits	Background check, data entry, prepare permit card or denial letter, process payment	Safety	Yes
Laserfiche Scanning	Miscellaneous report documents, training records	Safety	Yes
NCIC Hot Files	Hot file entry second party checks, modifications, monthly validations	Safety	Yes
Keyholder Entry/Updates	Add, modify, delete business keyholder information for access by dispatch	Safety	Yes
Criminal History Queries	Run criminal histories for background checks, investigators, officers	Safety	Yes
Suspense Files	Resolve criminal history records in suspense status	Safety	Yes
Weekly News Release	Prepare and distribute weekly news release/media report	Community Engagement	No
911 & Radio Traffic Audio Requests	Process requests for 911 and radio traffic audio files and upload into Evidence.com	Safety	Yes
Process Bail Bond	Prepare check request, enter into finance system, bail log	Safety	Yes
Finance System Entry & Deposit	Enter cash receipts into finance system and prepare weekly deposit	Safety	Yes
False Alarms	Process false alarms, send warning letters and prepare data for invoicing	Safety	Yes
Expungements	Expunge records per court order from case files, records management system, send letters to Plaintiff	Safety	Yes
Court Notifications	Notify officers of court dates/times and/or cancellations	Safety	Yes
Miscellaneous Tasks	CAD address validations, towing QML's, Domestic Shelter notifications, CJN download director, eCharging attach/publish, Federal Firearm notifications, Court Order processing (OFPs/OFHs, DANCOs, Release Orders, Portals Administrative Messages, Shred-It escort, voided/dismissed citations, Subpoena requests,	Safety	Yes
Reception	Greet and assist citizens coming into lobby, answer and direct telephone calls	Community Engagement	Yes
Task List	Keep tasks current and up to date and assign and rotate tasks to ensure the knowledge of the unit is 3 people deep	Safety	Yes
Scheduling/ Work and Time Off Management	Schedule and approve work schedules, hybrid schedules, vacations, purchased leave, wellness time and sick and FMLA leaves	Safety	Yes

Work Assignments	Assign daily work such as transcription requests, data requests through GOV QA, back up coverage, etc.	Safety	Yes
Invoicing	Wells Fargo Statement, Shred It Statement, Billing for Yearly News Release	Safety	Yes
Timesheets	Review for Accuracy and Approve Bi-Weekly	Safety	Yes
Performance Evaluations	Complete Yearly Performance Evaluations and address performance issues throughout the year	Safety	Yes
Recruitment and Hiring	Finding the right candidate for the Records Unit through the recruitment process	Vision	Yes
Yearly Destruction	Yearly destruction of records per Retention Schedule	Safety	Yes
Records Maintenance	Ensure accuracy of departmental records and procedures	Safety	Yes
Relationships	Facilitate strong departmental and citizen relationships	Vision	No
Best Practices	Research and implement best practices	Safety	Yes
Service	Provide efficient and effective quality service	Org. Culture	No
Police Academy and Software Setup	Presentation of Police Records role to new hires and setting up software accounts	Vision	Yes
FTO Specialty Week	Schedule in person overview of Records Unit with new hires and Records personnel	Org. Culture	No
Crime Analysis	A resource to citizens and department personnel	Safety	Yes
Data and Task Support	Provide support in the preparation and presentation of data and execution of tasks	Safety	Yes
Law Enforcement Meetings	Attend county wide law enforcement meetings to collect and share information	Vision	Yes
BCA, ProPhoenix and Other Conferences	Attend conferences to stay abreast of new laws, statutes, updates, etc.	Safety	Yes
Reports	Run and prepare monthly and yearly reports and other analysis reports upon request and design user friendly reports	Safety	Yes

Emergency Management			
Emergency Action Group	Respond to high risk calls for service (to include high risk warrants, barricaded subjects, hostage incidents, civilian rescue, support of MFF teams, active shooter response, etc...)	Safety	Yes
Emergency Action Group	Through trainings, debriefs, table top exercises etc... officers on the EAG team are capable and responsible for handling high risk calls for service	Org. Culture	Yes
Emergency Action Group	Perform necessary actions required of a first responding tactical officer at the scene	Safety	Yes
Emergency Action Group	Attend monthly training as well as yearly SMTT training	Vision	Yes
Emergency Action Group	Maintain effective use of resources, equipment and tactics	Safety	Yes
Emergency Action Group	Maintain familiarization with types of hostage situations, principles of negotiation, hostage behavior, and dealing with the media.	Safety	Yes
Emergency Action Group	Proactively seek ways to improve yourself and the team. Do more than the minimum	Org. Culture	No
Emergency Action Group	Debrief culture: Provide and expect constructive criticism as a key tool for team improvement	Org. Culture	No
Emergency Action Group	Fast response mobilization for department needs such as lost or missing persons, evidence recovery or natural disasters.	Infrastructure	No
Emergency Action Group	Developing future leaders within the organization through training and experience	Vision	No
Emergency Action Group	Community education on EAG tactics, equipment and training (I.E. presenting at Citizens Academy)	Community Engagement	No
Purchase Permit background investigation	Review application, criminal history, police reports, and other related documents to determine if a permit to purchase can be issued to the applicant per state statute	Safety	Yes
Mobile Command Post maintenance and training	Conduct bi-monthly trainings with the mobile command post team to ensure they and the MCP have operational readiness	Safety	Yes
Civil Defense Siren maintenance and replacement	Schedule and pay for annual Civil Defense siren maintenance and continue with the five year replacement plan to replace all sirens	Infrastructure	Yes
Plan and training at new police employee training academy	Provide police training for new police department employees	Safety	Yes
Use of Force team sergeant	Organize, schedule, and train police department members in use of force topics, maintain department equipment, armor firearms, equipment ordering	Safety	Yes
Exercise Design Team	Plan annual county wide exercises to critical incidents for police/fire/EMS	Safety	Yes
EM training	Provide workplace violence/personal safety training to local businesses, places of worship, and medical facilities	Community Engagement	Yes
EM coordinator	Schedule security and other resources for the International Festival and the Burnsville Festival and Fire Muster	Safety	Yes
EM coordinator	Attend regular meetings with other EM coordinators from other municipalities and The Ridges hospital	Safety	Yes
Volunteer	Volunteer and participate at the SOMN Torch Run and Polar Plunge	Community Engagement	No

Union			
Union	Meet with city staff to establish/negotiate working contracts.	Org. Culture	No
Union	Assist union members in their various needs through communication with LELS and other organizations.	Org. Culture	Yes
Union	Offer support and donations to various needs.	Org. Culture	No
Union	Meet with union members to discuss changes in contracts, statutes and other pertinent information.	Sustainability	Yes
	Attend meetings providing relevant training for Union leadership and its members.	Sustainability	No

CSO			
Department support	Provide support and aid to the various working groups within the police department (patrol, investigations, MHU, records staff, administration).	Org. Culture	Yes
Special events	Engage and interact with the community during special events and assignments.	Community Engagement	Yes
Respond to calls	Respond to and take calls as assigned.	Safety	Yes
Jail transportation	Provide transportation to county jails of those arrested.	Safety	Yes
Written reports	Prepare written reports documenting activities and provide details for crime victims.	Community Engagement	Yes

Recruiting			
Recruiting	Establish working relationships with Law Enforcement Program directors within the various University systems in Minnesota.	Community Engagement	No
Recruiting	Identify members of the police department interested in recruiting.	Sustainability	No
Recruiting	Assist in the application and interview process with perspective new hires.	Sustainability	No
Recruiting	Identify mentors within the department who work with new employees through the on-boarding training process.	Org. Culture	No

Executive Administration			
Activity Log	Record major incidents/statistics in a daily log	Safety	No
Accident/Injury Reports	Receive/record/communicate with HR regarding accidents/injuries	Safety	No
Agreements/contracts	Keeper of signed documents	Safety	Yes
Awards/Commendations	Create/record awards given to staff	Safety	No
BPD Alumni	Keep alumni informed via email of BPD news	Safety	No
Complaints/Lawsuits/IA's	Keeper of documents/log sent on to attorney quarterly	Safety	Yes
Credit Card	Reconcile my credit card as well as Chief's credit card	Safety	No
Driving Diversion	Receive/submit paperwork and money to Finance	Safety	No
General Orders	Create/disperse to all personnel assignments and updates	Safety	Yes
License plate orders	Create letters to DVS for squad and INV cars	Safety	No
Meeting minutes	Note taker for meetings	Safety	No
MN POST BOARD	File with MN POST for request of new officer license, retire the license, terminate the license or change the workplace on the license	Safety	Yes
New employees	Tasked with onboarding in certain police systems, order name sliders, update rosters and city website	Safety	No
Notice to testify	Send notice to current and retired officers if they need to go to court	Safety	Yes
Personnel Orders	Create when an officer joins a specialty, goes onto light duty, received discipline or entertains off duty employment	Safety	Yes
Policies	Work with Professional Standards Captain to update/disperse work policies	Safety	Yes
Promotions	Schedule, plan, set up, shop for treats	Safety	No
Pursuits	Keeper/enter into log	Safety	Yes
Special Orders	Keeper/create and disperse for training assignments	Safety	Yes
Training Bulletins	Keeper/create and disperse with new laws, forms, procedures	Safety	Yes
Uniform badges	Maintain stock	Safety	No
Use of Force Reports	Keeper/log	Safety	Yes
APS/LEADS	Create invoices and keep track of billable transactions	Safety	No
Dak Co Fees	Keep track of Dak Co Court monthly fees	Safety	No
Performance Reviews	Create/send to supervisor bi-monthly and annual reviews	Safety	No
Police Activity Report	Log daily the important incidents and specialty call outs	Safety	No
Budget Expense Report	Monthly create an expense report and share with Leadership Team	Safety	No
Statistics	Monthly create the BPD statistics and send out to city and PD	Safety	No
Alcohol and Tobacco	Send out approval/denied letters to local businesses	Safety	Yes
Emergency Op Plans	Work with Em Management Sgt to keep the plans current	Safety	Yes
Emergency Data Forms	Yearly update employees' emergency data information	Safety	No
Accident/Injury Reports	Keeper/file with HR and finance/log	Safety	Yes
Annual Report	Create with help of each specialty yearly	Safety	No
Grievance Report Summary	Work with Prof. Standards Captain to see if there are any grievances. If so, then them on the Chief and Captains	Safety	Yes
MN Dept of Revenue	Submit to Dept of Revenue to claim police state aid	Safety	Yes

Pursuit Summary	Provide yearly summary of pursuits to Chief and Captains	Safety	No
UOF summary	Provide yearly summary of calls using UOF to Chief and Captains	Safety	No
MN POST alleged misconduct report	Review and tally number of CCRs and IAs – provide to Chief to submit	Safety	Yes
MN POST policy and training compliance rept.	Review and indicate whether we are compliant on policies and training and provide to Chief to submit	Safety	Yes
DOJ Equitable Sharing	Verify and Federal forfeiture activity and submit to the DOJ	Safety	Yes
MN POST renewals	Renew all licenses when due	Safety	Yes
Mayor's Proclamation	Create yearly the LE Proclamation for Mayor	Safety	No
Budget	Enter the PD Budget and submit to Finance	Safety	No
MN POST Reimb. For continuing ed expenses	Add/delete officers who have been employed with the PD for at least 6 months to receive reimbursement	Safety	Yes
Supervisor assignments	Keeper of supervisor assignments and hierarchy in GT	Safety	No
Burnsville In Brief	Create/suggest articles for the monthly Burnsville in Brief	Safety	No
Officer of the Year	Arrange voting, order plaque, submit nomination to MNCPA and MPPOA	Safety	No
Petty cash	Keeper of petty cash – can reimburse officers	Safety	No
Supplies	Order supplies for whole department	Safety	No
Phone calls	Monitor Chief's phone calls and answer if I can help them	Safety	No
Admin support	Provide admin support for command staff	Safety	No
Notary	Available to all PD	Safety	No

School Resource Officer			
School Resource officer	Work closely with school counselors, assist in the identification of pre-delinquent children, and attempt to eliminate delinquency-producing factors. Accept assignments and follow-up referrals requested by school staff members, as appropriate.	Community Engagement	No
School Resource officer	Attend school staff meetings as a resource person in developing and adopting procedures that will contribute to the prevention of juvenile delinquency.	Community Engagement	No
School Resource officer	Communicate and cooperate with county welfare officers, probation personnel, and other members of the professional community when appropriate.	Safety	No
School Resource officer	Be a part of a total team effort, working with other assigned school resource officers, to provide role models and to prevent undesirable behavior patterns from developing in our community's youth. Endeavor to build and maintain rapport between youth and the police by day-to-day contact as a resource person.	Org. Culture	No
School Resource officer	Assist and advise in security matters regarding school buildings and properties that are supervised by school staff members.	Safety	No
School Resource officer	Maintain individual police skills, including physical conditioning. Stay abreast of developments in the youth relations field and changes in related laws and ordinances. Keep the members of the police department informed on activities and incidents at the school.	Safety	No



PUBLIC WORKS & ENGINEERING

DETAILED SERVICE INVENTORY

SERVICE	DESCRIPTION	STRATEGIC PRIORITY	MANDATE
Provide Direction to PW Department	Jeff and Ryan provide the direction to the department to meet City and department goals.	Infrastructure	No
Provide Administrative Services to Dept	Tammi provides the administrative aspects including secretarial and department accounting. This also includes many communication efforts.	Infrastructure	No
Schedule Mtc Dept Service Request Appts	Tammi schedules maintenance personnel to meet customer requests. A common scheduling practice is water turn offs/ons.	Community Engagement	No
Supervise PW Operations and Supervisors	This is supervising the supervisors and providing tactical advice on operational tasks. Completing employee reviews, coaching and discipline if necessary.	Infrastructure	No
Supervise Public Works Safety Program & OSHA Compliance	This service is overseeing the safety program and OSHA requirements. This includes the scheduling of Safe Assure and personnel to attend the trainings. Also includes necessary OSHA activities.	Safety	Yes
Deliver Many Improvement Projects	This group plans and delivers many public improvement projects. This includes contractor contract management.	Infrastructure	No
Provide Asset Management Services	Nick does many of the tasks and oversees our asset management services. This includes training of operational personnel and overseeing the program, VueWorks, for the department.	Infrastructure	No
Provide PW GIS Services	This is related to Asset Management, as VueWorks is GIS based, but this is more into the details of utilizing GIS to feed information in VueWorks as well as other GIS services for the Department.	Infrastructure	No
Deliver Maintenance Center Projects	Staff manages and oversees improvement to the Maintenance Facility itself which is additional to the projects that improve our assets out in the system.	Infrastructure	No
Provide Budget Oversight and Control	This department is ultimately responsible for the department budget.	Infrastructure	No
Capital Planning	In coordination with the engineering department, and others, PW Administration completes significant capital planning efforts, particularly in Parks, Equipment, Vehicles and Utilities.	Infrastructure	No
Mtc Facility Purchasing	Many of the items required to operate the facility are purchased by administration staff.	Infrastructure	No
Response to Customer Inquiries and Complaints	This is in relation to both front-line staff complaints as well as complaints that are referred to a supervisor. Administration staff completes responses to inquiries and complaints.	Community Engagement	No
Representing the Public Works Dept	Jeff and Ryan represent the Public Works Department publicly at city council meetings, and other official and unofficial meetings and events.	Community Engagement	No
Employee Engagement and Relations	A stronger effort has been undertaken in recent years to provide more communication to PW staff, provide more opportunities for organizational/employee development and more gathering opportunities.	Org. Culture	No
Labor Relations	Public Works administrative staff participate in organized labor relations with the human resources department.	Org. Culture	Yes

Facilitate the Maintenance Ctr Open House	Plan for, direct and help set up and operate the now hopefully annual Public Works Open House.	Community Engagement	No
Drainage Consultation	Respond to and investigate drainage concerns from residents/businesses, and providing technical guidance as appropriate.	Infrastructure/Community Engagement	No

Infrastructure Planning			
Maintain asset records in GIS/ VueWorks	Complete tasks necessary to record our improvements to: roads, storm sewer, sanitary sewer, water main, trails and sidewalks, signals, ponds, traffic signals.	Infrastructure	No
Evaluate assets for renewal/ replacement with City construction projects	Complete tasks to ensure we are making the right improvements to the right assets at the right time.	Infrastructure	No
Work with other agencies on planning regional infrastructure improvements	Dakota County, MnDOT, MVTA, Metro Transit, etc. Studies such as: TH13 Corridor; CR42 Vision; Cliff Preliminary Engineering; Trail gaps on County Roads.	Community Engagement	Yes
Complete infrastructure needs studies	Such as: Stormwater model/resiliency study; HOC Framework; Burnsville Center Village traffic study, Aldrich pre-design, signal analysis, multi-modal study, CAV study, etc.	Infrastructure	Yes
Recommend projects for 15-year CIP plan	Coordinate CIP development based on asset analysis, other agency projects, infrastructure studies, private development trends, and available funding.	Infrastructure	Yes
Work to complete the CIP	Data entry for final CIP into finance system and creation of final CIP document (annually).	Infrastructure	Yes
Oversee sewer cleaning and televising contract annually	This work is necessary to evaluate sewer conditions for future capital planning needs on the wastewater collection system (sewer pipes).	Infrastructure	No

Capital Project Funding			
Complete project budgets for each project, often from a variety of funding sources	Work with Finance staff to ensure funding is available for projects and complete capital planning accordingly.	Infrastructure	No
Seek out new funding sources and grants	Find and complete applications for alternative funding sources to complete improvement projects.	Infrastructure	No
Negotiate project funding splits and costs sharing with other agencies	Once funding is obtained from grants or other agency sources, agreements must be negotiated and approved.	Infrastructure	No
Complete annual Special Assessment process	Specific legal process, many steps, very time consuming – not listing all of the components.	Community Engagement	Yes
Complete Municipal State Aid processes	Including, but not limited to: required reporting of mileage & mapping; needs study database entry; traffic counting requirements; monitoring the balances and forecasting use of MSA funds.	Infrastructure	Yes
Oversee ITF/MSA and Stormwater Utility finance plans	Work with finance department to determine funding levels available for projects and help determine where funding levels need to be.	Infrastructure	No

Capital Project Delivery			
Annual Street Improvements	Largest Single annual task for the department. This program keeps city vibrant by keeping our roads looking good and operating well.	Community Vibrancy	No
Annual Pond Cleanout	Keeps the city's ponding and lake drainage systems functioning well and treatment of storm water.	Sustainability	No
Drainage Improvement projects	Improves both public and private small-scale drainage concerns.	Community Vibrancy	No
Trail projects	Completes improvements and extension to the City's trail system.	Community Vibrancy	No
Park Improvement projects	Assists with project delivery of parks projects.	Community Vibrancy	No
Other projects, as opportunities are presented	There are many public infrastructure projects that don't fit into the categories above, but engineering completes. Safe Routes to School, etc.	Infrastructure	No
Coordinate Street Light updates with Dakota Electric and/or Xcel Energy	Each year street lights get replaced. Coordination of power company lights is a critical part of this.	Infrastructure	No
Liaison to other agency construction projects	Reason is to make sure any of our infrastructure is protected, or if we are paying for improvements that we have a city rep; sometimes because other agencies rely on city for recommendations on traffic management; need to be there for design through construction (examples: CR42 overlay; CR11/BV Pkwy roundabout).	Community Engagement	No
Collaborate with Maintenance, Utilities, Parks, IT, and others on project scoping	Make sure that other city departments are aware of projects as they are being developed and during construction.	Org. Culture	No
Public Engagement Activities	Includes mailings, meetings, website updates before and during projects; new public engagement (pop-ups) are more time consuming, require more in-person meeting time. (Street improvements typically 4-6 meetings in their neighborhoods; prior was 2 at City Hall.)	Community Engagement	No
Develop Preliminary Reports and Cost Estimates	Determine constructability and financial feasibility of projects.	Infrastructure	No
City Council Public Hearings and Presentations	Conduct necessary meetings with the City Council.	Community Engagement	Yes
Site topography (both in-house and contract)	Complete surveying pre-project to determine existing conditions of project areas.	Infrastructure	No
Private utility coordination	Private utilities often exist in project locations. Must communicate with them so they understand project goals and can plan for any necessary relocations.	Infrastructure	Yes
Manage consultant contracts such as soil borings, materials testing, hydraulics and hydrology, signal design	Consultants assist us with many aspects of construction projects. Overseeing those consultants is very important to ensure we are getting what we are paying for and that they understand what we need.	Infrastructure	No
Complete structure inspections	Visit all ground level utility structures and take notes on them with our asset management system.	Infrastructure	No
Prepare Plans and Specifications	Complete the plans and specifications for bidding and construction purposes.	Infrastructure	Yes

Obtain all required permits	Many agencies require permits of the City to make improvements to our systems.	Infrastructure	Yes
Bidding Administration for all CIP projects (Engineering, PW, Utilities, Parks, Facilities, Ames, etc.)	Ensure that the bidding process follows rules/laws and that contractors are able to obtain the necessary information to competitively bid projects fairly.	Community Engagement	Yes
Contract Administration for all CIP projects	Contract administration is a vital part of delivering construction projects. (Engineering, PW, Utilities, Parks, Facilities, Ames, etc.) There are many facets to ensure this is done fairly and legally.	Infrastructure	Yes
Project Management	Ensure Projects are being constructed how we want them constructed; conduct weekly contractor meetings.	Infrastructure	No
Field Oversight and Inspection	Staff must inspect work completed by contractors and communicate the many requirements to complete the work according to specifications and with the least community impact possible.	Infrastructure	No
Site survey and staking	Surveyors must provide survey stakes and markers so contractors know where to make their construction improvements.	Infrastructure	No
Prepare Payment Applications	Includes documenting quantities, contractor concurrence, entry into One Office, setting up pay app in One Office, routing for signatures.	Infrastructure	Yes
Project Accounting	Includes monitoring budgets, invoicing project partners, MSA draws, grant reimbursement requests, reporting, audits.	Infrastructure	No
Completing final record drawings	Includes getting elevations and changes on plans; entry into GIS/Asset Management system.	Infrastructure	No
Project close-out	File retention, close out with Finance department.	Infrastructure	No

Development Review			
Oversee consultant reviews	Review Development plans when they come in for conformance to city code/engineering standards.	Community Vibrancy	No
Write staff reports and council conditions	Provide engineering review of considerations for inclusion in planning department council backgrounds.	Community Vibrancy	No
Determine fees	Development fees are collected when land is developed. Engineering department determines those.	Community Vibrancy	Yes
Draft Development Agreements, Easements, other development documents and assist with obtaining City signatures	Legal agreements are required on many land development improvement projects. Engineering drafts several of those.	Community Vibrance	Yes
Review and approve final construction plans for projects with grading, utilities, new or expanded impervious surfaces, stormwater management	Final review of plans at permit time so that the approved improvements are included with building permits.	Community Vibrancy	No
Ensure compliance with City's WRMP and MS4 requirements	Ensure that land developers meet the City's and State's requirements for stormwater management.	Sustainability	Yes
Manage site escrows and performance Letters of Credit	Escrows are collected to be sure stormwater management and other requirements are met.	Sustainability	Yes
Complete site inspections for erosion control	Ensure the construction site remains effective for keeping sediment from reaching streets or water bodies. Completes enforcement if there are problems.	Sustainability	Yes
Oversee consultant Utility Inspector	New this year, a consultant will be reviewing/inspecting private site utilities. Engineering department is overseeing this position.	Sustainability	No
Obtain and process record drawings	For completed development projects: Includes requesting as-builts, reviewing them for completeness, GPS-ing structures and hydrants, entering into GIS.	Infrastructure	No
Provides new addresses for developments	Generates addresses according to addressing guidelines for no parcels/buildings.	Community Vibrancy	Yes

Stormwater Management			
Oversees City's MS4 permit and all required activities	Includes updating codes and WRMP to adhere to new requirements, annual reporting, development items are listed in Development Review section.	Sustainability	Yes
Public Engagement on MS4 Permit	Holds annual public hearing and PNRC, updates website and documents.	Community Engagement	Yes
Water Quality Improvement projects	Develop and project delivery of improvements to our water quality stormwater management systems.	Sustainability	No
Slope and Ravine Restoration projects	Complete projects to stabilize steep and eroding slopes.	Sustainability	No

Traffic Management			
Coordinates the City's traffic committee	Engineering coordinates several departments as it relates to traffic and parking concerns brought up internally or by residents.	Safety	No
Responds to traffic comments/concerns	Provides responses to inquiries from residents related to traffic, speeding, parking, etc.	Community Engagement	No
Oversees the Traffic Calming policy	Works on concerns that may result in changes to infrastructure to improve safety of all residents as it relates to transportation.	Safety	No
Reviews CIP projects for Complete Streets	City's efforts for a more multi-modal transportation system are increasing. Engineering makes sure improvements are planned and implemented with this plan in mind.	Community Vibrancy	No

ROW Management			
Issues and administers ROW permits	Private interests occupy city right-of-way in many ways. Engineering department administers these activities. Includes obtaining insurance and bonds, sometimes completing pre- and post-construction inspections, mapping.	Infrastructure	Yes
Responds to concerns about work in the ROW and restoration	This type of work is very noticeable and leads to many questions and comments. Engineering dept responds to these inquiries.	Community Engagement	No

Fleet			
Collaborate with all Departments on Fleet Purchasing	Work with each Department to purchase Vehicles and Equipment that will allow them to do their job most efficiently.	Org. Culture	Yes
Procurement of Fleet Vehicles and Equipment	Utilize Government Contracts and Collaborative Purchasing to optimize purchases.	Org. Culture	Yes
Manage Fleet Inventory and Replacement Plan	Maintain Vehicles and Equipment to the highest level for all Departments.	Infrastructure	Yes
Outfit New Vehicles with Equipment	Install Computers, Emergency Lighting, Toolboxes, Pipe Racks, etc. so their vehicles and Equipment can operate as a Mobile office.	Org. Culture	No
Utilize Asset Management for Repair Work Orders	Computerized Preventative Maintenance Program will notify us when a vehicle is due for an oil change, maximizing the time between services.	Org. Culture	No
Provide Verizon Telematics for Vehicle Tracking	Monitor and manage vehicle GPS Location, Speed, Engine Diagnostics, Driver Behavior and Idling.	Safety	No
Procure Fuel for All City Vehicles	Collaborative Fuel purchasing with other Government Agencies.	Org. Culture	No
Manage City Fueling System	Order Fuel, Maintenance, Testing and to provide Fuel 24/7 365 days a year.	Org. Culture	No
Complete Vehicle Preventative Maintenance	Provide vehicle maintenance on a timely manner for safe and reliable transportation needs.	Org. Culture	No
Supervise Contractor Vehicle Repair	Outsource repairs for cost savings and efficiency gains.	Org. Culture	No
Prepare Vehicles and Equipment for Seasonal Uses	Make ready vehicles when staffing levels increase.	Org. Culture	No
License all Vehicles	License vehicles every two years, even years.	Org. Culture	Yes
Assist with Snow and Ice Control	Fleet Maintenance Staff are assigned two plow routes, remaining staff plows the Public Works Maintenance Facility lot and sidewalks.	Org. Culture	No
Back up PW Administrative Assistant	Assist / answering phone calls, computer questions w/staff.	Org. Culture	No
Provide Maintenance Facility Maintenance and Control Services	Perform routine and emergency repairs on building, contact Building Contractors when needed.	Org. Culture	No
Manage Vehicle Parts Supply and Inventory	Order and stock parts needed for the repair and maintenance of our Fleet.	Org. Culture	No
Maintain Vehicle Wash Structure	Maintain Wash Bay Equipment so it is safe to operate and ready to use when needed.	Org. Culture	No
Maintain Fleet Repair Garage	Maintaining a safe and productive work environment for Fleet Staff.	Org. Culture	Yes
Fleet Training	Goal of 40 hours of training for each technician annually.	Org. Culture	No

Natural Resources			
Aquatic Invasive Species Prevention and Management	Survey lakes for invasive species, boat inspections at Crystal Lake, implement strategies to manage aquatic invasive species where present.	Sustainability	Yes
Wetland Permitting	All administration of the wetland conservation act for Burnsville.	Sustainability	Yes
EAB Management	Implement EAB Management Plan. Inspect, remove, replace, and treat ash trees.	Sustainability	Yes
Tree Pruning	Prune all public trees. Prune all boulevard trees once every seven years.	Sustainability	No
Tree Removals	Remove dead, diseased, or hazard public trees.	Sustainability	No
Forestry Contracting	Contract large scale pruning, plantings, and removals.	Sustainability	
HOC Community Landscape Management	Maintain and plant annuals, perennials, and other plant material in the beds, boxes, and rain gardens around the HOC.	Community Vibrancy	
Community Landscaping Planning	Landscape design for planting beds around the City, including city building and bicentennial garden.	Community Vibrancy	
Parks Community Landscape Management	Maintain planting beds around the City, including sign planters.	Community Vibrancy	
Provide Snow Plow Drivers	Plow and remove snow in the winter.	Safety	
Manage Dakota Valley Recycling	Provide supervision and support for DVR staff. Provide staff for DVR which operates for Burnsville, Eagan, Lakeville, and Apple Valley.	Sustainability	Yes
Operate Waste Diversion Events for 4 cities	Operate numerous waste diversion events for DVR member cities.	Sustainability	
Programs for Waste Diversion in Burnsville	Operate additional waste diversion events for Burnsville.	Sustainability	Yes
Operate Household Hazardous Waste Day	Operate a large-scale hazardous waste event in partnership with Dakota County each Fall.	Community Engagement	
Provide Executive Director for Black Dog Watershed	Provide all administration, oversight, and staffing for the Black Dog Watershed Management Organization.	Sustainability	Yes
Hire and Supervise Interns/Seasonals	Hire and direct seasonals/interns in Forestry, Natural Resources, and DVR.	Sustainability	
Provide Classes for NR Improvements	Provide numerous education and training classes for residents in Burnsville.	Community Engagement	
Test Drinking water for algae	Provide summer monitoring of surface water for the surface water drinking source.	Sustainability	
Maintain Native Plant Areas	Manage the natural areas in the park system, including many large-scale active restoration sites.	Sustainability	
Run the Wildlife Management Programs	Implement the Deer and Goose Management Plans.	Sustainability	
Apply for NR Grants	Seek grants to leverage City dollars for natural resource enhancement projects.	Sustainability	
Complete Grant Projects and Fulfillment	Complete all grant projects and reporting.	Sustainability	
Provide guidance to staff on pollinator protections	Educate staff on best practices to protect pollinator species.	Sustainability	

Complete Ecological Natural Resources Projects	Complete monitoring and habitat restoration projects consistent with the Natural Resources Master Plan.	Sustainability	
Utilize Asset Management for Tree maintenance	Record all tree work that is done in the City asset management program for tracking.	Sustainability	
Coordinate Sustainability Program	Coordinate Sustainability Plan implementation.	Sustainability	
Lead the Sustainability Team	Provide staff leadership and direction to the Sustainability Team	Sustainability	
Complete Sustainability Projects and Initiatives	Complete Sustainability projects, plans, and initiatives as laid out in the Sustainability Plan.	Sustainability	
Lake Management	Monitor water quality in lakes and report to the state and residents in an annual report.	Sustainability	Yes

Parks			
Make Ice Rinks	Build and maintain ice sheets in the various parks.	Community Vibrancy	No
Clear Snow from Parks and Facilities	Remove snow from the facilities, paths and parking lots in the winter-use parks.	Safety	No
Repair Park Amenities	Routine and emergency repairs of the amenities and facilities in the parks – the repairs are necessary due to age, weather and vandalism.	Infrastructure	No
Assist with Street Snow and Ice Control	Assist the Street Department with snow removal from city streets, sidewalks and paths.	Safety	Yes
Garbage Removal from Parks	Regular year-round trash collection and litter pick up in the various parks.	Community Vibrancy	Yes
Recycling Pickup from Parks	Regular year-round recycling collection in the various parks.	Sustainability	Yes
Park Shelter Cleanup	Park shelter and recreation building cleanup for user reservations, city events and recreation programs.	Community Vibrancy	No
Mowing of Parks	Regular mowing and trimming of the various parks.	Community Vibrancy	Yes
Mowing of Boulevards and Medians	Regular mowing and trimming of boulevards adjacent to public properties, some private hardship properties and grass medians on city and county streets and roads.	Community Vibrancy	Yes
Heart of the City Mowing	Regular mowing and trimming in the Heart of the City maintenance district.	Community Vibrancy	Yes
Parks Irrigation O and M	Maintenance and programming of irrigation systems in the various parks.	Community Vibrancy	No
Facility Irrigation O and M	Maintenance and programming of irrigation of some irrigation systems at some city facilities.	Community Vibrancy	No
Respond to Parks Concerns and Complaints	Parks staff responds to concerns, complaints and needs of city residents, park users and user groups.	Community Engagement	No
Park Weed and Insect Control	Pesticide and cultural control of weeds and insects in the various parks.	Community Vibrancy	Yes
Ballfield Turf Management	Management of athletic field, high use and regular turf in the various parks and other city properties.	Infrastructure	No
Ballfield Red Rock Infield Dragging	Regular dragging and leveling the ag-lime infields of the various park ball fields for game use and safety reasons.	Community Vibrancy	No

Ballfield Striping	Regular striping of the lines on the ball fields in the parks.	Community Vibrancy	No
Soccer Field Goal Installations	Seasonal installation of soccer and other field sport goals in the various parks.	Community Vibrancy	No
Soccer Field Striping	Regular striping of lines on soccer and other athletic fields in the parks.	Community Vibrancy	No
Park Building O and M and Repairs	Routine maintenance and repairs of the various park buildings.	Infrastructure	No
Hiring of Seasonal Employees	Annual hiring of seasonal employees by the Parks leads to assist with the maintenance of the various parks.	Community Vibrancy	No
Management of Seasonal Employees	Management, training and education of the Parks seasonal employee staff by the parks leads and full-time crew members.	Community Vibrancy	No
Maintenance of Paved Paths and Natural Trails	Routine maintenance and repairs of the various paved paths and natural trails in the parks.	Community Vibrancy	No
Grooming and Conditioning of Winter Use Trails	Routine conditioning and track setting on the winter use ski and winter hiking trails.	Community Vibrancy	No
Community Events set up and clean up	Preparation and clean up for the various community events – Fire Muster, Party on the Plaza, International Fest, etc.	Community Vibrancy	No

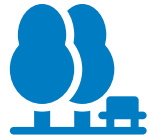
Streets			
Street Snow and Ice Control – Full Plow	Burnsville Street Department is responsible for all anti-icing, plowing and snow removal of 240+ miles of street and over 440 cul-de-sacs.	Safety	Yes
Street Snow and Ice Control – Under 2”	Streets Department will take on the full role of snow removal on less than 2 inches of snow. Trying to only utilize streets employees so other departments can continue their daily responsibilities.	Safety	Yes
Pre-Treatment of Streets	The City of Burnsville Street Department pre-treats over 25 miles of collector streets and parking facilities prior to snowfall events.	Safety	No
Snow Removal – Trails and Sidewalks	City of Burnsville Streets maintains snow removal for 130+ miles of sidewalks and trails for the safety of year around usability.	Safety	Yes
Ice and Snow Control – Heart of City	Burnsville PW maintains two parking structures in the HOC, takes care of sweeping and all snow removal including surrounding streets and walks.	Safety	Yes
Hauling of Plowed Snow	Hauling snow from city owned facilities, Heart of the City and other prioritized areas throughout the city after substantial buildup of snow.	Safety	Yes
Purchasing of Ice Control Materials	Burnsville Street Department takes care of purchasing and submitting materials for close to 4000 ton of salt and deicing chemicals annually.	Safety	Yes
Pothole Patching	Burnsville Streets applies over 1000 ton for asphalt potholes from February until November based on needs and work orders.	Safety	Yes
Mill and Fill Patching	Burnsville Streets applies over 350 ton of asphalt to mill and fill areas annually to the streets that are aged between seven to ten years from being reconstructed. Mill and fill is labor and time intensive, but results last much longer than pothole patching.	Infrastructure	Yes
Full Street Width Continuous Paving	Burnsville Streets does full width paving of over 600 ton of asphalt annually on select deteriorated roads that are more than 5 years out in CIP.	Infrastructure	No
Sidewalk and Trail Vegetation Management	Burnsville Street Department mows all city owned property adjacent to sidewalks and trails. Including semi-annual tree trimming.	Community Vibrancy	Yes
Pond Maintenance	Routine maintenance on 15 high priority ponds after every large rain event. In house maintenance of structures and sediment removal when needed.	Infrastructure	Yes
Pond and Lake Drainage Inspections	5-year cycle to inspect over 500 ponds. Including all inlet and out structures to provide data for maintenance needs. Including proper documentation and maintenance of annual MS4 permitting.	Infrastructure	Yes
Storm water sumps	Clean and maintain 115 plus storm water sumps on an annual basis to help reduce the amount of sediment and pollution getting into the storm water system.	Infrastructure	Yes
Pond Drainage Lift Station O & M	Maintain full operational capacity of 8 Storm water lift Stations and their sites to maintain normal storm water levels throughout the city.	Infrastructure	Yes
Elections Polling Site Set up and Shut Down	Delivery and set up, along with break down and return to storage of all 17 precincts before and after all electoral voting on primary, general, etc.	Community Engagement	Yes
Maintenance Center Vehicle Storage Maintenance	Clean and maintain equipment storage areas and drainage collection systems in city owned facilities.	Infrastructure	No
Emergency Response	Year-round capability to respond to and assist police and fire with any and all duties that do not fall within their maintenance line of work.	Safety	Yes
Drainage Structure and Curb Replacements	Maintain, repair and rebuild all failing or failed storm water infrastructure, that does not meet full capabilities during its useful service life. Including but not limited to Catch Basins, Manholes, Curb, waterways, etc.	Infrastructure	Yes
Street Sweeping – Entire Street System	Burnsville Streets Department is committed to sweeping every city owned street, park, parking lot and facility on a Bi-Annual basis.	Infrastructure	Yes
Street Sweeping – Maintenance	Street sweepers are sent out on a monthly basis to sweep watershed districts and also sent out on an as-needed basis for all other areas of the city.	Sustainability	Yes

Natural Disaster Response	Year round immediate response to flooding, storm damage and all other weather-related issues.	Safety	Yes
Hiring of staff	Hiring of all FT, PT and seasonal employees throughout the year. Including training of equipment, safety and vehicle operations.	Community Vibrancy	No
Street Lights	Maintain, repair, installation of al city owned streetlights and traffic signals. Report and maintain all other utility owned streetlights. Maintain 48-hour response to locates of all city owned street lights.	Safety	Yes
Special Community Events	Prepare, maintain, deliver, order, setup, break down, and organize all traffic control, along with working alongside all other departments to deliver successful community events.	Community Engagement	No
Street Signage	Responsible for maintaining over 4,000 city owned street signs to meet reflectivity criteria. While keeping up with damage repair and replace requests.	Infrastructure	Yes

Utilities			
Operate Surface Water Intake	2 Raw water pumps that maintain supply to surface water treatment plant. These are located in a Separate out building with their own electrical infrastructure including heating and cooling. Have approximately 6mgd pumping capacity.	Infrastructure	Yes
Operate 17 Groundwater Wells	These supply water to the Ground water treatment plant with a capacity of 18 million gallons per day. These are located in 15 separate buildings.	Infrastructure	Yes
Oversee Groundwater Treatment	Ground water plant consists of many different chemical feed and controls systems. There are many automated controls to simplify, but these controls require maintenance and adjusting for continued operation. Treatment plant runs upwards of 18hours each day during summer to maintain treated water.	Infrastructure	Yes
Oversee Surface Water Treatment	Surface water plant consists of many different chemical feed and controls systems. There are many automated controls, but these controls require maintenance and adjusting for continued operation. Treatment plant runs 24 hours per day 365 days per year unless maintenance is needed.	Infrastructure	Yes
Oversee Bleach/Chlorine Production	Operates Two 600 pound per day hypo generation units. These require regular testing and cleaning to ensure efficient production. The purpose of these units is for disinfection of the city water supply.	Infrastructure	Yes
Oversee GAC Treatment	Granular Activated carbon is used for taste and odor control of Burnsville water. City staff does regular checks and testing to ensure effectiveness. These Filters are replaced every 6 years as CIP projects.	Infrastructure	No
Oversee PAC Treatment	Powder Activated carbon is an additive to the Surface water treatment plant that is used to remove taste and odor. This is an adjustable process Burnsville staff uses for Taste and Odors control. This is monitored regularly and dose is adjusted accordingly.	Infrastructure	No
Perform source water contaminant testing	Samples are taken in house periodically and are sent to a third-party lab for testing of potential contaminates. Staff Coordinates with the MDH to performs tests periodically for additional contaminants that end up on the Water Quality Report.	Infrastructure	Yes
Perform production water treatment testing	Daily water tests are performed for the effluent water leaving the plant. We run specific tests for water quality optimization and state reporting.	Infrastructure	Yes
Maintain Water Treatment Plants (2)	There are daily tasks keeping up with aging equipment in the water plant. Fixing equipment and ordering replacement parts is a daily task.	Infrastructure	Yes
Water Testing in Distribution System	Staff does fluoride tests every day at different locations in the city. Staff also performs weekly bacteria testing and various other tests needed from the MDH for compliance.	Infrastructure	Yes
Locate City's Utility Infrastructure (storm, Water, and Sanitary)	There is one staff member that is full time locating infrastructure. During the busy season other crew members are pulled away from their duties to help keep up with locate demands.	Infrastructure	Yes
Respond to water main breaks	Water main breaks are responded to by all utilities crew members. A typical break will require 2-3 staff members hauling dirt and 1-2 staff members helping the digging crew and administering support to digging crew such as notification and handling any active issues with customers.	Infrastructure	Yes
Oversee Repair of water mains	Schedule, plan, and administer aide to outside contractors for repairing the distribution system when it fails. City Staff also provides notification to customers of outages. These breaks are also tracked so that restoration can take place of roads and green space.	Infrastructure	No
Operate water main distribution system	The water plant and well staff takes care of setting pumping rates and tower levels. There is a dedicated PRV crew leader that sets and maintains all of the PRV zones within the city.	Infrastructure	No
Maintain water pressure management system	Water pressure is maintained by the water plant staff in conjunction with the PRV crew lead. These staff work to make sure tower levels are set correctly and PRV zones are set to the optimal PSI. There is approximately 14 pressure zones with over 35 active PRV stations.	Infrastructure	No

Operate the watermain system when impacted by projects	operates city utilities during projects to allow for connection to the water and sewer system. There is usually a dedicated utilities member working on watermain replacement projects and aiding private contractors.	Infrastructure	Yes
Clean Sewer Pipes	There is a dedicated staff that sewer cleans daily with the help of a trainee or seasonal. Some sewer cleaning is also contracted out to a third-party company. Each year approximately 1/3 of the sewer systems get cleaned. Required to clean PVC every 5 years and VCP every 3.	Infrastructure	Yes
Perform sewer lift station O & M	There is a dedicated staff member that performs daily maintenance of the lift stations. The whole crew helps with cleaning twice a year. Lift stations convey sewage from a low elevation to allow the sanitary sewer system to flow by gravity.	Infrastructure	No
Oversee Distribution of Sewage from City's System to MCES	A crew leader works with the sewer cleaning staff and contractors to ensure cleaning of city sewers are done on a rotation that falls within an acceptable time frame.	Infrastructure	Yes
Complete water shut offs and turn on	A dedicated staff member handles scheduled water turn on and turn offs during working hours. The on-call operator typically handles emergency turn offs. This is a service provided by public works to work in conjunction with customers of the water and sewer system.	Infrastructure	No
Assist with customer water and sewer complaints	If homeowners/customers need assistance we will dispatch to assist in city related issues or to verify whose responsibility the problem is. Answer phone calls promptly for emergency services such as sewer backups and water leaks.	Infrastructure	No
Complete water and sewer projects	Plan and schedule annual projects for regular and ongoing maintenance on city buildings and infrastructure. Provide Plan review and works with consultants to make sure the city is getting good products at the best value.	Infrastructure	No
Participate in CIP development	Each Year the CIP is looked at up to 5 years out to see if adjustments or additions need to be made to protect the water and sewer infrastructure from failures. Studies are usually used so the CIP cost is consistent with real world costs for budgeting.	Infrastructure	Yes
Sell Bulk water via Hydrant meters and Fill station	Hydrant Meters- Service provided to give temporary water at construction sites for development Fill Station- Service to provide water for mobile contractors/business's. (revenue from business's outside Burnsville)	Infrastructure	No
Water meter Management and System Maintenance	Over 16,000 meters/connections to the city water system needs to be maintained to maximize water sold. Helps reduce unaccounted for water within the cities systems that is not billed for.	Infrastructure	Yes
Private Hydrant inspections for Fire Department	Public works helps the fire department get private hydrant inspections completed each year on roughly 1400 hydrants. This is to help fire department to ensure compliance from privately owned fire hydrants.	Safety	No
Assist snow plowing operations	Utilities department assists street department in snow plowing operations	Safety	No
Flush, Repair and Maintain Fire hydrants	Each year utilities flushes the water system 2 times. Spring is a full system flush. Fall is a dead-end system flush. Utilities also repairs and maintains over 2500 hydrants to ensure operation for emergencies.	Safety	No
Facility Maintenance of Water Treatment Plant	Plant staff maintains the water treatment plant facility. Any work or issues that are related to the building are handled by plant staff. This includes HVAC, Doors, humidity control, and electrical relates items.	Infrastructure	No
Development review	Superintendent and Crew leads regularly meet on development applications to protect the cities best interest with addition of new water and sewer connections.	Infrastructure	No
Troubleshoot SCADA	On call utilities staff regularly trouble shoot issues with the SCADA system that operates the Water Treatment Plan and distribution system. Utilities members determine when/if to call controls technicians or IT dept for assistance.	Infrastructure	No

Operate and Maintain 3 elevated storage tanks and 2 groundwater storage tanks	As a major control part of the distribution system, utilities staff operates the elevated storage tanks to maintain pressure to residents. We also monitor the security of the sites through on call pager and SCADA system.	Infrastructure	No
Ordering meters and plumbing parts for Permitting	Building inspections issues permits and collects fees for water meters. Utilities staff keeps residential meters stocked for Building inspections to issue immediately. Meters larger than 1-inch utilities delivers these meters to the construction site/meter site for installation and coordinates with the contractor after this point.	Infrastructure	No
Monthly, Quarterly and annual reporting to Govt Agencies	Utilities superintendent and Crew leads fill out all reporting to governing agencies. These agencies include Minnesota Dept of health, Dept of Nat Resources, MCES, EPA, and the Pollution control agency.	Infrastructure	Yes



PARKS, RECREATION, AND FACILITIES
DETAILED SERVICE INVENTORY

SERVICE	DESCRIPTION	STRATEGIC PRIORITY	MANDATE
Leadership			
General Administration	Coordinating department budget, maintaining control of expenditures within budget limitations, recommending service delivery improvements, administering contracts and analyzing staffing, equipment and technology needs.	Sustainability	Yes
People Management	Hiring employees, coaching, routine staff check ins, performance reviews, timesheet review	Org. Culture	No
Community Engagement	Develop positive relationships with community groups, businesses and residents. Connect with community organizations and activities in a manner that promotes a positive image of the city.	Community Vibrancy	No
Customer Service	Answer Phone calls, respond to emails, text messages, voicemail follow up, engage walk-in customers with general inquiries, in person during inspections.	Community Vibrancy	No
Webpage Updates	Collaboration on webpage or website creation for programs, events special projects. Updates to content on department webpages.	Community Engagement	No
Data Requests	Gov QA data requests: includes research, assembly of material, redaction of material as applicable.	Community Engagement	Yes
Print and Online Maps	Responsible for populating and updating content for the park and trails maps	Community Vibrancy	No
Grants	Includes research, writing, administration and monitoring (CBDG)	Sustainability	No
PNRC Liaison	Work with City staff and Commission members to create annual workplan. Organize monthly meetings, take minutes at meetings. Respond to commissioner questions and requests. Present information to PNRC	Org. Culture	Yes
Community Engagement	Representation at city events and pop up events networking/meeting setup.	Community Vibrancy	No
Strategic Planning	Proactively encourage economic development by developing strategies for attracting and retaining businesses including implementing and updating the Economic Development Strategic Plan.	Community Engagement	No
Strategic Planning	Creation of content for Marketing and Communications Plan	Community Vibrancy	No
BWELL	Developed, designed and implemented the BWell Healthy Buildings Standards. These standards provide a roadmap to achieving health, wellness, productivity and sustainability goals that will optimize building occupant health and productivity through targeted management practices and improvements to workplace design and policies and plans	Safety	No
Emergency Preparation	Developed a tornado shelter area and installed signage for City Hall and Police Department.	Safety	Yes
Internal Committee representation	Inclusion and Belonging, GIS, Safety, Insurance, Sustainability, Wellness, Employee Engagement Champions, Culture Team.	Org. Culture	No
Outside partnerships	Active collaboration and communication with SORR, ISD191 staff and YMCA on ways to partner or compliment services	Community Engagement	No
Community Engagement	Speaking engagements as requested at schools, apartments, business groups, civic groups	Community Engagement	No

Software systems administration	Administration of Rec Trac software: Vendor meetings, admin collaboration, training, coordination of uploaded documents, customer service (assisting with navigation).	Infrastructure	No
OSHA Compliance	Perform mock OSHA Inspections with Safe Assure	Safety	No
First Aid	Monitor and resupply first aid kits in wellness room and employee lunchroom at City Hall	Safety	Yes
CJIS	Both Facility Staff members have gone through the CJIS Security Awareness Training and have to retake the training every two years. This training allows us to work in PD and Fire Stations	Safety	Yes
Park Projects	Keeping our parks Research ideas, develop RFPs and project scope, hire consultants, collaborate with departments and primary stakeholders, engage community, select project details, communicate internally and externally, oversee construction, and process invoices	Infrastructure	No
Facility Projects	Research ideas, develop RFPs and project scope, hire consultants, collaborate with departments and primary stakeholders, engage community, select project details, communicate internally and externally, oversee construction, and process invoices	Infrastructure	No
Parks CIP	Evaluate existing park conditions, prioritize projects to complete with limited funding, project future expenses, engage community, evaluate needs of the community for the future	Infrastructure	No
Facility CIP	Evaluate existing facility conditions, prioritize projects to complete with limited funding, project future expenses, engage community, evaluate needs of the community for the future	Infrastructure	No
Place Making Projects	Hire consultants, organize internal teams, collaborate, engage stakeholders, communicate results to staff, Council and the community, write backgrounds, pay invoices	Infrastructure	
Trail Development	Hire consultants, organize internal teams, collaborate, engage stakeholders, communicate results to staff, Council and the community, write backgrounds, pay invoices	Infrastructure	
Park Dedication Management	Hire consultant and communicate with similar communities to monitor and update current park dedication fees	Infrastructure	
Department Visioning	Develop, communicate and monitor results of department vision plan for all staff in the areas of innovation, collaboration and excellence with a lens of equity and inclusion that breaks down barriers for participation and ensures our work is efficient, effective and relevant	Org. Culture	
Frameworks Plan	Visit parks, collaborate with other department staff, engage the community, establish timelines, create communications plans and coordinate projects that remove lesser used, inefficient park amenities	Infrastructure	
Community Foundation Memorials	Work with Foundation members and the community to select memorial locations, order memorials, hire contractors to install memorials, replace older memorials, pay invoices, bill foundation for services	Community Engagement	
Burnsville Lions Club Liaison	Attend monthly meetings, serve on donations committee, work with City staff to identify opportunities for donations, report on results of donations	Community Engagement	

Facilities Management			
Security	Facilities staff has to escort and stay with contractors working in PD the entire time that they are working on the project if they have not had CJIS Training	Safety	Yes
Security	Facilities Staff has to make sure all doors are working properly and locking securely in PD and at the Fire Stations to follow CJIS Security Policies	Safety	Yes
Security	Facilities Staff has to make sure all doors are working properly and locking securely at the Water Treatment Plant, Well Houses, and Water Towers to follow State and Federal regulations	Safety	Yes
Security	Test the panic buttons in Council Chambers, Front Counter and Inspections Counter at City Hall four times a year	Safety	No
Facility Preparation	Set up Elections Rooms and areas. Make sure that they are secure and complaint with Elections requirements	Safety	Yes
Facility Maintenance	Work with contractor to design a contract for preventative Maintenance of Elevators at City Hall and PD. Review, update and renew contract as needed	Safety	Yes
Facility Maintenance	Renew Elevator Permit each year in City hall and PD	Safety	Yes
Ergonomics	Facilities Department has an in-house Ergonomic Specialist, they have been trained and they assess each new employees work station and make changes to avoid workplace injuries. They will also work with current employees that are experiencing problems	Safety	No
Facility Maintenance	Work with State Elevator Inspector to correct any issues they find on their inspection	Safety	Yes
Facility Maintenance	Keep up to date Personal Boiler Licenses to maintain and preform daily inspections of the boilers at City Hall and Fire Station 1	Safety	Yes
Facility Maintenance	Use X-protect Smart Client Camera System to find issues that affect City Facilities	Safety	No
Safety	Recommend, implement, and manage Covid-19 building safety measures.	Safety	Yes
Facility Maintenance	Fire Panel and Sprinkler Systems management includes set up contracts for Fire Panel, Alarm System, Ansul System, IT Data room system and Wet Fire Sprinkler System Annual inspection each year.	Safety	Yes
Safety	Check Fire Extinguisher monthly	Safety	Yes
Safety	Check Eye Wash Stations Weekly	Safety	Yes
Safety	Inspect AEDs monthly, maintenance of batteries, and order replacement components	Safety	Yes
Safety	Set-Up and Manage Facilities Electrical Lock-Out Tag-Out Program	Safety	Yes
Safety	Set-Up and Manage Facilities Gun Range Lock-Out Tag-Out Program	Safety	Yes
Facility Maintenance	Monitor and repair gates for function and security at city buildings	Safety	Yes
Facility Maintenance	Set-Up and Manage Preventative Maintenance Agreements with Vendor for Pest Control at city buildings	Safety	No
Hire new employees	Coordinate hiring new staff with HR	Org. Culture	No
Employee reviews	Provide regular feedback to staff and conduct annual reviews	Org. Culture	No
Council Backgrounds	Prepare backgrounds and research items for Council agenda items		
Public Education	Prepare articles for Burnsville Bulletin regarding events, programs and initiatives.	Community Engagement	No
In Person services	Greet, educate and inform customer, take registrations and reservations, collect fees, issue permits	Community Engagement	Yes
Greet, educate and inform customer	Face to face, online email/text/message and phone	Community Engagement	No
Solar Energy	Research and find opportunities for the City to host Solar Gardens This has saved the City \$78,027.82 since 2017	Sustainability	No
Energy management	Participate in Dakota Electric Rate 70 program for City Hall this saves the City over \$27,000.00 a year for switching to our generator at peak energy use times during the year	Sustainability	No

Sustainability grants	Oversees the City’s Sustainability fund. Designed an application for staff to fill out and apply to receive funds for a project if it is sustainable. Review applications and award funds each year	Sustainability	No
Energy management	Comply with the B3 Benchmarking System for 11 City Facilities	Sustainability	Yes
Energy management	Had an energy audit done at city buildings	Sustainability	No
Facility Maintenance	Preform all preventive maintenance and repairs on HVAC Equipment, chiller, generator, air handlers at city buildings	Infrastructure	No
Facility Maintenance	Perform daily checks on boiler	Infrastructure	Yes
Facility Maintenance	Test water for hardness to make sure the water softeners are working	Infrastructure	No
Facility Maintenance	Repair and replace kitchen equipment in Employee lunchroom and kitchen	Infrastructure	No
Facility Maintenance	Repair all plumbing issues	Infrastructure	No
Facility Maintenance	Fill water softener salt in City Hall and PD water softeners as needed	Infrastructure	No
Facility Maintenance	Hang televisions, whiteboards, and bulletin boards in staff offices and conference rooms.	Infrastructure	No
Facility Maintenance	Install cameras for IT in conference rooms	Infrastructure	No
Facility Maintenance	Drain debris out of hot water heaters	Infrastructure	No
Facility Maintenance	Unclog plugged sewage lines as needed	Infrastructure	No
Facility Maintenance	Responsible for all window maintenance and replacement	Infrastructure	No
Facility Maintenance	Maintain Limited Power Electrical License and take Continuing Education Credits each year. This allows the Facility Department to work on Power Limited Electrical Circuits without hiring an Electrician, saving the City money	Infrastructure	Yes
	Repair and replace electronic card readers as needed	Infrastructure	No
Facility Maintenance	Hire and oversee electrical work on City Facilities by a licensed electrician	Infrastructure	No
Facility Maintenance	Pull Electrical Permits when needed	Infrastructure	Yes
Facility Maintenance	Oversee all CIP Building Projects	Infrastructure	No
Facility Maintenance	Make all keys for staff in house	Infrastructure	No
Facility Maintenance	Repair all doors and locks at all City Facilities	Infrastructure	No
Facility Maintenance	Adjust door openers and closers as needed	Infrastructure	No
Facility Maintenance	Replace doors on City Facilities as needed	Infrastructure	No
Facility Maintenance	Repair and replace Garage Doors	Infrastructure	No
Facility Maintenance	Responsible for the replacement of expansion joint caulking	Infrastructure	No
Facility Maintenance	Responsible for the tuckpointing of brickwork	Infrastructure	No
Facility Maintenance	Responsible for removal of snow from parking lots and sidewalks at City Hall, PD, and the Civic Center Maintenance Building	Infrastructure	No
Facility Maintenance	Responsible for the salting of sidewalks at City Hall, PD and the Civic Center Maintenance Building during slippery conditions.	Infrastructure	No
Facility Maintenance	Responsible for repair replacement and sealing of pavers in parking lots at City Hall	Infrastructure	No
Facility Maintenance	Room Set, if there is a crossover meeting in the daytime	Infrastructure	No
Facility Maintenance	Responsible for ordering US, Minnesota, and Burnsville flags	Infrastructure	No
Facility Maintenance	Manage and organize flag volunteers	Infrastructure	No
Facility Maintenance	Responsible for making sure that sidewalks are level and free of trip hazards and if they are not fix	Infrastructure	No
Facility Maintenance	Responsible for monitoring and detecting roof leaks and repair	Infrastructure	No
Facility Maintenance	Responsible for installing heat tape in roof drains so that they do not freeze in the winter	Infrastructure	No
Facility Maintenance	Responsible for all interior building construction projects and renovations including room additions, roofs, walls, doors, windows, painting, wallpaper, HVAC, plumbing, and electrical	Infrastructure	No
Facility Maintenance	Order and install all office furniture for the lobby, conference rooms and staff workspaces	Infrastructure	No

Facility Maintenance	Install new staff name stickers on offices and name plates on cubicles	Infrastructure	No
Facility Maintenance	Pull Building Permits for constructions projects	Infrastructure	Yes
Facility Maintenance	Make sure that any building improvements comply with ADA procedures	Infrastructure	Yes
Facility Maintenance	Order environmentally friendly cleaning products when available.	Sustainability	
Facility Maintenance	Turn off all lights at city Facilities when there are no staff present to save energy	Sustainability	
Facility Maintenance	Reduced hazardous chemical use by purchasing more environmentally friendly equipment and products	Sustainability	
Facility Maintenance	Organize and monitor that all recyclable material is sorted into the correct containers for disposal	Sustainability	
Facility Maintenance	Oversee the composting service for City Facilities	Sustainability	
Facility Management	Send an e-mail to all user groups at least one week ahead of their event to introduce them to the City and ask them to reach out if they have questions before their event	Community Engagement	No
Facility Management	Send out an e-mail after user group event to thank them for using the City Facility	Community Engagement	No
Facility Management	Create and post signage for user groups each time there is an event at City Hall directing them to the correct conference room	Community Engagement	No
Facility Management	Set up and take down conference rooms and Council Chambers nightly at City Hall	Community Engagement	No
Facility Maintenance	Enter in MSDS information online for chemicals used for facility cleaning	Safety	Yes
Facility Maintenance	Set door schedules in KEEP (Door Software Program) each week. This ensures that the City Hall is secure each night.	Safety	No
Facility Maintenance	Dispose of sharps at City Hall/Police/HOC Ramp	Safety	Yes
Facility Maintenance	Followed State and Federal Cleaning guidelines to allow City Facilities to reopen during COVID pandemic		Yes
Facility Maintenance	Disinfect door handles, buttons, water fountains, handrails, and other touchable surfaces, to provide a safe place for staff, Customers, and user groups.	Safety	No
Facility Maintenance	Ensure all doors are locked and secure each night after all staff and user groups are out of the building.	Safety	No
Facility Maintenance	Use City Camera system to monitor City Buildings	Safety	No
Facility Maintenance	Make sure that areas have the proper signage up to alert staff and customers about hazards like wet floors	Safety	No
Facility Maintenance	Daily Cleaning of Buildings - Clean tables, gather garbage and recycling, clean sink and microwaves, Clean refrigerators, vacuum carpets, wash windows, clean coffee stations, dust blinds, shampoo carpet as needed at city buildings	Safety	No
Facility Maintenance	Clean police holding cells nightly, Kaivac cells on a regular basis. Clean all outside glass on a regular basis. Keep all paper and soap dispensers full, replace air fresheners as needed	Safety	No
Facility Maintenance	Maintain, repair, and order all janitorial cleaning equipment for City buildings	Safety	No
Facility Maintenance	Inventory, monitor and order all cleaning and paper supplies	Safety	No

Parks			
Citizen Park Requests	Work with residents to accommodate special requests, unique park uses, special programming needs for a neighborhood, or access to facility.	Infrastructure	No
Citizen Park Complaints	Work with residents to problem solve issues in parks such as unauthorized use, park encroachment concerns, misuse of land or facilities.	Infrastructure	No
Facility Lease Agreements	Work with user groups on space needs, contracts, including Alimagnet concessions, Neill Building, Old Maintenance Facility – BHC, Catalyst Music, ISD 191, Chameleon. Create and manage lease agreements	Infrastructure	Yes
ADA Master Plan	Work with consultants to identify opportunities to improve accessibility in the park system	Infrastructure	Yes
CDBG	Quarterly work with ISD 191 to present their information on the BYC to Dakota County CDA. Process quarterly reimbursements to ISD191 and request reimbursement back from CDA	Community Vibrancy	Yes
Special Event Requests and Reservations	Work with outside user groups that are wanting to host a special event in a Burnsville Park; such as 5k run, car show or concert. Coordinate City Services to ensure a positive experience	Community Engagement	No
Legacy Event Liaison	Coordinate City Services for Legacy Events that have been identified by Council as an asset to the City. These events are the Festival & Fire Muster, Jazz Festival, International Festival, and the Heart of the City Race. Includes the coordination of items such as road closures, fencing, Police and Fire presence, park use, electrical power, amplified sound, parades, race routes. Work with group is written into Policy	Community Engagement	Yes
Party on the Plaza	Lead city staff through creating and managing 3 – 1-day special events with food vendors, craft vendors, kids play area, and live music.	Community Engagement	No
MRPA Equity & Inclusion	Attend ongoing training opportunities offered by the Minnesota Recreation and Park Association	Org. Culture	No
MRPA Annual Conference	Attend State conference related to on Park and Recreation issues, trends and happenings.	Org. Culture	No
Bi-Annual Programming discussion	Work with Recreation Programming staff to identify new, unique and ongoing programs that should be offered to the community.	Org. Culture	No
Annual Department Retreat	Work with Recreation, Ice Center and Birnamwood staff to evaluate programs, health of the department and individual strengths. Adjust areas of responsibilities and offerings to capture the latest trends and\or meet the needs of the community.	Org. Culture	No
Equity and Inclusion	Evaluate programs and events for opportunities to improve equity and inclusion	Org. Culture	No

Ice Center			
Skate park	Research ideas, hold public meetings, develop RFPs and project scope, hire consultants, collaborate with departments and primary stakeholders, engage community, select project details, communicate internally and externally, oversee construction, and process invoices	Infrastructure	No
Ice Sheets	Visually inspect ice surfaces, edge ice, level ice daily, flood as necessary, resurface on the daily schedule, paint lines, keep ice depth between 1" and 1 1/2"	Infrastructure	No
Rink Glass	Visually inspect each piece of tempered glass on each rink daily, Inspect and adjust each glass clip daily, clean glass inside and outside of rink	Infrastructure	No
Dasher Boards	Visually inspect each panel of dasher board on both rinks, check for screws that need attention or replacement daily, check and repair outside panels of boards as necessary, clean boards and ads on a regular basis	Infrastructure	No
General Maintenance	Provide maintenance of the entire facility, ice resurfer, batteries, compressors, Ammonia sensor, Heating and Cooling pumps, Variable Speed Drive Motors, Boilers, Hot Water Heater, HVAC units, Dehumidification Units, ERV Units, lights, motion sensors, general plumbing, painting, replacing or repairing damages	Infrastructure	Yes
Concession Stand Operations	Operate the City's Concession Stands at the Ice Center, Lac Lavon Softball Complex and Crystal Lake Beach to provide a service to the community, order products, hire staff, train staff, inventory of products, research new products, set pricing, prepare menus	Community Engagement	No
Advertising	Solicit businesses with emails, phone calls, literature to encourage them to advertise at the Ice Center. Work in partnership with advertising agency to provide services to us to help fill all our advertising spaces, create ads, install ads and remove ads	Infrastructure	No
Booking Ice time	Work with Legacy and non-Legacy users to book ice time for their needs, take phone calls, emails from perspective users, book all City programs, book special events, create contracts, ice time listings for customers, produce invoices, receive and process payments, email receipts when necessary	Community Engagement	No
Ice Center Adult Leagues	Offer adult hockey and curling leagues that meet the needs of the community	Community Engagement	No
Ice Center Programs	Offer Learn to Skate, Learn to Speed Skate, Developmental Hockey, Stick and Puck, Public Skating and Curling programs for all ages that serve our community and surrounding communities	Community Engagement	No
Summer Clinic	Offer a youth hockey clinic during the summer months to provide opportunities to our youth in the community and surrounding communities	Community Engagement	No
School District Curriculum	Work with local schools and school districts to provide access to the Ice Center that allows students to accomplish course curriculum or extracurricular activities and class field trips	Community Engagement	No
Beverage Contract	Research companies, develop RFP and contract scope, collaborate with departments and primary stakeholders, communicate externally, review proposals, select proposal, prepare contract terms, oversee the contract during its term, send invoices annually	Community Engagement	Yea

Recreation			
Music and Water Features at Nicollet Commons Park	Curate and select appropriate ambient music to play over the loudspeakers at Nicollet Commons Park during the day. Set sequence for water and lighting functions in the park	Community Vibrancy	No
Warming Houses	Hire seasonal employees to work at a variety of our 11 Ice Rink Warming houses during the winter months. Create a warming house schedule and coordinate light timers for warming houses that are unstaffed.	Community Vibrancy	No
Community Gardens	Take registrations, assign gardening spots, and serve as the liaison for 150+ Community Gardeners in the three City of Burnsville Community Gardens. Gardens are located at Neill, Wolk and Crosstown East	Sustainability	No
Market Garden	Supervise the Market Garden Supervisor and 6-8 high school aged interns in the Market Garden, a large garden in Civic Center Park that grows hundreds of pounds of produce each year to donate to food shelves.	Sustainability	No
Fire Muster Pickleball Tournament	consult with players to create a bracket, advertise event, and take registrations for a 3-day community Pickleball Tournament with 50+ players during the Fire Muster Weekend. Serve as the Tournament Director host on the weekend of the event.	Community Engagement	No
Contracted Fitness Programs	Collaborate with ISD 191 to offer a variety of yoga, strength, and other fitness programs at Burnsville City Parks during the summer months. Offer a variety of Beginner, Intermediate, and Advanced Pickleball Lessons Group Classes to Pickleball Players. Work with current Pickleball players to advertise, recruit, and register new Pickleball players.	Community Engagement	No
Arts & Entertainment	Select movies, secure viewing licenses, reserve space, and contract with vendors for 5-7 free community movie viewing nights at Nicollet Commons Park for Flicks on the Bricks. Book entertainment, secure sound systems, and contract with vendors to provide musical entertainment at Nicollet Commons Park for 5-7 free music nights that are designed for families with young children for Friday night Boogie. Book entertainment, secure sound systems, and contract with vendors to provide musical entertainment at Nicollet Commons Park for 7-9 summer afternoon entertainment hours for toddlers and their parents. Select movies, secure viewing licenses, contract with vendors, and provide systematic registration and parking procedures for 3 free Community Drive in Movie Nights.	Community Engagement	No
Community Events & Gatherings	Book entertainment, secure sound systems, and contract with vendors to provide musical entertainment at Nicollet Commons Park for 3 large-scale summer festival events. Collaborate with PACK (People of Alimagnet Caring for K9s) to run a "Howl-o-Ween" event for dogs and their humans. Gather local pet-themed prizes, serve as a dog costume contest judge, set up a spooky walk, reserve food trucks, and serve as the event director for this event with 300+ people and dogs.	Community Engagement	No
Contracted Youth Sports Programs	Reserve space, create schedules, register participants, and collaborate with Skyhawks Sports to offer multiple youth sports programs every summer, including Baseball, T Ball, Football, Multi-Sport, Soccer, Track & Field, Volleyball, and Tennis.	Community Engagement	No
Contracted Family Programming	Reserve space, create schedules, register participants, and collaborate with Minnesota Trout Unlimited to offer both youth and family spin fishing classes. Collaborate with the Burnhaven Library to offer "Storytrails" programs, where families with young children can walk through a Burnsville park and read giant picture books with their kids.	Community Engagement	No
Minnesota Best	Solicit submissions and curate winners for an Annual "Minnesota Best" anthology, which includes a curated list of new, innovative, and successful recreation program offerings from municipalities around the state.	Community Engagement	No
SORR Programming	Collaborate with other "South of the River" city recreation departments to offer collaborative recreation programs for residents of all SORR cities.	Community Engagement	No

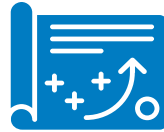
Pickleball Volunteers	Recruit, train, and supervise a group of 6-8 “Pickleball Volunteers” to help be the eyes and ears of Burnsville Recreation at the Red Oak Pickleball Courts. Field questions and comments from local Pickleball players about their needs and experiences at Red Oak Park.	Org. Culture	No
Adult Tennis Lessons	Both daytime and evening tennis lessons are offered to adults 18 and up. Adult tennis lessons are in partnership with USTA Northern. I work closely with the instructors that are provided by USTA Northern, I reserve the court space, set up registrations, and communicate program details and updates to registered participants.	Community Engagement	
Warming House/Ski Chalet Management	Responsible for staffing the outdoor ice rinks and ski chalet during the winter months, December-February. Also, responsible for communicating ice and ski trail conditions with users. I work closely with our Parks Department to make sure ice and ski trail updates are available to users.	Community Engagement	
Event Sponsorship Program (Flicks on the Bricks, Thursday Rockin’ Lunch Hour, Party on the Plaza)	In charge of reaching out to local businesses and organizations to help sponsor some of our popular community events that take place at Nicollet Commons Park and other locations. Work closely with all event sponsors to make sure they have what the need and communicate all details of what we offer within the City’s sponsorship program. Make sure the appropriate forms are completed and collect any sponsorship money associated with sponsorship.	Community Engagement	
Special Events	Responsible for planning and implementing various special events. Events that are consistently offered are Halloween Fest, Run Now, Gobble Later 5K Race, Egg-Cellent Spring Adventure, Winter Polar Fest, and Skate With Santa. For all events, I am Responsible for setting up event registrations for events that require a fee to participate, finding staff to help run the events, and reaching out to local businesses for sponsorship opportunities.	Community Engagement	
Kids To Parks Trail Day	Kids To Parks Day is celebrated during the month of May. It is a national day of outdoor play. The day connects kids and families with their local, state, and national parks and public lands. Burnsville organized a trail day event for kids and families.	Community Engagement	
Umpire Services contract	Umpire services are needed for our adult softball program. Every three years, we go through the RFP process to receive quotes form qualified associations. After selecting the appropriate group that aligns with our fiscal and program goals, we draw up a contract that will govern the relationship for the identified time period.	Community Engagement	
Park entry sign project	The City began replacing our old park entry signs in 2016 to provide the parks with a needed upgrade to the entrance to the parks. This process involved identifying which parks will be completed each year, where the most feasible place for the sign(s) is, what the sign should say, and how big the sign should be.	Community Engagement	
Maintaining Adopt-a-Park signage	Each of our parks and the corresponding park entry signs have the ability to be adopted by a family, organization, business, etc. We monitor the current list of adopters, change out any new adopters and make panel inserts to show our thanks to those who adopt parks. These inserts are interchangeable and can be sign on the park entry sign	Community Engagement	
Portable toilets contract and scheduling	Every two years, we need to receive quotes through an RFP process for portable toilet services in our parks. After receiving quotes, we develop a contract with the service company to ensure our parks are receiving the necessary servicing that our constituents demand. Paying monthly invoices, communicating any issues, special orders for events	Community Engagement	

Adult athletic leagues	The City offers a variety of adult athletics leagues throughout each season of the year. In the Spring and Summer, we offer the following leagues: Men’s Softball, Women’s Softball, Co-Rec Softball, Co-Rec Sand Volleyball, In-House Bean Bags and Traveling Bean Bags. In the Fall, we offer the following leagues: Men’s Softball, Women’s Softball, Co-Rec Softball, Co-Rec Sand Volleyball and In-House Bean Bags. In the Winter, we offer the following leagues: Winter Softball, Men’s Broomball, Co-Rec Broomball, Indoor Bean Bags and Indoor Co-Rec Volleyball. Our adult softball program is the largest USSSA-sanctioned league in the State of Minnesota. Tasks involved in each of these offerings includes: taking registrations, scheduling of all games, reserving facilities, updating scores and standings, scheduling officials when appropriate, conflict resolution, day-to-day maintenance of leagues, scheduling playoff brackets, managing free agents lists, marketing and promotion of leagues, constant communication with teams and managers to ensure the best possible experience for participants	Community Engagement	
Collaborative adult athletic leagues (SORR)	Burnsville collaborates with six other surrounding communities (Apple Valley, Farmington, Savage, Lakeville, Rosemount and Eagan) to offer various programs and leagues for the broader audiences. Leagues that we offer together include: Traveling Bean Bags, Co-Rec Soccer, Ultimate Frisbee, Co-Rec Bocce Ball and Co-Rec Kickball	Community Engagement	
City liaison to various community groups	Serve as the city liaison to the following groups: BAC, BVU, VAA, LAA, PACK, Burnsville Softball Council, Disc Golf Volunteer Group, Cricket groups. Attend meetings, serve as the city contact and relay any appropriate updates to the groups as it pertains to them	Community Engagement	
Youth field scheduling	Work with a wide variety of youth associations to provide and schedule field space for both practices and games for baseball, softball, soccer, lacrosse, football and cricket. Schedule field use of 58 baseball/softball fields, 40 soccer fields, 9 football sites, 3 lacrosse fields and 2 cricket sites. Along with scheduling of the facilities, there are always maintenance needs and requests that come in that require servicing and resolving in a timely manner. These fields and complexes have scheduled use on them 6-7 nights of the week and host a variety of different user groups.	Community Engagement	
Adult field scheduling	Work with a number of adult leagues and teams to provide and schedule field space for both practices and games for baseball, softball and soccer. Alimagnet fields 1-2 (Rich Vanderlaan and Bob Bunnell fields) as well as Sue Fischer field 5 serve as the primary locations for adult baseball field use. The primary user groups for adult baseball fields include the Bobcats, Twin Cities Adult Baseball league and Bulldogs adult baseball teams. Rose Park, Alimagnet Park, Paha Sapa Park and Wolk Park serve as the primary soccer field rental locations. These fields are used on average 5 nights per week and provide recreational opportunities to thousands of people each year.	Community Engagement	
Independent field scheduling	Our facilities serve as host sites for various independent field users. We work with them to schedule their games at our sites and provide any necessary maintenance duties. Groups include: MVP Cricket, Bulldogs, Bobcats, One-Pitch Softball League, La Liga Centario Soccer, disc golf league and more. Analyzing use of all fields to determine future plans. This includes evaluating which fields are being utilized, which are being underutilized and what the wants/needs of the community are. Also involves analyzing trends to find out what’s popular now and into the future. We serve host to a primary cricket organization and provide field space for this growing group to be able to host games, youth camps, clinics and practices. As part of this, we are beginning the process to install a new cricket pitch within our parks system	Community Engagement	
Special Events	Events involved with include: Yappy Hour, Winter Golf, Run Now Gobble Later 5K & Fun Run, Fire Muster Pickleball Tournament, Polar Fest, Party on the Plaza, Medallion Hunt, Dog Days of Summer. Tasks involved: scheduling food vendors, soliciting vendors and sponsors, logistical needs, marketing, communication, staffing, working with Parks Maintenance, evaluation	Community Engagement	

Mobile food vendor scheduling and organization	Serve as the City contact for any mobile food vendors wishing to operate within our parks system. Provide necessary materials to help them through the application process. Schedule a variety of food vendors for our programs and special events and work with them on logistical needs for each program / event	Community Engagement	
Adult tournament scheduling	Throughout the spring, summer and fall seasons, we host a variety of adult tournaments at our facilities. This includes adult baseball, adult softball and adult soccer tournaments. As part of these tournaments, we work with them to reserve the fields, handle any maintenance requests we can accommodate, provide necessary services to ensure their experience is a quality one and go through the billing process.	Community Engagement	
Youth tournament scheduling	Throughout the spring, summer and fall seasons, we work with a large number of community groups to host a variety of youth tournaments at our facilities. This includes baseball, softball, lacrosse and soccer tournaments. As part of these tournaments, we work with them to reserve the fields, handle any maintenance requests we can accommodate, provide necessary services to ensure their experience is a quality one and go through the billing process. Having strong communication with each of the users serves as high quality customer service and keep them coming back to our facilities each year	Community Engagement	
City-sponsored tournaments	As part of our City offerings, we organize a minimum of two adult softball tournaments each year. One is the Spring Early Bird and the other is the Fall Classic. These are in collaboration with the Burnsville Softball Council and allow us to offer tournaments that we may not be able to on our own. These tournaments bring in participants from all over the metro into the Burnsville area	Community Engagement	
Maintenance requests for fields	Throughout the year, there are various requests that come in from user groups that utilize the fields in our parks system. These range from safety hazards, to field improvements to proactive planning to avoid potential issues or injury. Communicate with Parks Maintenance to address issues in a timely manner and communicate with user groups on any affect to their use	Community Engagement	

Golf				
Staff	Hire all staff for Clubhouse and Grounds crew. Train staff on customer relations, point of sales (Rectrac), tee sheets (Golftrac), security, golf etiquette, safe equipment operation, proper prodigal on daily maintenance of fleet, disease recognition and pesticide application, Create appropriate schedules for daily operation and special events.	Org. Culture	No	
Rates	Set rates for course which includes rounds, concessions, leagues and passes	Infrastructure	No	
Capital purchases	Evaluate what course equipment replacement needs are, submit these needs/ requests to fleet and directors, request bids from vendors, and award bids.	Infrastructure	No	
Information services	Share information about the golf course and surrounding area. BGC hosts Burnsville residents and golfers from Twin Cities area who need information such as places to eat, shop, get gas utilize a driving range.	Community Engagement	No	
Program development	Plan events such as junior program, leagues, golf clinics and Women' Golf Month that are inclusive of everyone. Make people feel they belong at BGC and in Burnsville.	Community Engagement	No	
Event services	Work with area clubs and businesses to develop, schedule and host golf events/ tournaments. Assist Recreation department in hosting Winter Golf Event.	Community Engagement	No	
Facility Maintenance	Maintain the clubhouse, locker room, maintenance buildings, and golf course in an environmentally conscientious manner. Maintain appropriate levels of necessary supplies for staff to clean areas and stock supplies. Maintain trash and recycling receptacles.	Infrastructure	No	
Audubon Certification	Maintain Audubon certification by following environmentally friendly practices, limit use of chemicals that harm soil and ecosystem, promote pollinators, reduce mowing, nurture natural environment around course, encourage and monitor bluebird habitat by feeding birds and providing nests with volunteers.	Sustainability	No	
Adult leagues	Assist in filling out registration forms, obtain completed registrations and input them into both USGA and Golf Genius. Create and schedule tee times for entire schedule. Send out leagues to ensure that golfers are staying on schedule and marshal on the course to help with pace of play. Complete weekly standings for each league and answer questions/concerns from golfers throughout the week. Monitor the sub lists and handicaps so that they are up-to-date in our system and on Golf Genius so that golfers have access league participants for their league. Coordinate with Dan Rootes (superintendent). Host year end tournament for all adult league participants. Procurement of prizes for standings and facilitation of a catered meal.	Community Engagement	No	
Junior leagues	Assist in filling out registration forms, obtain completed registrations and create a schedule for the summer. When junior league begins, additional staff check children into clubhouse and make sure that they are staying on schedule. Staff marshals the course to ensure that children are being safe while golfing, playing by the rules of golf, and keeping on pace. Host a year end tournament and distribute certificates for 1st, 2nd , and 3rd place winners in each grade level as well as food and prizes	Community Engagement	No	
Fire Muster Tournament	Assist in filling out registration forms, obtain completed registrations, and create a schedule for the tournament and assign holes for each golfer to start on. At completion of tournament we distribute certificates for 1st, 2nd, and 3rd place winners in each grade level as well as good and prizes.	Community Engagement	No	
Golfer safety	Ensure that age limits are enforced and non-patrons are informed of the dangers of balls both in and out of play. Monitor security system and ensure that all areas are working properly for the safety of golfers.	Safety	No	
Staff safety	Deescalate volatile situations in order to create a safe working environment. Monitor security system and ensure all area are functioning properly. Utilize security system to monitor situations from home when no on premises and to assist staff when they encounter issues.	Safety	No	

Maintain certifications	Maintain pesticide application license by attending trainings and taking tests. Maintain Class A certification from Golf Course Superintendents association by attending educational conferences. Continue education by taking classes, reading educational information, and utilizing professional network.	Safety	Yes
Pesticide Application	Monitor turf and create spraying schedules. Maintain safety data sheets and file spraying application sheets. Properly store chemicals within State and Federal guidelines.	Safety	Yes
Maintain fleet	Sharpen reels and ensure proper height of cut on mowers throughout season. Ensuring safe and functional equipment (name mowers and equipment) throughout season, perform maintenance during season and thorough servicing during the offseason. Ensure proper pre and post season levels and preparations in all equipment including carts.	Infrastructure	No
Agronomy	Mow, weed eat, aerate, fertilize, reseed, thatch and top dress all playing surfaces including tees, collars, fairways, roughs, and aprons using appropriate reel heights. Identify and treat turf disease and insect infestations. Stifle infringement of weeds, undesirable grasses, and other plants upon course.	Infrastructure	No
Building maintenance	Monitor interior and exterior of all building. Paint, repair, and replace subpar surfaces. Maintain parking surfaces, paths, and fences.	Infrastructure	No
Concessions	Procure and sell packaged food for resale. Ensure condiments and utensils are available. Maintain food equipment is regularly cleaned and maintained. Ensure proper storage of all food and drink items.	Community Engagement	No
Golf merchandise	Secure merchandise for resale in clubhouse. Create and maintain displays.	Community Engagement	No
Irrigation	Maintain irrigation system, by charging lines in Spring and blowing out in the fall and completing any necessary repairs. Monitor soil in order to schedule appropriate irrigation. Create appropriate drainage in areas of water saturation. Hand water greens and other turf in danger during periods of extreme heat. Monitor system output to optimize and minimize water output.	Infrastructure	
Arbor maintenance	Plan and maintain trees on site in conjunction with Forestry, which includes removal and replacement of trees. Trim and remove tress when appropriate. Monitor and treat for diseases and appropriate water levels.	Infrastructure	
Playing surfaces	Move cups 3 times a week. Rake and edge bunkers. Mow to appropriate heights for each area of the course.	Infrastructure	
Gardens	Clean out gardens in spring and fall. Divide and repurpose overgrown plants. Hand water all containers, hanging plants, and annuals. Maintain list of new plants to be ordered each year.	Infrastructure	
Local School District Team Use	Work with local coaches of each school to organize practice tee times, tournaments, etc	Community Engagement	
School District Curriculum	Work with local schools to provide access to course that allows students to accomplish course curriculum	Community Engagement	
Education	Meet with local groups to share information about sustainability and Audubon efforts	Community Engagement	
Memorial Requests	Work with patrons to install trees, benches, plaques	Community Engagement	
Training and Seminars	Participate in training opportunities to improve management of staff, golf course maintenance and golf course service delivery	Org. Culture	
Program After Action Reports	After action report are completed at the end of each program and event we offer. After action reports summarize how the programs or events ran. This includes specific details and information in order to evaluate and plan for the following year. I am responsible for calculating revenues and expenses associated with specific programs and events, determining final participation numbers, and providing recommendations for future.	Infrastructure	



STRATEGIC INITIATIVES

DETAILED SERVICE INVENTORY

SERVICE	DESCRIPTION	STRATEGIC PRIORITY	MANDATE
Burnsville University	Helping people, teams and the organization be their best through learning and development opportunities.	Org. Culture	No
Onboarding	Welcoming new employees to our culture, making connections and helping them be successful. Provide welcoming environment, support hiring managers with questions and day one activities.	Org. Culture	No
Manager Training	Giving people managers the tools they need to manage and engage their teams.	Org. Culture	No
Strengths Development	Investing in what makes employees uniquely talented.	Org. Culture	No
Strengths Coaching	Developing our managers as great coaches.	Org. Culture	No
Employee Engagement	Measuring how our employees experience 12 important elements of their work.	Org. Culture	No
Compliance Training	Giving people the information, they need to do their jobs and be safe at work.	Safety	Yes
Inclusion and Belonging	Leading a collection of efforts designed to create an organization where all feel welcome.	Org. Culture	No
Team Building	Helping manager build strong teams through intentional, customized experiences.	Org. Culture	No
Employee Appreciation	Recognizing employees through teambuilding and social activities in and outside of the office. Develop and implement employee events and all employee meetings. Coordinate annual recognition awards.	Org. Culture	No
Performance Development	Processes to ensure the organization connects mission with the work of employees.	Org. Culture	No
Organizational Culture Development		Org. Culture	No
Wellbeing Program	Caring for the health and wellness of our employees through intentional education and activities.	Safety	No



CITY MANAGER'S OFFICE

DETAILED SERVICE INVENTORY

SERVICE	DESCRIPTION	STRATEGIC PRIORITY	MANDATE
Oversee staff operations	As the chief executive, serve the community by ensuring the organization operates as effectively as possible.	Vision	No
Communicate with council	Serve and advise the City's elected officials, communicating regularly with Mayor and Council to keep them informed on significant issues.	Vision	No
Advise council	Provide recommendations on policies and objectives to help council make sound decisions consistent with their vision and values.	Vision	No
Communicate with staff	Direct staff to carry out the city council's policy decisions and strategic priorities. Meet and communicate with staff to build transparency, team, and trust.	Vision	No
Budget oversight	Ensure effective management of the City's \$107 million budget and provide for short-and long-term fiscal planning, positioning the City to meet the community's current and future financial, operational, and strategic needs.	Vision	Yes
Leadership team	Lead a team of senior leaders to facilitate policy making and team building at the upper management level. Regularly communicate with Department Directors to answer questions, resolve issues, and address challenges.	Org. Culture	No
Strategic planning	Support organizational leaders in planning and coordinating department activities to ensure excellent service to the organization and the community.	Org. Culture	No
Represent the City	Represent the City on commissions, with outside government agencies, and citizen groups to advocate for initiatives, promote community engagement, and serve the needs of the community.	Community Engagement	No
Engage with the community	Respond to community member needs and questions. Serve at City Events to build relationships with the community.	Community Engagement	No



Burnsville

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