

**CITY OF BELLEVIEW
WORKSHOP MEETING**

**BELLEVIEW CITY HALL
COMMISSION CHAMBERS**

August 10, 2004

6:30 P.M.

MAYOR STEVE BAIRSTOW
Seat 1 COMMISSIONER ABSHIER
Seat 2 COMMISSIONER NADEAU
Seat 3 COMMISSIONER CHAFFIN
Seat 4 COMMISSIONER ANDERSON

PRESENT: MAYOR BAIRSTOW; COMMISSIONERS: ABSHIER, ANDERSON, CHAFFIN, NADEAU; PWD MONROE, CHIEF STRICKLAND, CITY CLERK MC KAMEY, DEPUTY CITY CLERK DeGENNARO

RECORDS MANAGEMENT PROGRAM DEMONSTRATION

Mayor Bairstow introduced Kevin Towne, Information Technology Coordinator, who explained that there would be a LaserFiche Document Management demonstration. The program is designed for all the city departments and would incorporate all the documents that could be converted to electronic format. The software is modular in design and the City would start out small with the basics and build on over the years.

IT Coordinator Towne stated that the long range goal is for the City to adopt the software, which would be used in every department. Some of the benefits would include reduced paper usage, and would virtually eliminate storage costs and fees for the storage facilities at Iron Mountain in Orlando. It would increase employee productivity by reducing the time to complete work and reduce document search time. IT Coordinator Towne stated that in the long run, it would be economical for the City.

IT Coordinator Towne introduced Donny Barstow, Municipal Code Corporation of Tallassee, who would be demonstrating the LaserFiche System.

Mr. Barstow stated that recently Mr. Towne and the Deputy City Clerk attended two demonstrations of the program and they liked what they saw. The mountains of paper, like the minutes for the Commission Meetings, the Human Resource documents, the City bills, the audit reports, and any other type of paper could be scanned, filed and stored in electronic file cabinets, otherwise known as a computer memory bank. Mr. Barstow stated that his company works closely with more than 2,400 cities and counties in every state and has converted thousands of pieces of paper to electronic files.

Mr. Barstow stated that the LaserFiche software, which is the technology that operates the system, is user friendly. In order to store a document, the paper would first be scanned, and then saved as a TIFF image, which is the imagery standard for archiving electronic documents. It is legal in the State of Florida and in the State of Georgia to archive electronically. That image

would be indexed, and stored in an electronic folder where with the appropriate security the image can be viewed, modified, printed or e-mailed. Mr. Barstow stated that the possibilities are endless and demonstrated by scanning a copy of the City Of Belleview's Minutes to show the Commission how the index information is converted to Optical Character Recognition (OCR) so the system could do word searches on the information. Mr. Barstow stated that you cannot do word searches on handwriting and in those cases you would search by a date or number that is on the paper. The three ways to organize your documents are with folder structure, index cards and word searches. The hard copy can later be destroyed once the City has notified the State of its intention to destroy the original document.

Documents can be put out to your website through the Webb Publishing Module giving instant access to public records through the internet to citizens who request public records. The Agenda Manager module is a Web-browser-based legislative automation tool that streamlines the agenda process from calls for submissions through final packet publication and post-meeting minutes distribution. Building Inspectors and Public Works have large plans that they have to deal with and through the Document Imaging of LaserFiche you can manage those plans accordingly, and have easy integration with ESRI and GIS applications. Large maps and plans can be scanned and are easily accessible for viewing or they can be placed on CD's and distributed.

IT Coordinator Towne inserted that when the Deputy City Clerk does the Agenda she uses Microsoft Word to format the document, then she scans that document which can be over 100 pages to the IT Coordinator who uses Adobe to convert the file to a PDF file, runs OCR to make the document searchable, inserts page numbers and reduces the file size. The agenda then gets sent back to the Deputy City Clerk who makes the copies for the Commission and e-mails the entire electronic agenda to the Commission and staff with the hyperlink to a security area on the website that just the Commission has access to. She then goes back after the meeting and puts the Agenda and Minutes out on the main website for the citizens to view. With this system she would format the document and then do a snapshot which would bring the Agenda into the LaserFiche system and immediately it would be published out to the City's website. That is the work process flow that would be reduced, the steps it takes to get the items out to the internet and to the necessary individuals. The time it takes the Deputy City Clerk to get those papers formatted and printed out, and if we go to the paperless agenda, it would reduce her time at the copier and reduce her time putting all those copies together for the Commission and would also reduce the distribution time of the Agenda and minutes.

Mr. Barstow stated that documents can also be retrieved, highlighted, sticky notes added, and can be placed in a security apparatus with limited access while still keeping the original document. The security program allows only certain people to review, change or delete information while everyone else can only look at the original where the sensitive information is not displayed. Chief Strickland stated that was crucial for the Police Department, to be able to redact sensitive information i.e. names of sex victims, minors, while still maintaining the information that is needed. The Chief stated that the Police Department would not have to rely on memory or have to do an extensive record search to find a particular document. The Chief stated this program would be very useful for his department and Mr. Barstow stated this would eliminate work-intensive physical searches.

Mr. Barstow stated that the initial cost of the system would be around \$10,000 for installation, maintenance and training of employees. After training, the City could hire his company to transfer the historic records or the City could do that itself or some cities hire college students to scan the records for you.

Mr. Barstow showed samples of how handwritten documents could be stored in the system and how large maps are easily accessible once scanned into the system. If you need to export images for a contractor, you can put them on CD's and give them to the contractor who can print it out at their convenience. You can also send the documents through e-mail which it is quick, easy, and effective for all departments who would use them i.e. Building Inspectors, Planning & Zoning Board Members, Site Plan Committee, Police Department and Public Works to name a few.

Commissioner Chaffin stated if we purchase this program, we would no longer need the storage facilities in Orlando for our records and Mr. Barstow stated that is correct. IT Coordinator Towne stated this program would pay for itself over time.

Commissioner Chaffin asked how long would it take to get all our records into the system and Mr. Barstow stated most Cities use his company for some range of catching the past up with the present and the City starts from the present and goes forward.

Commissioner Anderson asked if this program could be used for billing and Mr. Barstow stated it certainly can. You scan in the data base that you use for billing and then import all those names and create folders for each one. Every time a bill comes in the staff would scan it into that individual's folder; anytime you would need that bill, you can pull it up instantly and send it to them or copy it. Commissioner Anderson stated he wanted the Commission to know this is not just for documents for Administration, but for the finance departments and all the departments. The Commissioner stated that when he went down to Orlando for one of those demonstrations they showed how versatile this program really was. Mr. Barstow stated that his company has four or five cities that are totally paperless in the finance department. The auditors use the system and don't have to come in and go through file cabinets. Mr. Barstow stated his company only deals with cities and counties so if you ever want to know how or what another city is doing with the program, we have a list of 200 cities/counties that you can contact.

Commissioner Chaffin stated it will cost \$1600 every year for upkeep and Mr. Barstow stated that gives you all your updates every year, and all your technical support as well.

Sarah Williams, Senior Staff Assistant for the Police Department, asked how this program would scan in handwriting because most of the police reports for probable cause are all handwritten. Mr. Barstow you cannot do a word search with handwriting, but you can still search for a document. You would select a Police Department template, fill in the index card where you could put any information i.e. the incident report number, name of the individual, date, and then you scan that document in and do a search. The system will pull up any incident reports with that identifying information and that is why the indexing is so important. You tell us what you want on those templates and when we set it up, we will set the indexes the way you want so you can retrieve handwritten documents.

Chief Strickland stated if it can search for a vehicle in a hurry instead of relying on memory that would be a great help to the police officers. The Chief stated it would also be easier for records searches when individuals want accident reports and having the capacity to digitally white out information would make it easier for our staff as well. IT Coordinator Towne stated these are the things that we would do with the different programs to cut down on those time issues for the employees. IT Coordinator Towne stated that he has been looking for an overall system to make the City's website interactive. We could integrate this system and it would become part of the overall plan that he had envisioned for the city.

PWD Monroe stated that it has a lot of potential for almost everything that Public Works does as well. Mayor Bairstow asked PWD Monroe to be more specific and the PWD stated it would cut down on the amount of paper we handle like the developers agreements and all the documents that we handle. The PW Department has many file cabinets that are full with papers that we have to hold on to. Mayor Bairstow stated it is meant to store records and Commissioner Chaffin asked if it could be used to keep better track of complaints. IT Coordinator Towne stated absolutely and Mr. Barstow stated you can develop a complaint template with indexes for trash or dog barking and you could search and get all of those reports. IT Coordinator Towne stated that when complaints are submitted, the process would import it into the LaserFiche software which is immediately available on the web site for you to search at home or in the office.

Commissioner Anderson asked if the Public Works Department gets a call that a water main broke on 110th and 55th Avenue would the employees be able to bring that intersection up if their computer was in the truck. Mr. Barstow stated you could do that two ways either have the information on CD's with ranges of addresses where you could instantly call up the intersection or from the web portion they could go to the website and pull it up on their computers. IT Coordinator Towne stated that there are certain documents you would not want on the website for safety reasons. Commissioner Chaffin stated you could put the ones on the website that we want the general public to be able to review and have the rest on CD's. The PWD stated that IT Coordinator Towne and he were already working on having documents on the computers out in the fields, but this system could also show the work orders and would track them internally and that would be so much better because we are now doing it manually.

Commissioner Anderson asked if in finance, when Public Works receives 10 bills for supplies what would they do with those bills. Mr. Barstow stated that you would scan it into the individual files and then the bill could be destroyed and the electronic copy becomes the legal copy.

Mr. Barstow stated he would start by scanning in all permanent records and you would also have a back up of all the information stored on a CD that is offsite as well. Some cities give their permanent records to libraries or to historical groups, but we do not see anyone actually destroying permanent records.

Clerk McKamey stated that when the demonstration was scheduled she wanted to be sure that IT Coordinator Towne showed the Commission how this program was suitable and usable by every department. The storage of records involves every department and for the personnel department and the police department they have sensitive information that needs to be concealed before

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being sent and that can take hours for the employees to complete. This system also enables you to search and retrieve records even if there is a misspelling which is excellent. Even the large audit reports could be destroyed after we have reported to the State that they have been moved from paper to electronic records in order to be in compliance. This program would be used on all levels throughout the City.

Meeting was adjourned at 8:00 PM

ATTEST:

Sandi McKamey, CMC, CPM
City Clerk/Administrator