



TO: Mayor Shaun Sipma
Members of the City Council

FROM: Dan Jonasson, Public Works Director

DATE: January 25, 2019

SUBJECT: BUDGET AMENDMENT FOR CUSTOMER SERVICE TRAINING

I. RECOMMENDED ACTION

1. Recommend approval of the budget amendment ordinance allocating \$2,500.00 of unused funds from the 2018 Vehicle Maintenance Training Budget into the 2019 Vehicle Maintenance Training Budget.

II. DEPARTMENT CONTACT PERSONS

Dan Jonasson, Public Works Director	857-4140
Lisa Jundt, Human Resource Director	857-4753
Brian Horinka, Vehicle Maintenance/Bus Superintendent	857-4148

III. DESCRIPTION

A. Background

In 2018, the City of Minot Vehicle Maintenance/Bus Superintendent along with the Human Resource Director had contacted Mike Kutzke of Professional Training Services to provide city employees with training sessions to enhance customer service skills. The training was initially going to occur in 2018 but due to scheduling conflicts, it was delayed until March 2019. The cost of the training had been budgeted in the 2018 Vehicle Maintenance training line item. We are asking that these funds be rolled over into the 2019 Vehicle Maintenance training line item so that this valuable training can be provided to city employees.

B. Proposed Project

This training would help to enhance city employee's customer service skills when communicating with citizens of Minot. This training also will be a step towards achieving the City Manager's goal of elevating our customer service standards in 2019.

C. Consultant Selection

N/A

IV. IMPACT:

A. Strategic Impact:

The ability to provide this training to employees will provide steps toward achieving the City Manager's goal of enhancing employee's customer service skills

B. Service/Delivery Impact:

This training will greatly increase city employee's customer service skills when working with community members. This should create a more positive experience for our community when interacting with city employees'.

C. Fiscal Impact:

Unused 2018 funds for Vehicle Maintenance Training have been reallocated to cash reserves. The Department is requesting that the 2018 unused funds be reallocated to the 2019 Vehicle Maintenance Training fund. No new funds are being requested at this time.

Project Funding

205-6600-419.05-90

\$2,500

V. ALTERNATIVES

If this budget amendment is not approved this valuable training may not be available in 2019 as there is currently not enough funds in the 2019 Vehicle Maintenance Training Budget to cover the cost.

VI. TIME CONSTRAINTS

Council's approval of the recommendation will allow this training to be provided in March 2019

VII. LIST OF ATTACHMENTS

- A. Customer Service Training Budget Amendment Ordinance