


REQUEST FOR COUNCIL ACTION

Date: June 18, 2012
Item No.: 13.c

Department Approval

City Manager Approval



Item Description: Discuss E-Commerce/E-Government Efforts As Outlined in the City Manager's Goals

1 **BACKGROUND**

2 Municipalities are implementing sustainable practices that provide fast, cost-effective and
3 transparent services to residents. The City Council recognized a commitment to sustainable
4 practices by outlining E-Commerce and E-Government solutions within the City Manager's
5 goals. One aspect of sustainability includes electronic communications both externally and
6 internally. The purpose of this discussion is to explore ways the City can continue efforts to
7 maximize electronic efficiencies and provide an overview of what the City has been researching
8 to satisfy this goal.

9
10 The City is looking at implementing sustainable practices in the following ways:

- 11 1. Human Resources Information System
- 12 2. Citizen Service Request Systems (with possible integration with asset management
13 software)
- 14 3. Website upgrades
- 15 4. Electronic Packet Distribution/Tablets for Council

16 **POLICY OBJECTIVE**

17 To explore ways the City of Roseville can implement sustainable practices to cut costs, and
18 increase efficiencies both internally and externally.

19 **BUDGET IMPLICATIONS**

20 A commitment to improvement and sustainability does come with a varying cost. As each of the
21 systems outlined are finalized, staff will bring the cost of implementation to the Council for
22 consideration.

23 **STAFF RECOMMENDATION**

24 Discuss the City's efforts to provide E-commerce and E-government solutions to City of
25 Roseville residents and staff.

26 **REQUESTED COUNCIL ACTION**

27 Discuss the City's efforts to provide E-commerce and E-government solutions to City of
28 Roseville residents and staff.

Prepared by: William J. Malinen, City Manager
Attachments: A: Overview

HRIS (Human Resources Information System)

HRIS Background

A human resource information system (HRIS) is an information system or managed service that provides a single, centralized view of the data that a human resource management (HRM) or human capital management (HCM) group requires for completing human resource (HR) processes. Such processes include recruiting, applicant-tracking, payroll, time and attendance, performance appraisals, benefits administration, employee self-service and perhaps even accounting functions.

A very basic HRIS is composed of a database and a database management system. More complex systems include tools for human resource analytics.

An HRIS system will allow the City of Roseville to be more efficient with planning and management of our human capital.

HRIS System Review

The City received eight demos from HRIS vendors and reviewed sixteen systems total. The City has narrowed the prospects to four including:

- ✓ Perfect Software
- ✓ 2Interact
- ✓ Sage/Abbra
- ✓ NEOGOV (HR system being developed we would be a pilot org.)

The cost of an appropriate HRIS varies greatly and ranges include the following:

- ✓ Implementation costs – \$10,000 – 15,000
- ✓ Ongoing annual hosting/support costs - \$10,000 – \$20,000

Engagement Options Matrix

Citizen Service Request

Included with redesign of website

- CivicPlus version limited to five staff members
- Vision Internet version unlimited users

Part of Asset Management System being purchased by Public Works Department (can include requests for other departments) unlimited users - \$5,000 plus \$1,000 annual fee

Numerous third party service providers (some are internet portals, some Smartphone apps) – starting at \$5,000 plus annual fees

Enhanced Website

Redesign with current vendor CivicPlus, \$11,758 plus \$7,758 annual hosting fee

Redesign plus enhanced functionality with Vision Internet, \$24,750 plus \$5,500 annual hosting fee

- Improved Content Management System
- Improved user experience (e.g. mega menu)

(Notes: In 2007 we paid approximately \$30,000 for site redesign. The RFP committee ranked Vision Internet 2nd. The biggest difference at that time was price. Experience has shown that CivicPlus is less robust than Vision Internet.)

Enhanced Email Communications

E-newsletter – included in website redesign from both vendors

E-newsletter – numerous third party vendors

E-mail communications campaign with GovDelivery including evaluation of current system and custom design of enhanced system that includes metrics and on-going consultation, \$41,000

Interactive Information Sharing

Social media sites – (All these sites are free to use)

- Facebook
- Blog
- Twitter - @RosevilleMN (already established, not yet promoted)
- YouTube - <http://www.youtube.com/user/CityofRosevilleMN/videos> (already established, not yet promoted)

Electronic Council Meeting Packets

Background

The City prints and posts council meeting materials prior to each council meeting. It is a time consuming and costly process. (On occasion our packets have been in excess of 500 pages and average around 200 pages.)

Numerous cities, counties and school boards in Minnesota are taking advantage of new technologies to get information to elected officials and citizens. They have eliminated printed packets and instead rely on electronic devices at council meetings. The technologies being adopted are fully equipped with annotation functionality as many were created with the councilmember in mind.

Staff has researched several options for making packets available using tablet type devices. There are many options, each with advantages and disadvantages, mainly around compatibility with city-based programs. Most tablets or notebooks have programs or applications that can be purchased to ameliorate those concerns. Additionally, transitioning to electronic media supports the city's commitment to reduce our environmental impact. Printing packets is no longer a sustainable practice for municipalities.

The Cost of Implementation

The council has approximately 30 meetings per year. It costs approximately \$2,300 per year to print five packets for each meeting. This includes the cost of paper (35 and 40 reams of paper) and the cost of printing equipment. In addition to the print cost, the City collectively spends about 180 hours (more than \$4,500 staff time) annually to print and collate packets and to have a Community Services Officer deliver the packets. In total we devote approximately \$7,000 per year to produce paper-based information packets

Tablets, notebooks and laptops starts at around \$500. Peripherals and applications would add a minimal cost.

If the Council decides to use electronic meeting packets, the Council has several options to make electronic devices available to Councilmembers.

1. City purchases devices.
2. City compensates councilmembers for the purchase (reimbursement or pay increase).
3. Councilmembers bear the full cost of purchasing electronic device, applications and peripherals.

Each option has advantages and disadvantages.

1. If the City purchases devices, we would purchase certain types of tablets to make it easier to access city-generated materials. Councilmembers would not have a choice about the device that best meets their preferences. If a device is lost, broken or stolen, the City would be financially responsible to replace or repair it. The City would own the device and a Councilmember would be expected to use the tablet for city related business.

2. Councilmembers could receive a one-time technology reimbursement for a required purchase. In this option, Councilmembers would purchase a device of their choosing and would be able to use for personal reasons. Once the Councilmember left office he/she would retain ownership. Devices would have to be compatible with city programs/technology. If a device was lost, broken or stolen, the Councilmember would be financially responsible to replace or repair it. If a Councilmember leaves office before his/her term is completed, he/she may be expected to reimburse the City at a pro-rated rate.
3. Councilmembers could purchase a device of their choosing and would have full rights of ownership. They could use it for personal reasons as well as use it for council meetings. If a device was lost, broken or stolen, the Councilmember would be financially responsible to replace or repair it, even if they were using it for official city business. The City would have no input over compatibility with accessing city-generated materials.