

OFFICE OF THE CITY MANAGER
DES MOINES, IOWA

CITY COUNCIL COMMUNICATION 96-460
OCTOBER 28, 1996 AGENDA

| SUBJECT: | TYPE: | SUBMITTED BY: |
|---|---|---|
| SERVICE AGREEMENT WITH US WEST COMMUNICATIONS FOR T-1 FRAME RELAY SERVICE | ◆ RESOLUTION ORDINANCE RECEIVE/FILE | JAMES M. GRANT COMMUNITY DEVELOPMENT DIRECTOR |

SYNOPSIS —

Approval of Service Agreement with U.S. West Communication, Inc. to provide T-1 computer network interconnection enhancement and to speed up the current U.S. West frame relay service between the Model City, Logan, Pioneer Columbus, and Woodland-Willkie Community Development Site offices and the Armory computer network file server. This enhancement to the current U.S. West frame relay circuit will allow for faster computer communications between remote site offices and the Armory providing better customer service by shortening the amount of time waiting to be served in the office.

FISCAL IMPACT —

U.S. West Frame Relay costs will be paid 100 percent by federal programs utilizing service; i.e., Low-Income Home Energy Assistance Program (LIHEAP), Weatherization, Community Services Block Grant (CSBG). The project costs \$1,374.92 per month (\$16,499.04 per year); it will be completed in three years.

RECOMMENDATION —

Approval of Service Agreement with U.S. West Communications, Inc. to increase speed of existing Frame Relay Service.

BACKGROUND —

The City of Des Moines' Community Action Agency operated by the Community Development Department is the local provider of a number of federal programs funded through the Iowa Department of Human Rights/Division of Community Action Agencies. These programs include the Low-Income Home Energy Assistance Program, Weatherization Program, and programs and general administration and reporting responsibilities of the Community Action Agency funded through the Community Services Block Grant (CSBG).

Through State leadership, all of these programs utilize a unified data collection and reporting program known as IFCAP (Integrated Family Collection and Analysis Program). Data collected when a household applies for energy assistance (LIHEAP) is also used by the weatherization program. Data collected is sent to the utility company notifying them of a household's approval for energy assistance. Utilities send back information about winter energy usage, information which is used by the weatherization program for prioritizing weatherization applications.

All services provided by the Des Moines Community Action Agency are entered into IFCAP and are reported quarterly to the State. Because the system is used statewide and provides data, elected

officials can receive accurate and comprehensive reports concerning the households and individuals who receive services.

The City began utilizing this system in 1994. LIHEAP funding purchased computers for the site offices and paid the monthly U.S. West frame relay circuit charges which allows all full-time Community Development Site Offices to access the same set of databases. This has reduced duplication of services by households going to more than one site office for energy assistance services.