

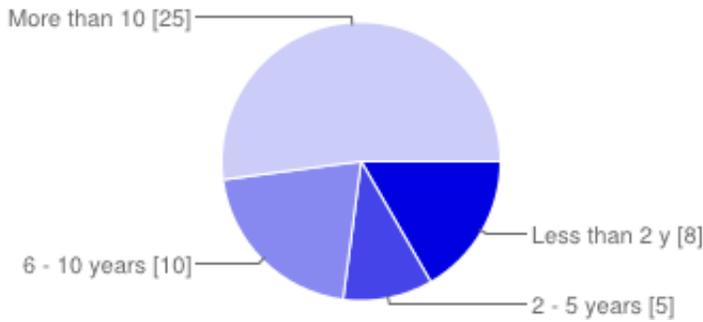
48 responses

[View all responses](#)

Summary

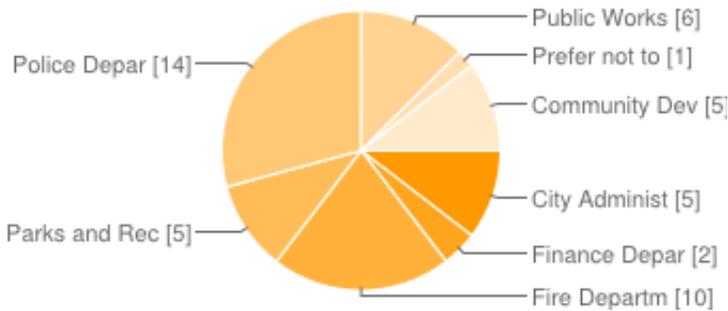
General Information

How many years have you worked for the City of Warrensburg?



Less than 2 years	8	17%
2 - 5 years	5	10%
6 - 10 years	10	21%
More than 10 years	25	52%

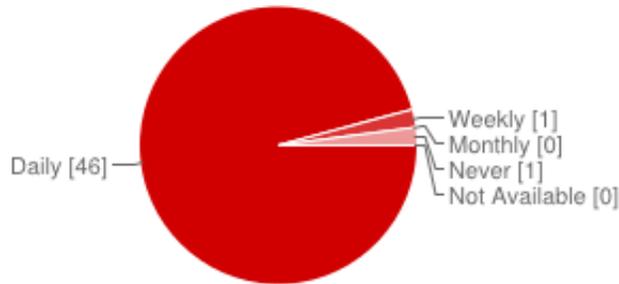
In what department do you work?



City Administration	5	10%
Finance Department	2	4%
Fire Department	10	21%

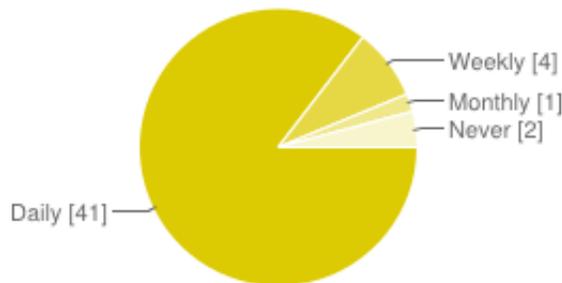
Parks and Recreation	5	10%
Police Department	14	29%
Public Works	6	13%
Prefer not to say	1	2%
Community Development	5	10%

How often do you use a computer for City work?



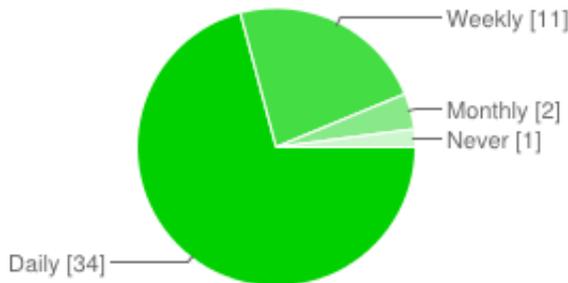
Daily	46	96%
Weekly	1	2%
Monthly	0	0%
Never	1	2%
Not Available	0	0%

How often do you use Outlook calendar?



Daily	41	85%
Weekly	4	8%
Monthly	1	2%
Never	2	4%

How often do you access Internet resources for City work?



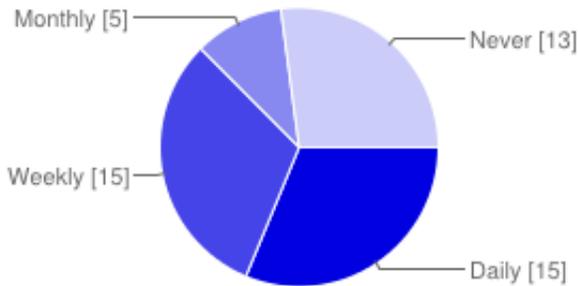
Daily	34	71%
Weekly	11	23%
Monthly	2	4%
Never	1	2%

How often do you use City email at work?



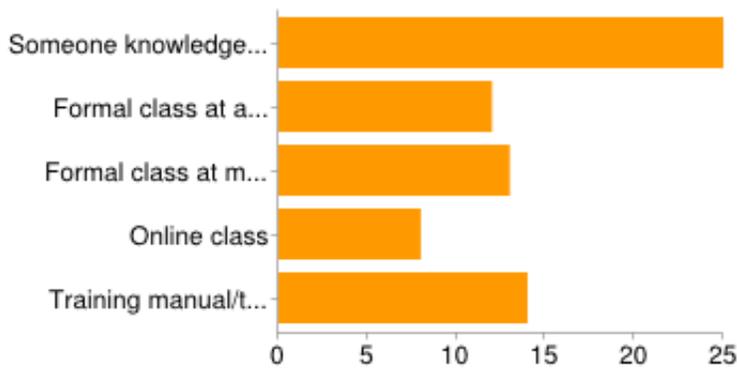
Daily	46	96%
Weekly	1	2%
Monthly	0	0%
Never	1	2%

How often do you use City email at home?



Daily	15	31%
Weekly	15	31%
Monthly	5	10%
Never	13	27%

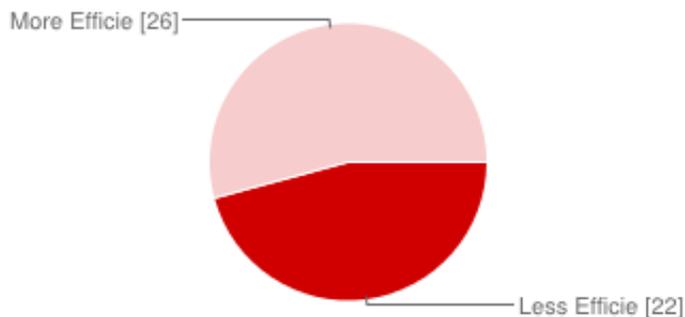
How would you prefer technology training to take place?



Someone knowledgeable at my location	25	35%
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Formal class at a central location	12	17%
Formal class at my location	13	18%
Online class	8	11%
Training manual/tutorial	14	19%

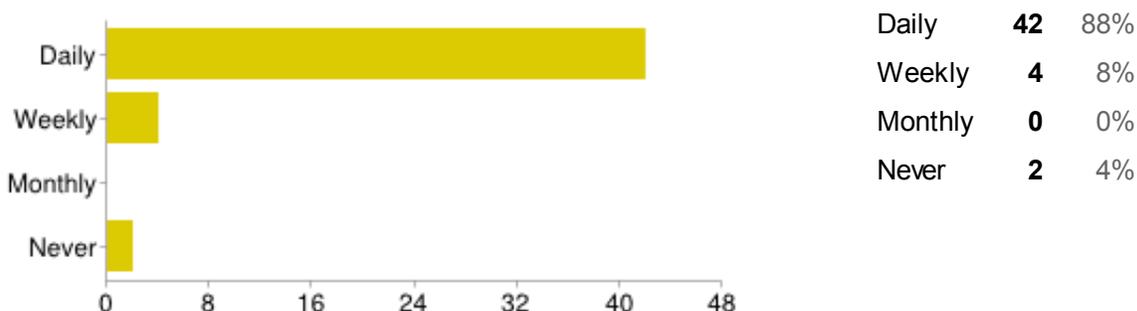
Do you feel existing technology resources within the City make your job less or more efficient?



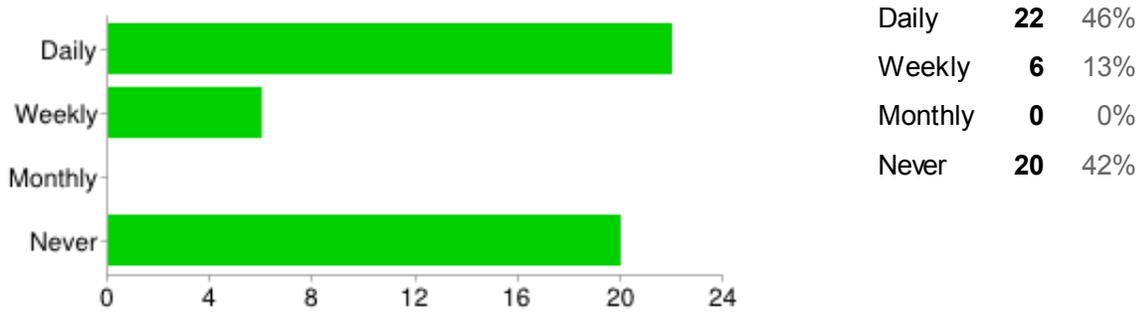
Less Efficient	22	46%
More Efficient	26	54%

Page 2, Hardware Resources

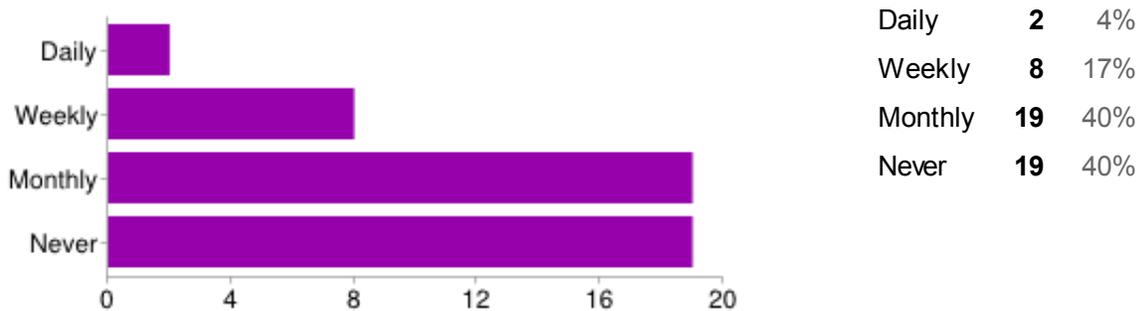
Computer/Laptop [From the list of available hardware resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



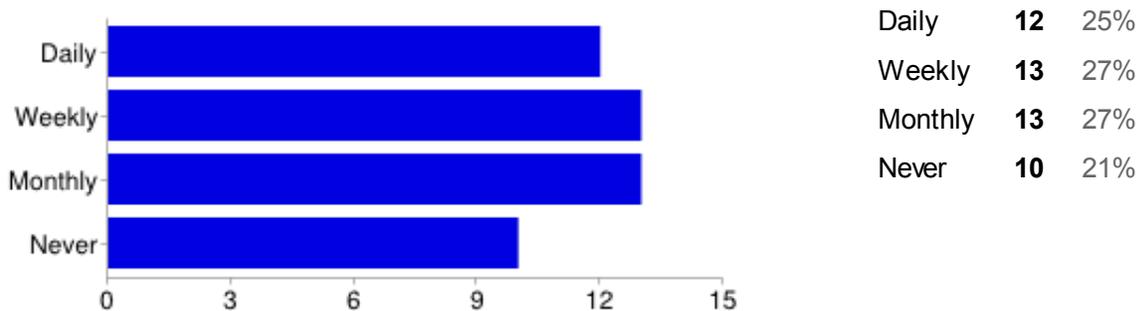
Handheld Computer (tablet) [From the list of available hardware resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



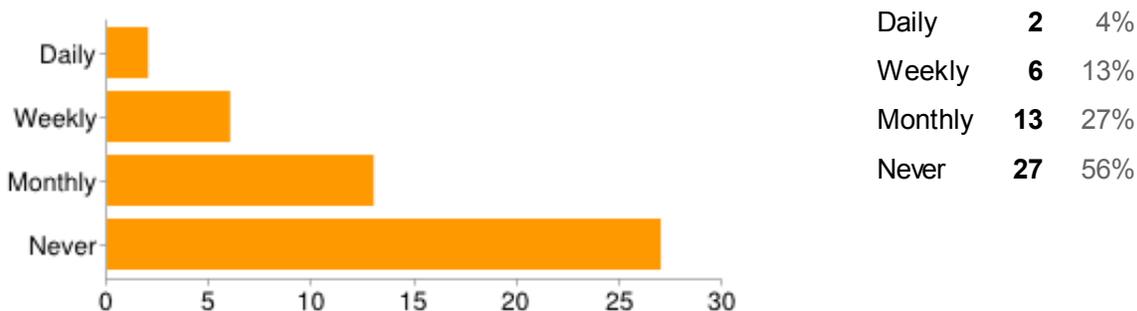
Projector [From the list of available hardware resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



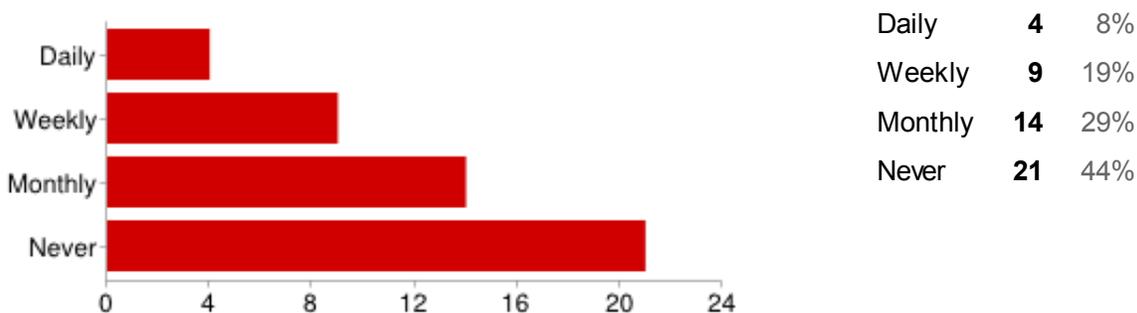
Digital Camera [From the list of available hardware resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



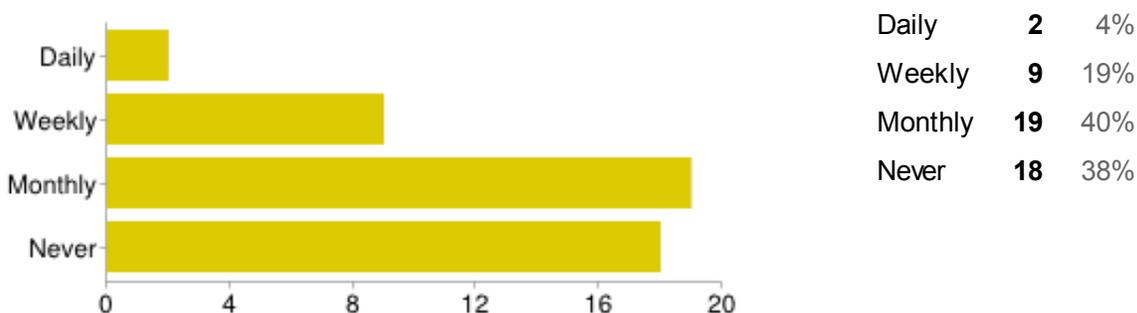
Video Camera [From the list of available hardware resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



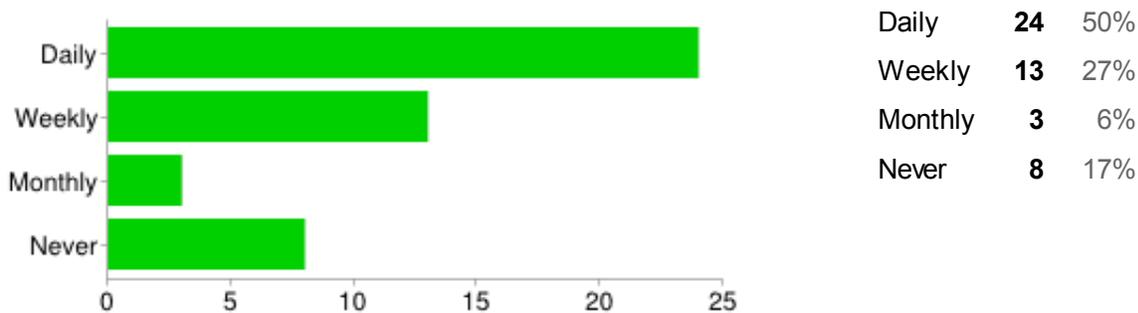
Interactive Whiteboard (SMART Board) [From the list of available hardware resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



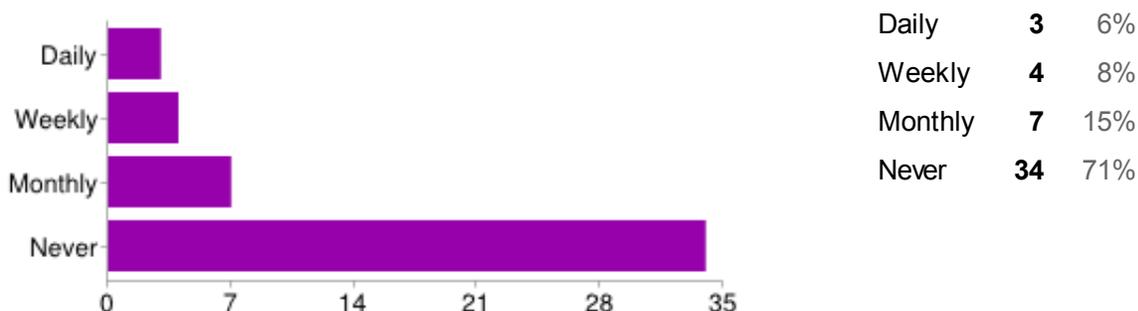
Television for Presentations [From the list of available hardware resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



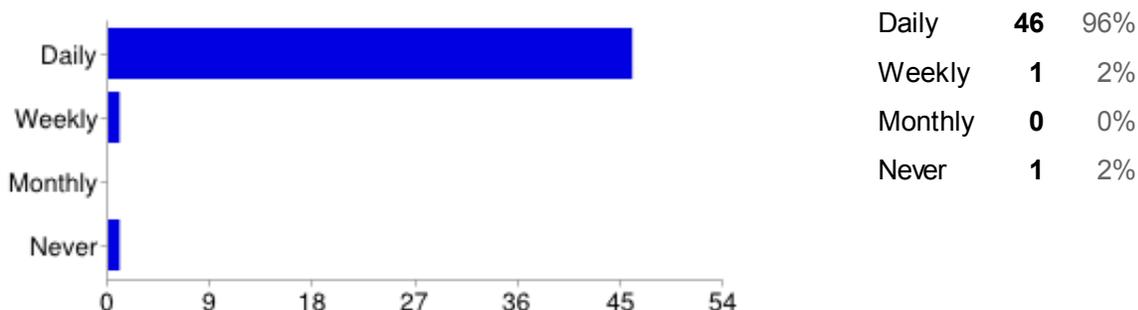
Calculator [From the list of available hardware resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



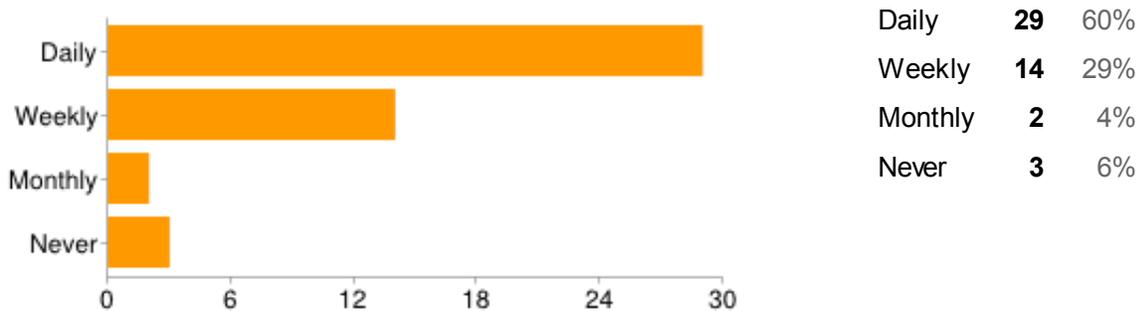
Plotter [From the list of available hardware resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



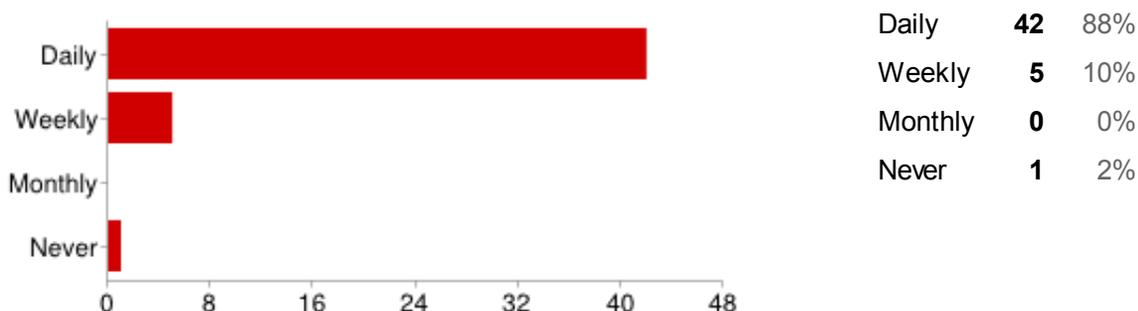
Printer [From the list of available hardware resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



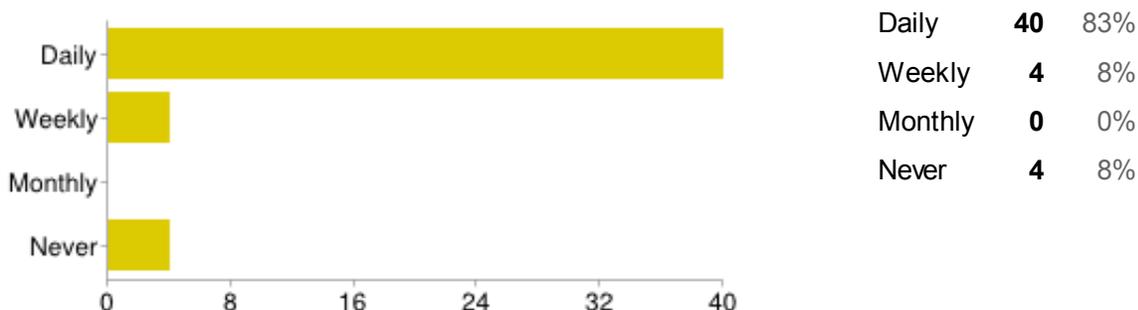
Scanner [From the list of available hardware resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



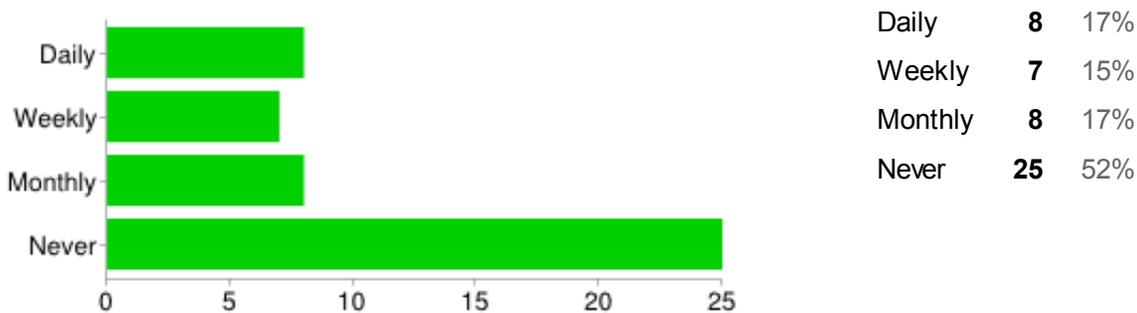
Copier [From the list of available hardware resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



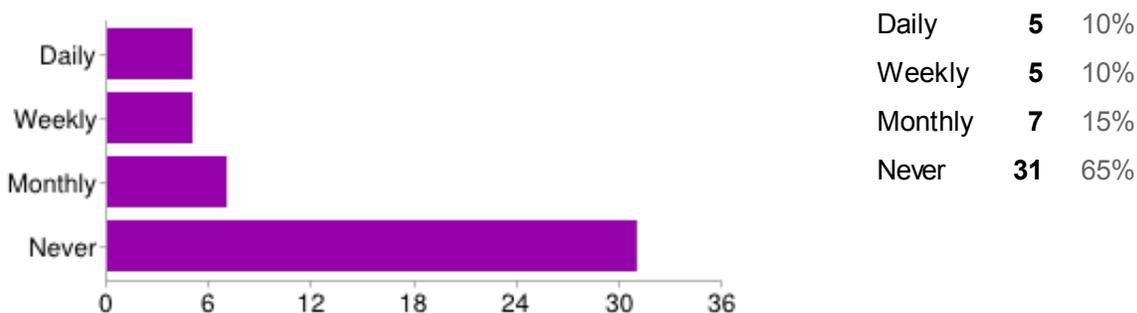
Cellular Phone [From the list of available hardware resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



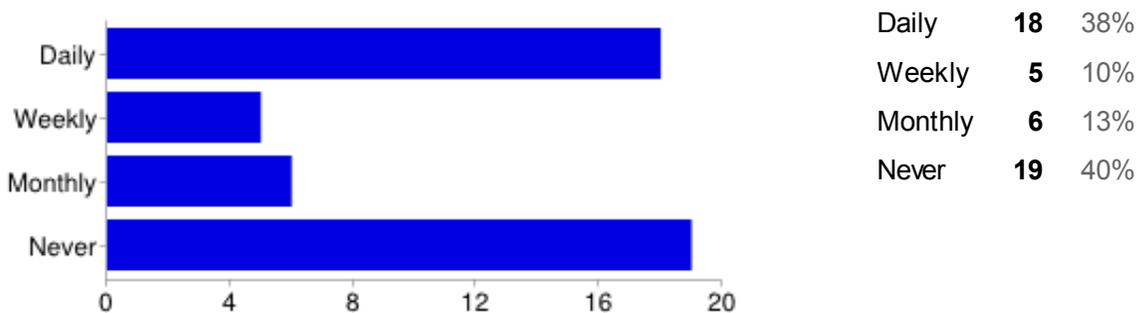
Portable Microphone Recorder (MP3) [From the list of available hardware resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



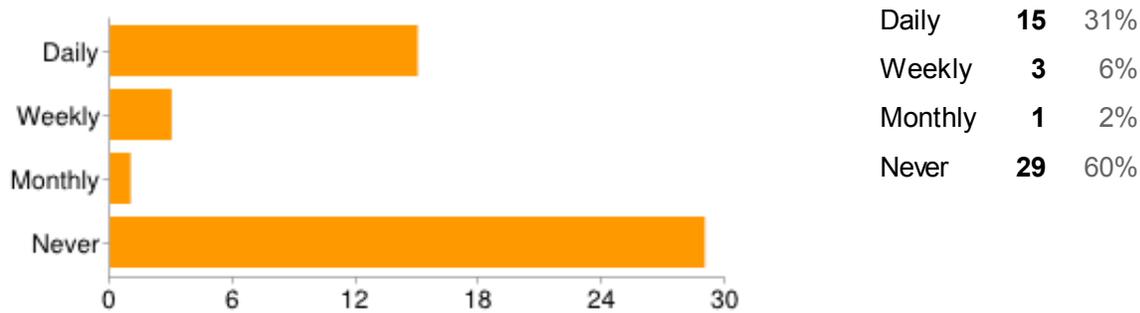
Headset with Microphone [From the list of available hardware resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



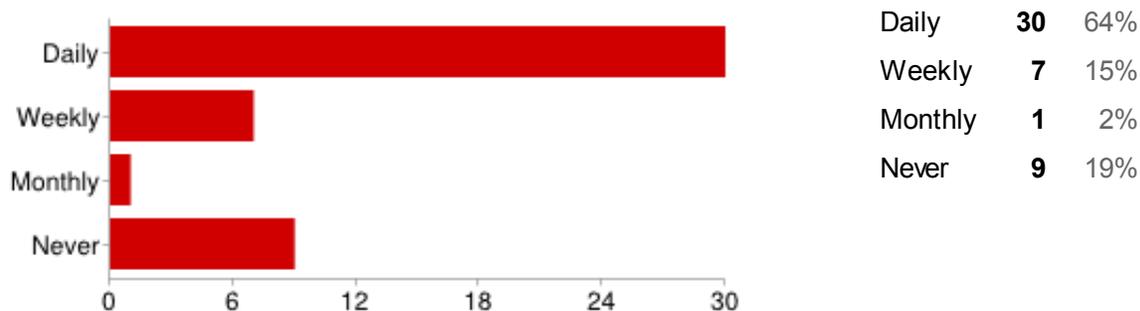
Land Moble Radio [From the list of available hardware resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



Pager [From the list of available hardware resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



Wireless Internet (WiFi) [From the list of available hardware resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



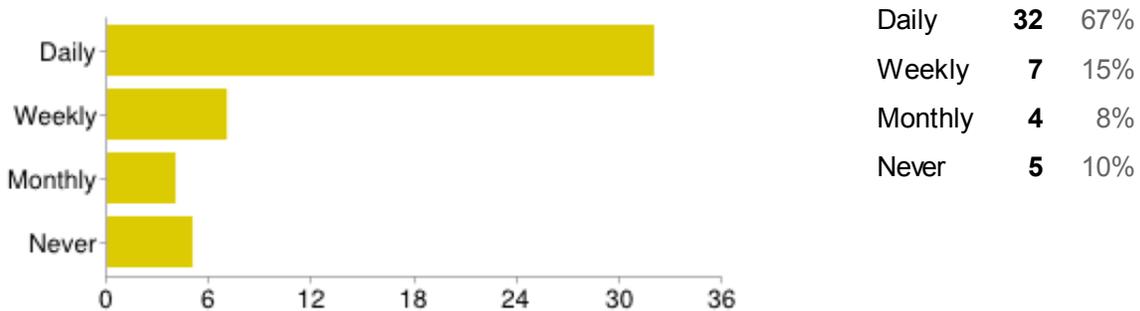
Is there any hardware you would like to see added to your work area that would make you more efficient?

Large Format Monitor Tablet Hard Drive WiFi, Tablet PC for field work to reduce entering information multiple times, * scanner * tablet a couple more computers/ laptops , a long distance phone line for fax machine. large screen tv or overhead projector for training videos Large Format Mionitor, a open type WiFi system, Tablet of some kind I prefer andriod, A WiFi printer New phone headset, as mine has quit working. Can't think of anything GIS Tablet Interactive whiteboard WiFi, a Skype like service available to all to help reduce time in meetings. Additional scanners for other detectives. I currently have one and they have to come to me to have documents scanned to E-Mail them. Tablets with cell phone connectivity so we can access Global M-Reach to run license plates and stolen articles at a crime scene without having to go to a patrol car to do it. Larger scanner for different size documents. Another Computer Screen A bigger wi-fi network - we have talked about that before, to incorporate all of our facilities. A compact laptop comuter or tablet assigned to me would be very functional for department and city council meetings. It would also be beneficial for conduction city business during travel, emergency situations and for major case squad activations. As it is, I have been using my personally owned equipment for this and it is getting old and outdated. Printer/scanner/copier large format monitor, smart board Better computers, better network. Wireless accountability system for emergency incidents. Color printer, cordless phones, More color scanner/copiers. We have a few in individual offices but could use a couple which would be accessible to officers at night and on weekends. #1.

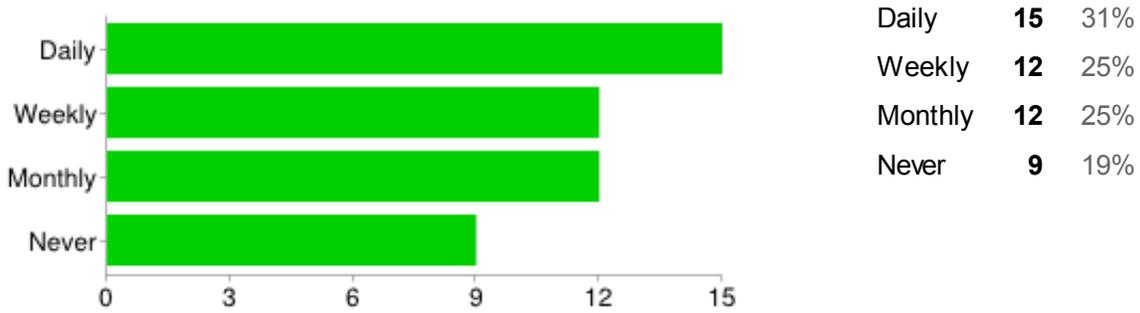
Digital Imaging Machine to produce Digital Images of our microfilm records to make lookup of records easier if they are in digital format + a computer dedicated for looking up the records. Microfilm would still be kept to meet our archive requirements (per the State of Missouri) but digital could be used for our working files. #2. I don't know if this is hardware or software that we need, but the ability to page someone in the department over our phone system. #3. Better Wi-Fi coverage for connecting to the internet on our cell phones while inside the building - here in the PD it doesn't reach most parts of the building. Detectives can connect to Wi-Fi on their phones, but over on Admin side, I cannot . I believe I have everything available, but it doesn't always work effeciently. Finish setup for Copier to Scan. faster router or modem speeds on the network to our location West and East plants Wireless Network Projector or Large Monitor or Smart Board In Budget & Other Conference Rooms Tablet Added Login For Use of Resources in Conference Rooms With Laptop or Other Devices If we had a scanner to scan in our papers after field work instead of having to turn them in and have them get lost, then at a later time having to return to the same location and perform the same work again. Having the scanner would eleminate the double work. Tablet and appropriate software for fire preplans, inspections and other uses

Page 3, Software Resources

PDF Reader [From the list of available software resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



PDF Creator [From the list of available software resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



PDF Form Creator [From the list of available software resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]

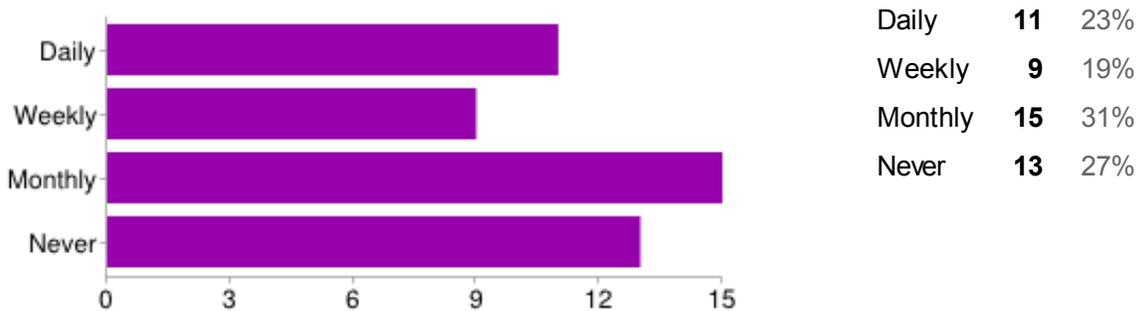
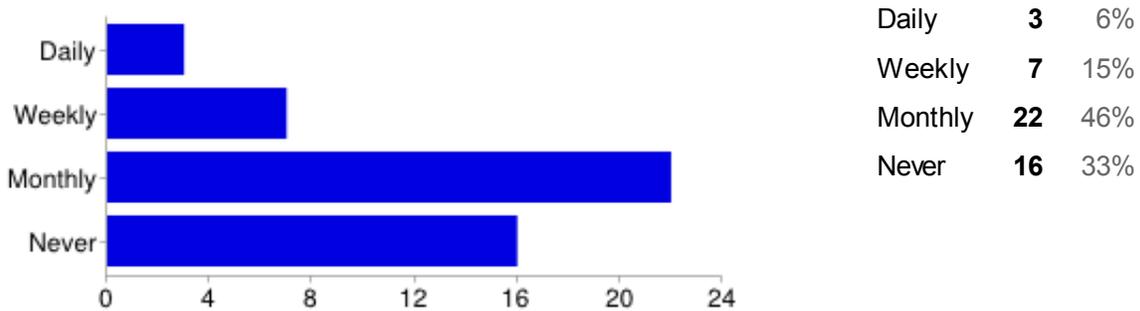
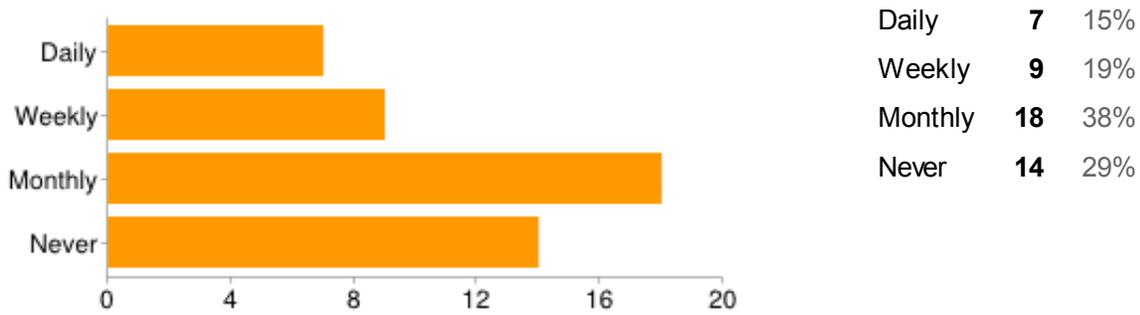


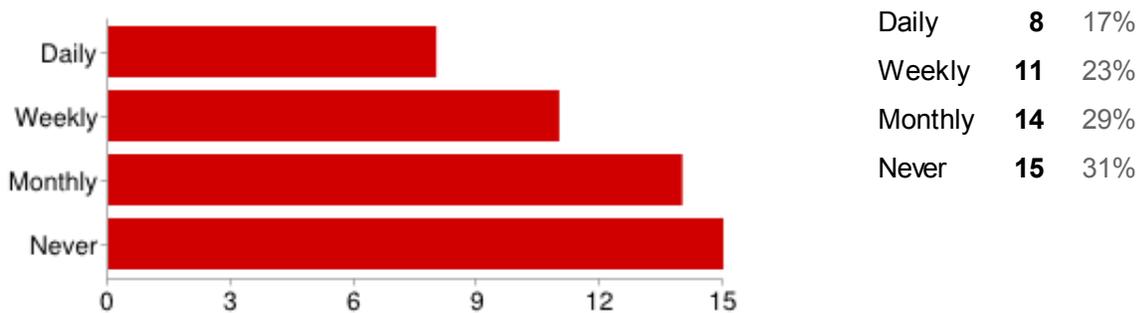
Photo Editing Software [From the list of available software resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



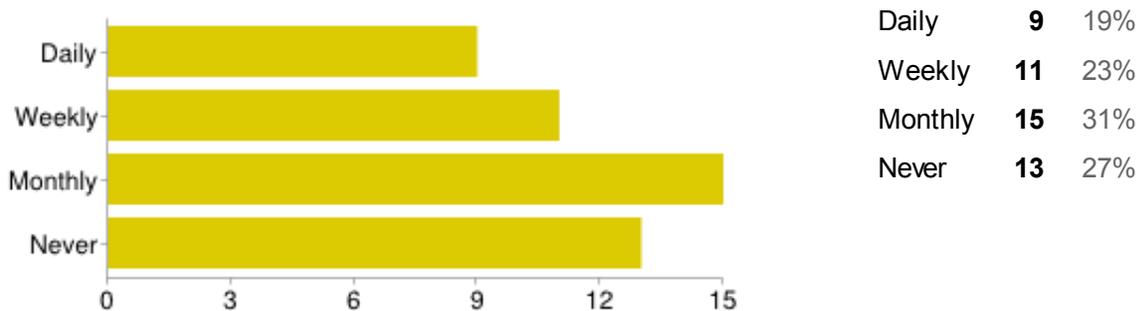
Desktop Publishing Software [From the list of available software resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



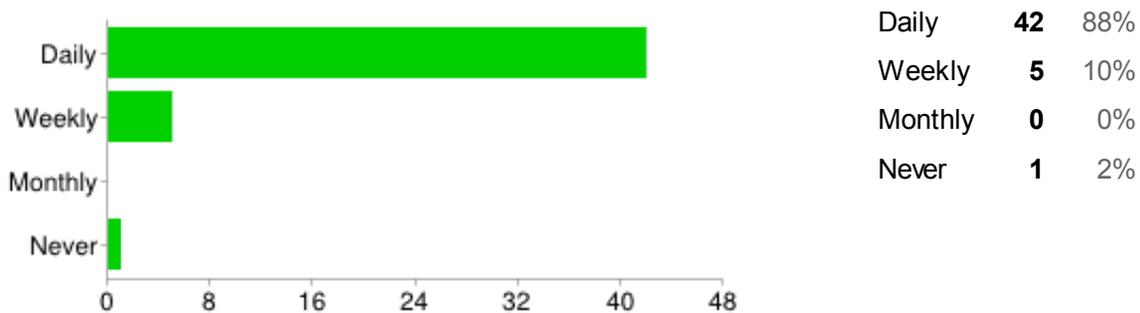
Video Playback Software [From the list of available software resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



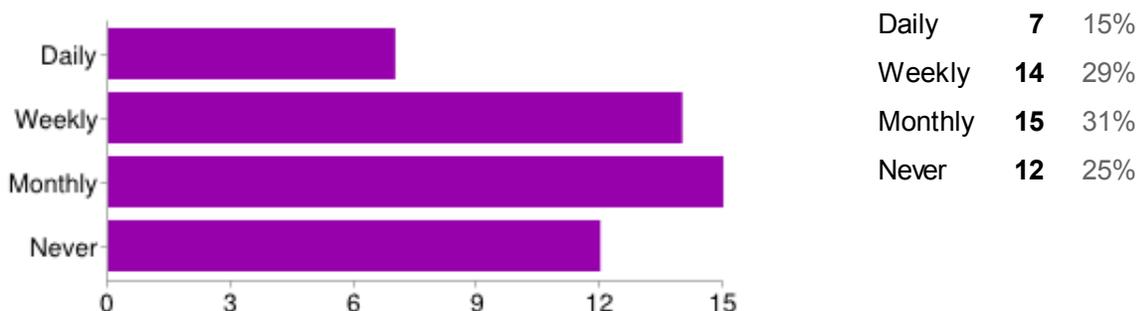
Audio Playback Software [From the list of available software resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



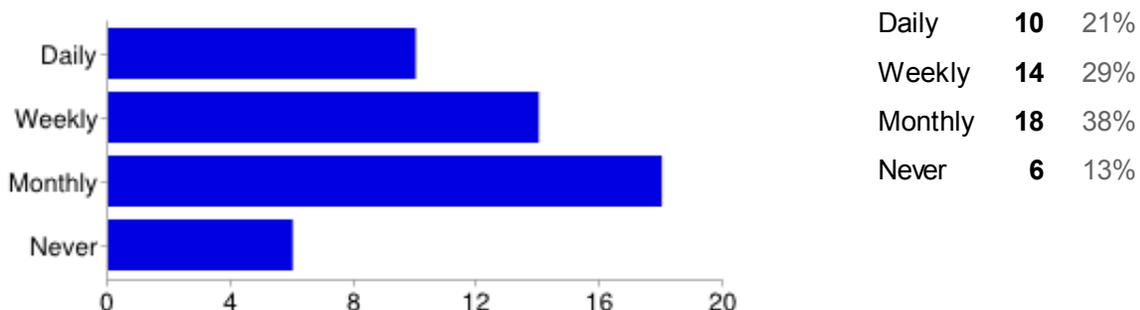
Microsoft Word [From the list of available software resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



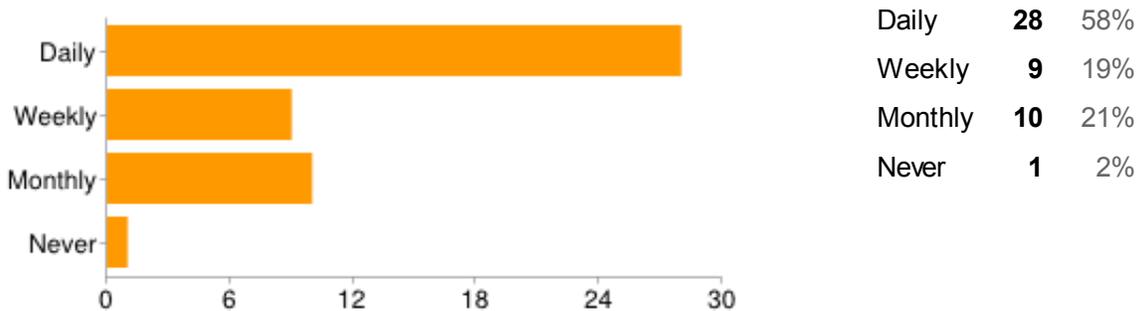
Microsoft Publisher [From the list of available software resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



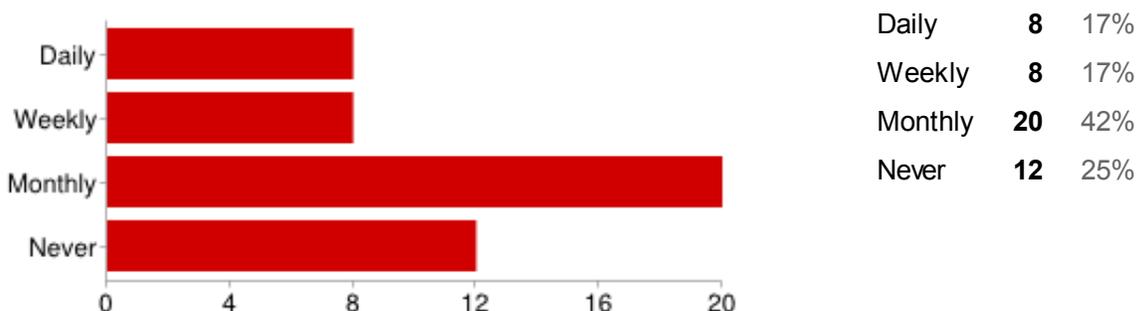
Microsoft Powerpoint [From the list of available software resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



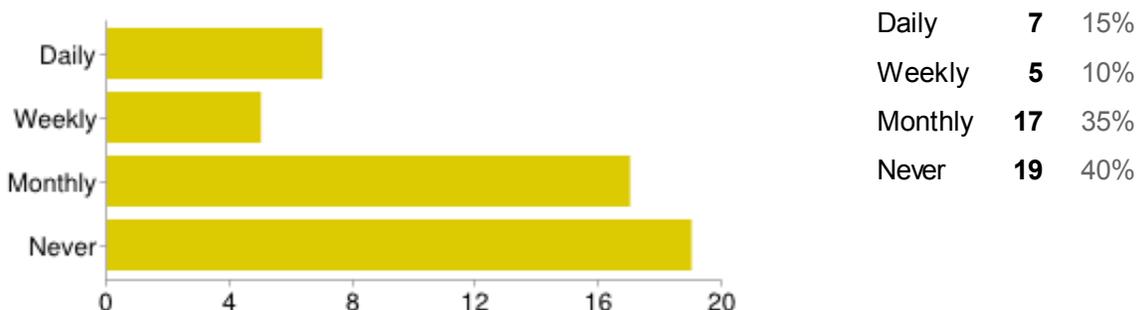
Microsoft Excel [From the list of available software resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



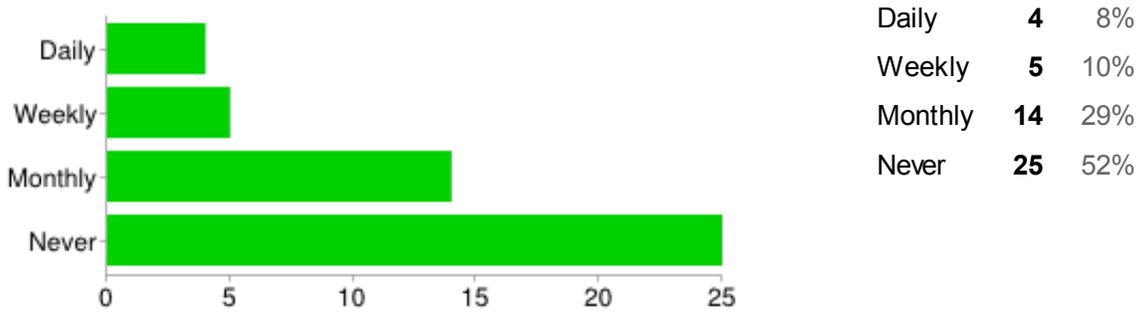
Microsoft Access [From the list of available software resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



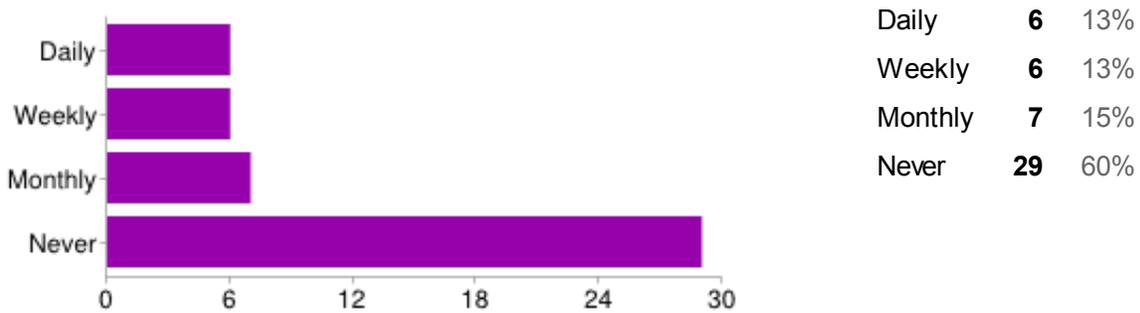
Microsoft Project [From the list of available software resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



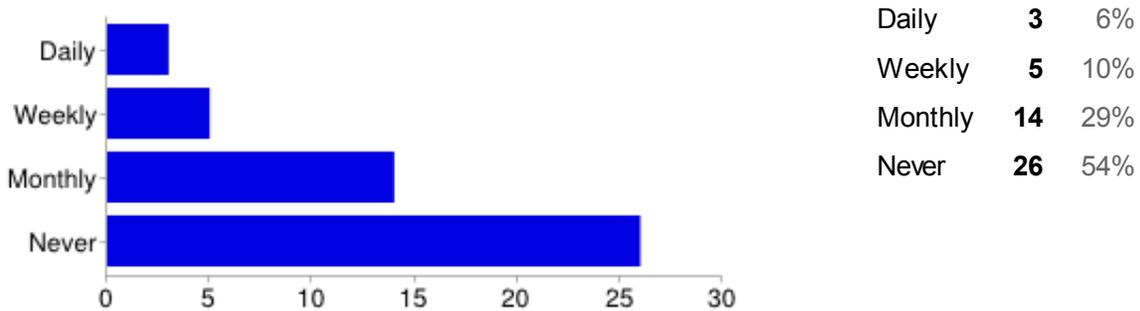
Microsoft Visio [From the list of available software resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



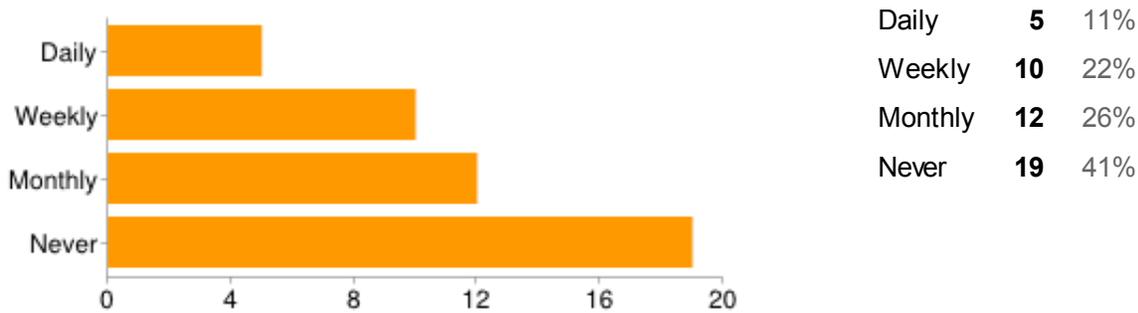
Chat/IM Software [From the list of available software resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



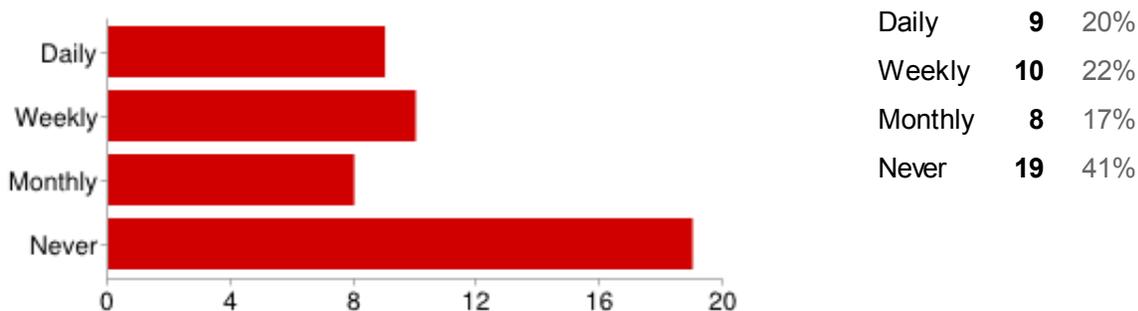
Skype [From the list of available software resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



Social Media Software [From the list of available software resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



Workorder Management [From the list of available software resources, how often would you use each one to accomplish your job regardless if it is currently available or not currently available in your immediate work area.]



Is there any software that you would like to see added to your work area that would make you more efficient?

Work order management Incode fixed asset form GIS , WORK ORDER MANAGEMENT

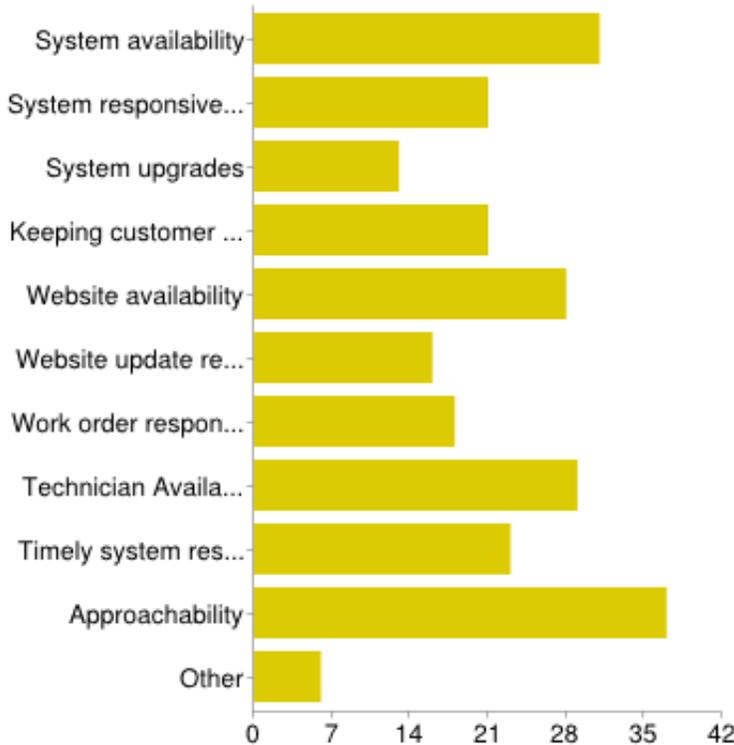
#1. YES, please... a better system for Time Entry... I am spending too much time making manual adjustments and calculations to officers' Time Entry in INCODE before it can be submitted to Payroll... is there something out there that is geared more for police departments/shift workers? Something like 'Firehouse' software the Fire Dept. uses, but that is for Police Departments? (I don't know anything about Firehouse, just using it as an example).

#2. Pro Version of Microsoft XP. I currently have the Home Version of XP and have experienced some limitations due to that. There are some, but can not think at this time, will write down and let you know. Microsoft Project for reminders of expiration dates of contracts. Software that links dispatch CAD to MDT's in apparatus along with different WiFi cards that are not battery ran. HACH lab software would be nice to have, once it is set up it would collect data straight from the HACH devices and we would not have to enter the data. Can't think of anything Work order management, send and receive fax from computer, video/audio playback. I can't download some players to my computer because I don't have permissions. This had kept me from viewing evidence. GIS Need to be able to customize individual work environments such as tool bars, quick access menus, default printers, etc Need better reporting / data mining capabilities - e.g. tie INCODE to Access INCODE Upgrade or replacement to more user friendly / powerful environment. Also need more control over file structures within secured areas. Also need better controls over program access. GIS Updated Power Point Updated Excel

Access Not necessarily at my work station but that of the Executive Assistant GIS would help with locates, A project type software that would allow electronic signatures so we would not have to wait for packages to get through different offices. Software to be able to make templates and to be able when I scan documents in to be able to edit those documents or forms GIS new Building Permit software, GIS, new financial software, complaint tracking software that is more user friendly FireHouse Module for creating Floor/Site Drawing. I would like to be able to access Citrix from my home computer so I can type a report or look up information in Global. I used to be able to access it, but I have not been able to access it for awhile now. Not aware of any other software needs.

General IT Support

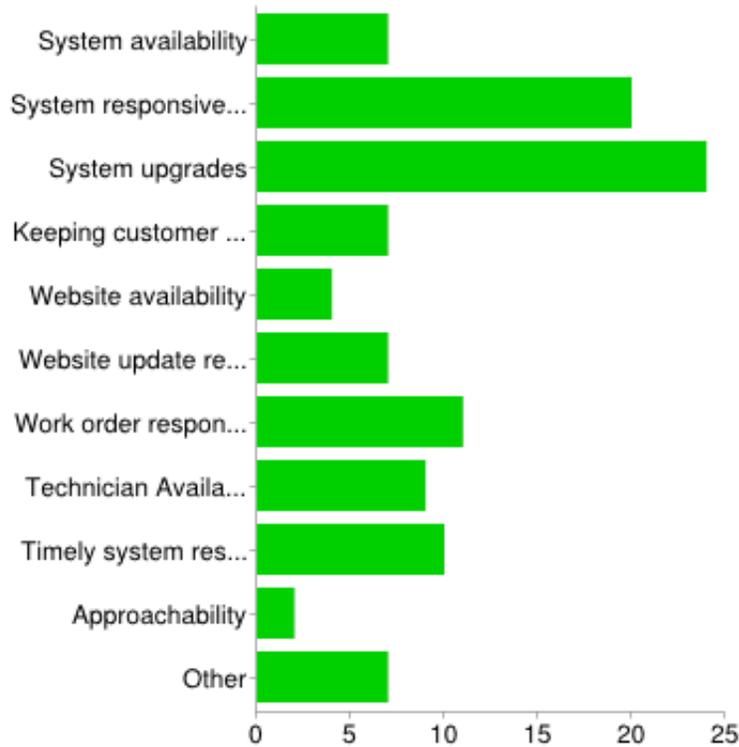
What do you think the IT Department is doing well?



System availability	31	13%
System responsiveness	21	9%
System upgrades	13	5%
Keeping customer apprised of work order status	21	9%
Website availability	28	12%
Website update responsiveness	16	7%
Work order responsiveness	18	7%
Technician Availability	29	12%

Timely system restorals	23	9%
Approachability	37	15%
Other	6	2%

What do you think the IT Department can improve?



System availability	7	6%
System responsiveness	20	19%
System upgrades	24	22%
Keeping customer apprised of work order status	7	6%
Website availability	4	4%
Website update responsiveness	7	6%
Work order responsiveness	11	10%
Technician Availability	9	8%
Timely system restorals	10	9%
Approachability	2	2%
Other	7	6%

Do you have any future requirements that can to be met through Information Technology?

Work Order Management System Polices and Procedures Security Backup Emergency and

Business Continuity Plans Increasing speed and connection time for the MDT's. Upgrading to more current technology other than air cards. GIS , NEW SYSTEM GIS, Operations software, that is wireless with the city wifi that I can get all throught the city Whiteboard, tablets, upgraded MDT's. Live cad interface like Mreach or something like it. We must upgrade our outdated system before a catastrophic event occurs. We are hanging on by a wing and a prayer! Just recently I have been receiving work orders and responses on my Outlook email. I still can't access the work order site through the shortcut on my computer. I have been getting good feedback from the work orders that have been placed, but that just happened within the last two weeks. Our IT department tries to be available, but with only one for the longest time and now only two for the entire city, it is hard for them to be available. I have noticed a marked improvement, however since Gary has been hired on to help Terry. GIS, Capibility to print maps to the large printer (KIP 7100 ?) at city hall Already listed new building permit software to allow applying for permits and scheduling inspection on-line, submitting plans on-line, checking status of permits and inspection results on-line, smart board for plan review, GIS, adobe reader, online payments None at this time. Not that I can think of Wireless To Move About in Office Area With Laptop Monitors or Projectors in Conference Rooms I would like to be advised of possibilities. I have no special needs at this time. Consideration of going paperless for City Council packets. GIS Printer preference stayed saved on profile after logging out. GIS, Interactive white screen TV would like to have faster access to network. Scanning to the network with a scanner

If all limiting factors were removed, i.e. money, time, etc., what Information Technology capabilities would you implement to make you more efficient?

To have a laptop hooked up to the projector in our briefing room to where we could place pass on information for the next shift. To have designator printers in invididual offices. To have a designated server just for the police department. Advanced Permit Software, Advanced Call Center Software. Possibly a faster server or better network platform. Outlook in particular has been running very slow lately when trying to read E-Mails or delete E-Mails. system reliability Capibility to scan existing card files and ledger books and convert to electronic data I would have an iPad assigned to each detective. I would have each detective assigned a color printer. I would have each officer and detective assigned a digital camera. I would assign the detective unit a GPS system for when we are activated on major case squads. A way for officers to scan attachments to add to their reports. A more effecient way to store long term records. Right now we have microfiche (sp) and that does not work. If a gun is stolen in 2000 and it is recovered today, there is no way to attach that supplement that the gun has been recovered to the current report. Scanners for all detectives. Every department should have their own server. I would like for their to be wifi at the community center. It would be nice to have computers replaced on some type of timely basis. Electronic white boards would be great for reviewing plans, training and presentations, EOC operations and many other uses Tablets for preplans and Inspections. These would make it more efficient and user friendly. The use of a tablet would be helpful. Computers on all fire apparatus that work, and are able to

communicate to dispatch in real time. Wifi availability to be able to use personal computers (with restrictions). Get fourth computer back at station #2. new building permit software to allow applying for permits and scheduling inspection on-line, submitting plans on-line, checking status of permits and inspection results on-line, smart board for plan review, GIS, adobe reader, online payments Can't think of anything Paper Less System Improve logon reliability - periodic logon failures are very frustrating and waste time. Let's start with reliability and functionality / speed of current systems. City wifi network available throughout the city, more google based tech stuff, GIS GIS capability at appropriate stations Speed and Efficiency Work Order System Content Management System Some e-commerce components Master Design Plan Completed and on the way to implementation ! Already listed - but mainly a better Time Entry system! Possibly even a 3rd party system if we have to stick with INCODE (would be a program for the Police Dept. so geared to police dept. Time Entry and shifts, etc. but compatible with INCODE). There are just too many manual adjustments and calculations needed in INCODE Time Entry. One example: An officer plugs in 8 hours of Vacation Leave on a Tuesday to cover his/her shift, then he/she works over-shift on Friday (unplanned)... if the officer fails to go back and change the Vacation Leave, which they frequently do, I have to catch that, and fix it, before it goes to Payroll, among many other things. The program should be able to identify when someone puts in more leave than is needed for the work week and alert them of it, and should not accept that week until they fix it. Same with some of these other things I have to catch and fix, like the .25 (or .75) allotted to Comp Earned. Also, employees on FMLA have to manually type in 'FMLA' into the narrative box on each day they are off so I have to keep track of those too and type in FMLA if they do not and I only have a few hours on Payroll morning to go over 40+ employees and catch/fix all these things to meet the Payroll deadline of 4:00PM that day, and unfortunately I can't do any of it ahead, to get a jump on it, since the work week for most of our employees doesn't end on Friday, and even for the ones it does, they can still be called in over the weekend for extra manpower, etc. (and frequently are) so I can't start doing approvals until Monday morning. So it would help to have a better program to make the approvals go faster/smoothen on Payroll day and that accomodates shift workers better. GIS, Apps for Permits, Interactive white screen for plan reviews Larger scanner and program for tracking deadlines of contracts. One stop device. Tablet or Smartphone with needed applications for those who need it. WiFi or MiFi network for the city and accessible for the employees. Get rid of Citrix, have a computer in my office where I could actually watch surveillance video, white board, I would like to check my email from home or my iphone What I want more than anything else is a system/plan to access our records/reports that allows us to sort documents however we like, and that can accept updates to our records. The microfilm long term storage the state requires is not user friendly at all. Honestly, I don't think microfilm was intended for frequent records retrieval, it's really only useful for catastrophic records loss. It can take hours, days even, to locate records and then we probably don't have the entire record because updates are not able to be attached to the original report. I think a designated server might work well for this. lap tops for staff when needed, more updated computers and system for staff. Computer/tablets at remote locations. Those also available for several staff.

Compact laptop, update the system both hardware and software. Items that do not require paper for record keeping currently are filled out on paper and then entered in to software program. Using a tablet to conduct apparatus checks, pre-plans, inspections, and other projects that require data entry will reduce time spent recording the same information and paper that is discarded after the information is entered. wireless internet, bigger monitor, new copier/printer with ability to scan to the network.

Do you have any other comments?

I am tired of sending emails with no response back from IT. I understand you guys are busy but at least let me know where I fall on the job list. No, except that I do appreciate everything IT does for us considering what they have to work with sometimes. For the most part, no complaints. Know you all have tough jobs! Recently the IT dept. has had a noticeable upgrade in service and response. The workload seems to be more manageable. Adding Gary to the IT staff has been good. He is a hard worker and efficient. Overall I think the IT department does a good job with the few personnel they have and the amount of work load they have to deal with. Not at this time. Let's keep the drive going! Thanks. It seems that anytime that we hear that there is an upgrade that is going to happen. That means that everything is going to run slower afterwards and that it will be screwed up for at least the following two days. I appreciate that the city is attempting to improve our IT and I know that it takes money and time, but the only improvement I can see is the time between telling Gary and Terry what the problem is and getting the response/remedy from them and the time it takes for me to log onto Citrix. I still see that the system is slow, it crashes, and the WiFi had to be reset twice within the last week. I know there are many things behind the scene that have improved and I eagerly wait for an upgraded system. Thank you for taking the time to read these surveys. Things are beginning to improve now that we have a second I.T. person. Issues are getting addressed in a more timely basis. Before, there were not enough hours in a day to do everything that needed to be done. So the questions involving I.T.'s response will get better. the server needs to work much better. server is too slow, server is not reliable City WEB page is very slow because of the video, maybe we can have a button to turn the video off and on. I don't like to go on the WEB page because it is very slow. I sure hope the public can view the city web page in a timely manner. We need to play the lottery. Responsiveness to slowdowns, log-ons has been greatly improved in the past two years. You guys do a great job! Thank you for your hard work. I think given the limitations of our IT infrastructure, the service is quite excellent. I really appreciate how you guys always help no matter how dumb my questions are. I can't wait to see what you can do with updated equipment. I think you are doing a good job. Thank you for seeking input. Our IT folks are struggling to do so much with so little. Thanks Terry...and now Gary too! Responses to requests. Understand the need to control who and how things get done, but this has to be balanced with responsiveness. In other words if you want to control "it" through IT, then IT needs to be responsive and get whatever "it" is done rather than causing everyone to work around issues. Also I do not understand the reasoning behind some "controls" that merely make using certain things harder to do for the sake of making them harder to keep

people from doing what I call stupid things. For example being able to right click - and the explanation I received as why. Please do not take that as personal - it is a systems issue

Number of daily responses

