

SOFTWARE MANAGEMENT SOLUTION

- PUBLIC RECORDS REQUESTS
- ADVISORY BOARDS & COMMITTEES

PUBLIC RECORDS REQUESTS CURRENT PROCESS AND ISSUES

- Page Online is very lengthy
- Online form provides list of departments to select or 'Other'
 - System emails department directly
 - System emails City Clerk for all 'Other' requests
- Payments cannot be made electronically
- There is no tracking ability
 - No centralized repository for citywide requests
 - Duplicated efforts
 - Performance measures

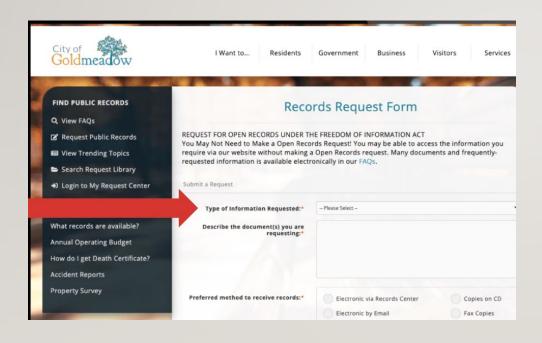
ADDITIONAL POLICE DEPARTMENT ISSUES

- No electronic submission form; paper form used
- No tracking mechanism for pending requests
 - Approximately 12,000 public records requests received per year in the Records Section alone
- Many requests are interdepartmental and require a manual process to track responses
- Requests received in multiple areas of the department with no centralized repository
 - Records Section
 - Media Relations
 - Legal/Litigation Support Unit
- Currently there is no dedicated group to process public records requests
 - Decision package currently routing for the creation of a Public Records Redaction Unit

BENEFITS OF NEW PROCESS

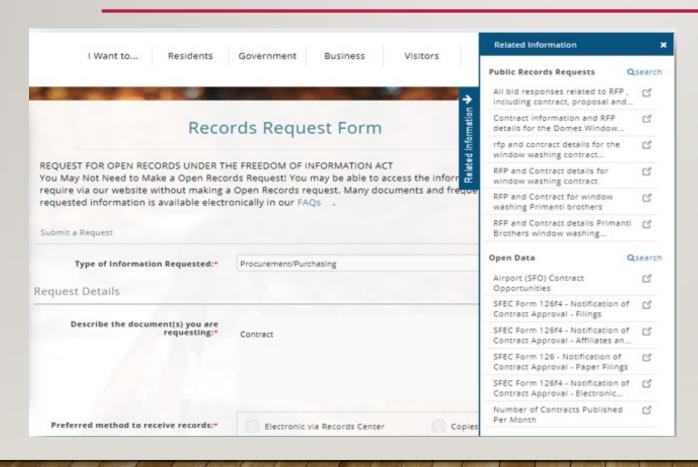
- Simple and consistent webpage
- Request Form is dynamic and helps the user to narrow down their specific request
- Deflection
- Tickets are assigned to staff member(s) and status is viewable
- Automatic alerts and notifications to staff
- Various tracking and reporting abilities
- Payments can be made electronically

SIMPLE & CONSISTENT WEBPAGE



- ALL Public Records Requests start at the same page.
- Dynamic form assists users to find the records they need.

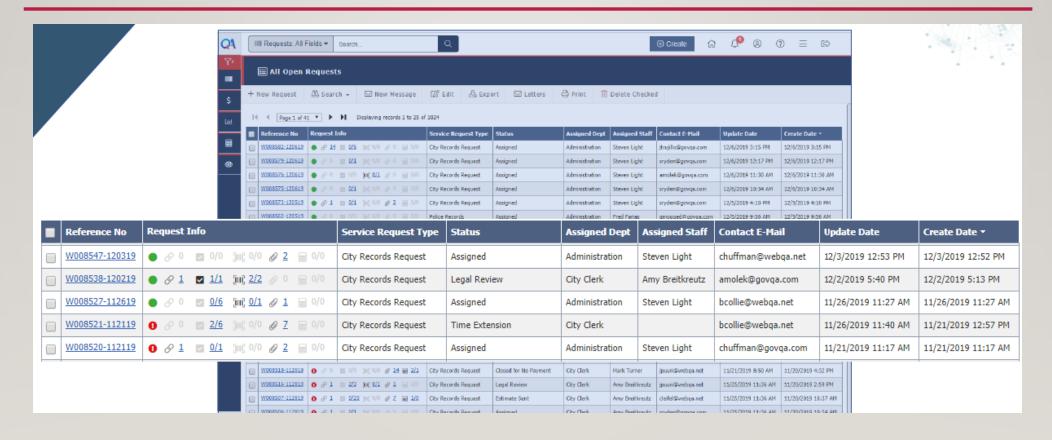
DEFLECTION



- Assists user in finding records quickly
- Reduces submitted requests
- Reduces duplication

EASILY ASSIGN AND TRACK REQUESTS

TRACK AND ALERT AS TO STATUS AND ASSIGNMENT OF TICKETS



ADVISORY BOARDS AND COMMITTEES

APPLICATION AND TERM MANAGEMENT

CURRENT PROCESS

- Applications are submitted online and sent to Clerk to file, resumes not attached
- When vacancy occurs, staff forwards applications to board liaison for feedback and the Mayor makes a recommendation.
- Application submitted to Council for review and approval.
- City Clerk mails approval letters to new appointees/reappointments, and/or thank you letters for their interest.
- Board members and term dates are stored via Excel Spreadsheets and updated regularly.
- Loyalty Oaths are managed separately

NEW PROCESS

- Applicant creates profile where all records are maintained
- Clerk and applicable parties receive notification
- Applicant receives automatic and timely responses
- Internal communications are centralized and timely
- Term limits are managed easily and with the help of automatic system notifications
- Loyalty oaths maintained in applicant file for retention
- Tracking abilities current board members, vacancies, missing forms, etc.

SUMMARY OF BENEFITS & OTHER USEFUL FEATURES

- Simplified Process webpage is more user-friendly, consistent, dynamic
- Deflection provides user with list of records available online, or similar requests
- Supports Accuracy checklist for staff activity taken to satisfy each request
- Electronic Payments Available
- Improved Communication automatic alerts and access to tickets
- Reporting/Tracking Abilities ticket status, resources used, performance measures
- Trending Topics publish articles, news alerts and notifications
- Legal Claims inter-agency module to distribute claims electronically

QUESTIONS?