City of Riviera Beach
Information Technology Division

City Manager Memorandum

To: The Honorable Mayor and City Council
Through: Troy Perry, Interim City Manager
From: Elvis Mella, IT Manager

Introduction

The intent of this agenda item is to request approval from the Mayor and City Council to enter into a 1 Year Agreement with Accela Agenda Management Solutions to provide the City with a complete Legislative Management Suite.

Background

Legislative Management

The City of Riviera Beach has been currently using the Novus Solutions Legislative Management System. This system has been in place for 4+ years and the City has outgrown the original requirements that this system was able to provide.

The requested solution is a cloud-based solution allowing users to access the software from any internet browser. Below is an executive overview of each component that makes this software the most optimal Legislative Management solution for the City.

Agenda & Minutes System

The framework of the Meeting Platform. It provides complete functionality to manage all meeting documents, review processes & procedures, agenda packet creation, minute's creation, post-meeting letters & distribution, web publishing, and search functions. It is a software module that will allow the City to facilitate all of its meeting needs, from pre-meeting scheduling to post-meeting publishing and all the information gathering steps in-between. Below are the various features for each part of the Agenda/Minutes Module:

- **Agenda Item Features**:
  - Quick and effective Drafting of Agenda Items/Resolutions with built in templates.
  - Built-in Spell Checker
  - Departments can draft, approve and submit their own resolutions with a single click
  - Complete Revision Tracking
  - Topics can go through a sophisticated but intuitive approval process with full audit log
  - Agenda Tools grouped under projects hearings for better organization
  - Fiscal impact tracking, document linking, and recipient tracking functions.
  - Full Microsoft Word Integration for simple, intuitive editing.

- **Agenda Compilation Features:**
  - Agendas easily created from approved resolutions with one click.
  - Auto-number agenda topics/resolutions or conduct ad hoc numbering system.
  - Drag and drop agenda items, re-sorting to your needs.
  - Print full and public (summary) agenda at the same time.
  - Automatically publish and Distribute to your citizens via Web Portal.

- **Minutes Features:**
  - One Click Agenda parsing as your starting point for minutes compiling

- Color coded text clearly highlights errors and items needing editing
- Simple interface streamlines minute entry and management
- Automatic time stamping transcribes the minutes
- Create an index by sponsor, date, number, and category.
- Search Minutes quickly and easily
- Can be automatically uploaded to public viewing via Web Portal

- **Letters Features:**
  - Automatic recipient tracking for letters of resolution, legal notices and more.
  - Create custom letters and emails for recipients with one click.
  - Email custom letters from within the system.
  - Generate hundreds of custom documents in minutes
  - Include sign-off sheets for specific recipients.
  - Record every document each recipient receives with date and time stamp.

- **Public Information Posting Features:**
  - Complete meeting information automatically uploaded to public web site.
  - Public data is instantly synchronized for citizens to search.
  - Citizens have access to meeting dates, agendas, minutes, legal notices and more.

Accela Civic Streaming

The Civic Streaming application will provide the City with a superior streaming solution, replacing the SwagIt system with a Centralized system. Civic Streaming includes several tools that automate recording, uploading and web publishing of meetings and other events. Civic Streaming records the events, timestamps meetings and publishes minutes and media. These will be linked to the City website, or posted with one click, to the citizen web portal. Below are the various features for each part of the Civic Streaming Module:

- **Civic Streaming Encoder**: Simplifies recording of meetings and events. It records and encodes City meetings into a suitable format for streaming

on the web and broadcasting. The encoder will upload entire files and automatically publish the video for public viewing on the real-time citizen web portal.

- **Streaming Services**: a Turnkey solution that includes streaming services through the Accela content distribution network. Accela utilizes the top streaming providers to ensure that City meetings have 100% availability for public consumption. Accela's reliable providers also manage streaming services for high-profile customers such as FOX, ABC, MSN, and YouTube.

- **Unlimited On-Demand Storage**: Archive capacity offers dependable storage for meeting archives that can last decades. Accela's storage network is capable of storing petabytes of data housed on redundant equipment for reliability and backup.

- **Time Stamping and Indexing**: This powerful feature empowers citizens and stakeholders to simply click on the part of the meeting they are interested in and quickly drill down on the media and all documents associated with this segment of the meeting.

- **Citizen Sign Up and Commenting**: Citizens and stakeholders can register on the web portal to be alerted to topics and projects they have an interest. They can also be empowered to furnish comments (at City Discretion.) This also allows the City to set up Public Comments via Tablet or TouchScreen Devices installed at City Hall Council Chambers.

- **Reporting Tools**: Powerful reporting tools offer the City valuable usage analysis for better understanding of the traffic the site is getting and the audiences we attract.

- **Mobile Board**: Easily convert, archives into all of the popular formats including Windows Media, Quicktime, Flash, Real, MPEG, MP4. The transcoding feature fully automates video available for streaming or downloading soon after the meeting ends while also being available to most of the smart mobile devices in the industry such as Ipad & iPhone.

- **Document Integration**: The unique Webcast solution not only displays agenda and minutes but also synchronizes the video with the individual agenda items. Viewers can search, browse, and open a Resolution, Ordinance, Public Hearing or any agenda item, and then instantly jump

to the part of the video while displaying any documents and information taken at the meeting.

- **Live Webcasting**: Broadcast live meetings and events 24/7. Civic streaming can be configured to work with the City Network so that video is broadcasted to an unlimited number of viewers, without affecting our network.

Digital Boardroom

Accela Digital Boardroom is an automated meeting chambers voting and presentation module. It offers the next level of public transparency and meeting process efficiency. The Digital Boardroom system utilizes the current tablet based touch screen and software functionality that brings the highest level of sophistication, efficiency and effectiveness to your board room or council chambers. This module allows meeting organizers to display vote results on flat screens, projectors and other presentation devices as motions are being made in real-time with or supporting documentation including maps, slideshows, and websites are being displayed.

The Accela Minutes Maker collects all the vote results in real-time and saves the vote record with the current agenda items. Below are the various features for each part of the Civic Streaming Module:

- **Real Time Presentation Screen:** The Digital Boardroom allows the meeting organizer to control the meeting from a laptop while displaying important information to a projector or monitor through a real-time Presentation screen that is controlled by Accela's Minutes Maker Tool.
- **Touch Screen Voting:** Use intuitive touch screen technology that empowers elected officials and stakeholders to use next generation tools to drive organization and meeting efficiency.
- **Real Time E-Voting:** When an e-Vote is started, the Presenter window can display all voter's choices in real-time with color-coding for the vote results. Each voter's picture is displayed with his or her name, title and vote. As each vote is cast, the Minute Maker Tool collects the votes and puts them into the vote record that can immediately be saved to the

internet or used in the Minutes document that the system automatically generates post-meeting.

- **Speaker Queue:** This empowerment feature allows meeting stakeholders to schedule and manage who will be or is speaking and subsequently determine how much time they are allotted. You can even empower citizens to register to speak either before the meeting or as they are entering the building. You can then approve them and allocated the amount of time you allocated. Even more powerful, is you are now capturing all of this information and you are no longer relying on cards and paper.
- **Accela Boards and Commissions:** This paper-free system makes board governance simple by streamlining the entire process of managing board, commission or committee appointments. Define boards, mission statements, meeting frequency, term limitations and special requirements for board placement. Accept online applications for vacant board seats and schedule applicant interviews, confirmation and swearing-in ceremonies. Provide public access to online board member profiles, including their voting history, and then track terms and future vacancies with ease.

Organizational Goals

This item is consistent with the City's goal of utilizing technology to enhance public services by a implementing a Legislative Management solution that:

- Simplifies the preparation and management of City Meetings
- Promotes accountability and ensures actions are completed
- Improves record retention
- Reduces Paper Usage
- Engages our Citizens
- Provides robust search functionalities providing a clearer transparent picture of City Meeting Business.

Budget Impact

This purchase would be a replacement application to the City replacing the following Items:

- ❖ Novus Video Streaming and Hosting: $6,600.00 Annually
- ❖ Novus Agenda Management System: $7,800.00 Annually

Total Cost of Novus: $14,400
Cost of Acela Management Solution Software: $27,972.00 Annually
An increase of $13,527.00 Annually.

The cost includes the following:
- ❖ All Legislative Accela Management Suite Modules
- ❖ Complete implementation project with:
  - o Configuration
  - o Training
  - o Parallel Support
  - o Go Live Support
  - o And Transition Support

The Information Technology Department requests approval to use Account Fund 001-0203-519-0-3406 to procure the Legislative Management Suite. The Information Technology Department during FY 2019 budget discussions will request to add these fund resources to its Contract Services account for future procurement of this service.

Procurement

The procurement process was as follows:

In 2015, the Riviera Beach Information Technology Department met with all Departments and stakeholders to perform an extensive IT Master Plan.

- ❖ In this Master Plan, a need to replace the current Agenda Management System was requested by every Department citing the following:
  - o User Experience requires streamlined workflow processing.

- User Experience requires integration to Office Products
- Users request a more robust search functionality.
- Users request the ability to create boards and committees.
- Users request the ability to have videos transcribed.
- Users request paperless comment card features
- Users request paperless voting system.

The Information Technology Department reviewed the requests by staff and reviewed the Novus Agenda System to discover if these requests were valid and was able to find out that the Novus Agenda Management System does not meet the requests and requirements of staff.

Below is a list of deficiencies discovered by the Master Plan discussions with the Departments regarding the current system:

- ❖ Processes in the system force users to have to duplicate their data in documentation and on the software in order to keep items properly aligned.
- ❖ Agenda Items must be created separately from the system and then duplicated on the software. Then the document must be uploaded. The software also needs to have the forms filled out exactly as the in the separate document which causes this duplication. Departments request to have the ability to integrate their Office products so that the forms can be filled in by the document they upload.
- ❖ Current search functionality does not meet the needs of staff. Searching for specific agenda items in various years is cumbersome and tedious. This has also been a complaint heard from the public
- ❖ Video transcription is currently not available within the current system and is a need expressed by staff to have.
- ❖ Departments urged their concern for comment cards and for voting systems to be paperless as they feel the current system does not meet those needs.

The Department provided Demonstrations of the Accela Agenda Management Solution to the City Clerk, City Management and CRA. These demos were met

with the approval of the procurement of the Accela Agenda Management Solution.

The Information Technology Department requests to procure the Accela Agenda Management System by Piggybacking the NASPO Contract #AR2472. The NASPO Master Agreement is the State of Utah Cooperative Contract which is attached to the Agenda Item including the Price List which states the Accela Management System features that are available for procurement under this NASPO Contract.

Recommendation

In order to provide a Legislative Management Suite that contains the necessary search functionalities, easy to use User Interfaces and proper Legislative Management that meets and exceeds the needs of the City, the Information Technology Department recommends the procurement of the Accela Management Suite. With this suite, we will be able to streamline our meeting work flow process, allow our citizens to easily engage and provide a stronger display of transparency as our business processes evolve into the digital age.