

CITY WORKSHOP

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***Note: Recording began with workshop already apparently in progress.**

Mr. O'Grady : applications throughout the city, the one we think about the most the being the city council meeting and the minutes. To be able to push those out via the web to your constituents, so they can go in there and be able to look. To be able to search and find information that is public to them. The application is a very powerful application that will allow you to address other needs within the city, including HR, building and utilities departments. The whole idea is to capture information in a way that will allow you to preserve it, and protect and be able to repurpose that information and use it according to what the needs are of the city. The nice thing about an imaging environment is that you are going to have a lot more protection on your information than you do now. Unfortunately, right now it's in paper, it is somewhat subject to however you have it stored in whatever building. If that building catches fire, flood whatever, sometimes all your original information is gone. Whereas with an imaging environment and what we are proposing is a cloud based solution where your information will be backed up automatically and it's going to be triangulated so we have the main archive in Colorado, but it is back upped in Kansas City and also in San Diego, so if anyone of those sites go down, you always have access to your information. The information it is protected both by password, a login and a password, and that information allows you to control it down to the document level. If I can get into a filing room, I can get access to all those files. Within an imaging system, with our system you can only have access to what we tell you can have access to based on your login and password. So, again you have a lot more control over your information. The other big thing about it is that we have complete audit capability. We know any and everybody that has looked at the information, exactly what they looked at, what they did and so again you have complete audit of what has happened to that information over time. Again, there is a tremendous amount of benefits. The first part of the presentation was to talk about who we are as a company. Databank is who we are. We are a national company. We do have a lot of installs here in the state of Florida and "Sam, are you on the line yet?"

Sam: I am here

Mr. O'Grady : Do you want to start the Powerpoint?

Mr. O'Grady and Sam work to get the presentation up and running

Mr. O'Grady : We've been in business since 99. We've got over 4 thousand clients across the nation. We've got over 800 employees. We have over 20 plus locations with 0 networks, state-of-the-art soc2 production scanning centers. Again security is everything to us so having been awarded a soc2 opinion is critical in being able to give you confidence that we know how to protect your information while we're processing it. 800 plus employees, we're going to talk to you a little about the business process automation, enterprise contact management and share point, well not share point, but those are all things we are expert on as far as technology that we apply toward the protection and preservation of your information.

On this slide, we bought a company that had done a lot with UMC, but with them came the state of Florida's IT contract. We want to leverage that contract that with have with the state of Florida and all the work would be done under that ADS contract. We are giving you the information required to conform with that contract and be in compliance and that you are able to move forward with this engagement.

We are all over the United States with a great concentration here in Florida. Again, we provide ala carte services. So, we try to take a look at what you need, and we're experts at coming in and helping to design the best solution that suits your needs at the most cost effective price point which is critical for a city your size.

This process automation, we talk a lot about that in the UMC world, but basically what we are going to do is combine people, processes and technology to improve the organizational performance. There are already several things we've already identified with even taking the city council's minutes that we can streamline and make it a lot easier for Brenda to get those minutes out and be in compliance with the regulations, but again the technology is there to help you, not hinder you and we work real hard to insure that we put the right technology in the right spot, with the right people, so that really we can get the most out of it. Not just burden people with technology and forcing them to do it. It will actually make your life a lot easier.

What is BPA? BPA is nothing more that helping you manage all those devices out there; your printers, forms, electronic documents, your faxes, all that stuff is going to be touched by implementing a system like this.

We are trying to help you with your compliance with governance by implementing intelligent forms, document capture, the cloud and post it solution are part of it. We're going to help you migrate from paper data into this paperless state. Everything you do nowadays is geared toward that. The fact that we've got all these drawings in the building department, but now they can give them to you in PDF and that's the way we'd really rather have them because we can just upload them to the archive and we have them. Part of the solution we're going to help you with is to take all this paper and convert it into a digital format for you, so again it can be part of that digital archive and that helps with your compliance and your governance and the overall preservation of the information.

The other things we do are records management, advance workflow, but first we want to get you started and we can address at another time when it makes more sense for you when there is enough of a business requirement that would allow for us to move into those areas.

Basically, we reduce the overhead costs of managing information. Paper is very clumsy to deal with, it's hard to share, it's hard to utilize, repurpose and so by taking this and moving into a digital environment we will eliminate the production of paper in a lot of way and can go right to the image archive, and again the whole idea is preserving the image in the archive. It's in the cloud, it's backed up, it's protected, it's safe. All these things come into play that where we capture stuff, manage it, store it, and preserve it. These are all the things that we take into consideration as we look and design the system to meet you specific needs. We think we're the right partner to complete that picture for you as far as to help you to develop the right capture strategy provide all the conversion and content integration that you need and look at any workflows and help you with what makes sense to automate that as much as possible. Look at all your intakes, and change that from a paper intake to a paperless one, that will give us more electronic data we can store.

What's behind our approach? We sell it as enabling people to do extraordinary things with the use of technology through the application of this technology and so that is what we think is the difference between a good workplace and a great place to work. We want to make this a great place to work for everyone.

These are some of the clients we have here in Florida; Clerk of the Court, Hillsborough County, Orange and Broward County Sheriff's Offices, Seminole County, and as I've said, Lake City is one of our clients. The City of Jacksonville is another one of our clients. So, again, we have a lot of state, local and city

governments throughout the state of Florida and we strive very hard to not only provide these solutions but to make sure they are productive solutions for the city and that they actually see a return on their investment. That's all of the presentation, what we want to do now is a quick demonstration of the cities, the city of Manassas' website.

With the city, what we had talked about for the initial applications, but the reality is that this is a very cost effective solution and your ongoing cost is minimal. At \$500 a month you are basically getting an enterprise wide contact management solution. That has an unlimited number of users, so you don't have to worry about user licenses or those restrictions. You don't have to worry about buying servers. You don't have to worry about IT support because again that all comes with that \$500 a month that you would be paying for the archive and the backups. Again, this is a very cost effective way to be able to roll this out and to give you everything you need with minimal exposure for the city itself.

Sam led the presentation of the City of Manassas' website. The City of Manassas uses Innersilo, it Databank online services. It is a hosted solution for organizing, storing and retrieving documents. They do through their website they provided a link on their website that allows access to the back end system that Database hosts for them, for pulling items that might be a public record. Several samples were given on how to navigate and search for information and what types of information were available and went over what was mentioned earlier.

Sam explained that the site would allow the user to view the information on a multitude of devices in various formats so that users could access the information using any web browser (Chrome, Explorer, Firefox etc) to view the documents (PDF, DOC, TIF, JPEG) on any device (computer, tablet, smartphone etc). He demonstrated how easy it was to search and organize the searches.

Mr. O'Grady : The applications are endless with each one being specifically designed to suit your requirements. So as far as the index values we would select those that make sense for you. As consultants, we will make recommendations based on what we felt worked well with the other cities, but again it's everything from the building department to the HR documents to your utility application upfront, but again you are totally protected and you would only have access to if you're allowed to and we set up the security and what's nice is even within HR we can give you security down to the document level. So maybe the department manager can look at the personnel file, but he can't see anything to do with medical information or if there's any disciplinary information in there, maybe he

can't see that either, that he has to have a higher level clearance to view that. Right now, I open up that file and I can view everything, but with this application you are only able to see the documents you have been given the authority to see, which is going to protect the city too from unauthorized access to information. The other big thing is, you look at the audit log and you can see what everybody has looked at. A lot of times when people do audits, they are worried about what the auditors are looking at, that's the nice thing about this system is you know everything they looked at. That helps you prepare any kind of response if you need to, based on any kind of audit. It really protects your information, it protects access to your information and in a way you can't do with physical paper.

Sam showed an example of the audit log and all the information that it provides and tracks.

The other great thing is the police and fire departments could access plans that are on file. Say if the fire department needed to see where the "wet wall" is on a building that's on fire, so they could pull up the plans on their laptops or tablets and see. It's a great way to gain immediate access to information. The police department may have a situation going on where they need to know the layout of a building they could pull it up and see that as well.

Again the whole idea is to have the information at your fingertips and have immediate access to it and those were just a couple ideas. The City of Manassas has 7 applications they have up and running now, some of those being internal ones and not accessible to the general public. Certainly the city attorneys, with any kind of lawsuit, would be a very valuable tool to collect information and also discovery. We can do full text index of documents, so if he gets depositions, reports or findings, he can do an index for it and search the documents that way which will make it easier for him to go through them also.

There are all kind of applications, and once you have it, we can easily expand it. Again, what we've proposed in our initial presentation is we identified 4 apps, and we left room to add future apps later, to provide this solution to you, to provide all the services surrounding, the implementation training and the conversion of all the information so you have a "turnkey" solution connected to website that is being redesigned right now and we've talked to that individual, so everything has been built into this proposal so that again at the end of the day you'll have a turnkey solution with everyone trained and ready to use it going forward.

Do we have any questions or anything I can answer?

Commissioner Spooner: One question, when technology works well, it works well, but in today's society with hackers and power surges, and I know you have the 2 additional locations as a backup, but the "what ifs." What other safety measures are in place in the event of everything that could happen that you don't expect to happen?

Mr. O'Grady : As far as the infrastructure, if you can get to the internet, you can get to your information. Any information that we convert for you would, we would also burn CDs for you so if in case the internet goes down, you would still have a way to access the information, and we encrypt those CDs so it's not a matter of anyone picking it up and being able to view the information. We can provide that, if your infrastructure goes down, and you don't have power, you probably won't need to access the information either.

As far as the security itself, this is the highest level security. We've never had a breach in the system yet. It's behind a firewall, it's very well protected. I think you are probably more exposed with any servers you have in your database center here than what you would have with our database center and the cloud. You just can't put the type of money into security like we've done with the system. You're leveraging thousand of other users that have enabled us to build this kind of infrastructure an incredible amount of fault tolerance and security which again minimizes your exposure. The two ways we would do this is that the system itself is very secure and redundant and fault tolerant and the second way is that everything we convert we for you and or scan, we would back it up to DVD and you could have it. You would also be able to backup data from this system on your own if you felt the need. So at anytime you are able to reproduce it if you can access a computer. The other thing about this system is if at any time you decide you want to leave this system and go to another one, everything is going to be in a standard format and you can easily download it and just turn it off. You would have to request that we do a destruction, and we would destroy anything on the back end so no one would have access to it. That goes back to the soc2 compliance audit that we go through to insure that we have those processes in place and that your information is well protected.

Mayor Woods: Anybody else have any questions? Well, I appreciate it and we have it on our agenda so we will be voting on it later tonight.

Mr. O'Grady : Okay I took up my whole half hour, so I do appreciate it. Please contact me if I can answer any further questions. I will leave you my cards.

Commissioner Woods called for a 5 minute break before starting on the budget. After approximately 5 minutes the workshop was started.

Commissioner Woods: We're going to go ahead and get started on our budget workshop. Since its 6:30 we're a few minutes late, but not much. How do y'all prefer to do this? For us to start off page for page or do you have questions you want to ask tonight? I know...or I feel that we aren't going to get a whole lot accomplished tonight with 25 minutes.

Tom Ernharth: Travis, I'd like to start with a suggestion. In my budget proposal on the first couple, 4 or 5 pages, I have 3 questions that I am looking for some direction on in order to incorporate that into budget. Then when we come back in a week or so, I will have a complete budget for you to look at based upon your input tonight. The 3 questions we dealt with are salary, additional employees, the discussion involving the police cars and the last one that came up just recently., the very last thing I put in that 5 page synopsis there is about a potential water park on Edwards Road. Originally, we were looking at it to be part of the grant, the original deadline for that grant was September 30th, but now the state has changed that deadline to August 6th which is just a few weeks away. So we are going to have to have the public hearing prior to our next meeting, resolution docket at the next meeting, so if I can get some direction on those 4 items, we could then come back here in a week with a more complete budget that you can look at.

What I did was, what John and I did was, actually John and me, was the budget I handed out before you has 2 extra columns on it. One would be a cost of a salary increase at a 3% level and what that impact would be potentially on the budget and the second one is and is the reason you're getting it so late is because I didn't inform John that I was kicking this around, but the 3 additional employees. He was nice enough to get that to us. That second column that's there, talks about the potential impact of the additional employees, particularly within the commuted departments, we're spreading costs out among the 3 or 4 different departments, so you see the impact in those areas. Police cars are in the budget both as a loan and as well as a purchase. And the last one is just the water park. It's not in the budget; I just need some direction from you as to what we should do with the grant to move it forward. I have been in contact with the county regarding that and I just need to know it is okay to proceed that way on a short period of time.

Mayor Woods: Okay, I guess you want to go ahead, since you've taken the time to put all this together and John is here as well. Any time, John, that we ask a question and we need your help we'll just point that in your direction.

John Thiemann: and Tom won't mind if you do

Tom Ernharth: No, he's here to rescue me

Mayor Woods: Well, that sort of what I figured

(laughter)

Mayor Woods: You're talking about salaries on the first part. You mentioned salaries, employees, police cars and the water park.

Tom Ernharth: Yes

Mayor Woods: So, on salaries are you looking at our opinion on how we feel about a 3% increase.

Tom Ernharth: Yes, you recall back in April in my address of the state of the city. I talked about employee retention. I talked about employee succession. Some of those issues are starting to come about. In my bi-monthly report, we are losing Cassandra to retirement, we lost Charles to the county, and we lost PJ to Clay County. We are starting to lose some our good people and we need to start developing a plan to keep from losing our good people and keep them here in the city because easily lured away after we've spent a lot of effort and money to train them and they end up walking away from us.

Mayor Woods: I understand, Wilbur, I'm going to start on your end. How do you feel about a 3% COLA for the employees? I'm sure that'll all depend on if we have it in the budget by the time we get through with it.

Commissioner Waters: That was my next question, if we've got it in the budget, with the capital outlay that Ricky and I started talking a little bit out there a little while ago, if we got it, I'd love to see the employees get a 3%.

Mayor Woods: Danny?

Commission Nugent: I don't have a problem with it. I know Tom and them wouldn't have put this together if we didn't have the funds to offer it.

Mayor Woods: Ms. Spooner how do you feel about it?

Commissioner Spooner: We definitely need to look and see what is available in the budget and see if we can be able to do it. I know you didn't ask this question but since there is a timeframe on the Furdac application, I would think we should make every effort to make that deadline.

Tom Ernharth: Yes, that's what I put it in as the 4th item on my list for discussion.

Mayor Woods: I'm sorry I got it listed as "the water park" so it's down for discussion later. Tommy how do you feel about the raise?

Commissioner Chastain: I agree with 3%

Mayor Woods: I feel the 3% with it being so many years since we've given our employees any type of pay raise until last year and I hope that at the end of this budget that we can come up with a 3% COLA increase for them. We will go ahead on to the next one which was 2 to 3 employees.

Tom Ernharth: To be fair about the 2-3% salary increase, please keep in mind that a lot of our employees are in the general fund and when John looked at the breakdown, I'll use round numbers, \$30,000 will come out of the enterprise fund, \$50,000 will come out of the general fund, so that's approximately \$50,000 additional that will be transferred from the enterprise fund to the general fund so that number we are looking at increase based upon that 3% so that we are moving forward with the review which is why I wanted your direction now so you can get the big picture of when we are looking at it overall next week.

Mayor Woods: I understand what you're saying and you are basically what a salary increase would be, you're talking at going up to \$490,000 from the utility side to general funds

Tom Ernharth: Yes, if you go back over to the initial budget page you can see on there the 3% COLA on there under the utility fund would be \$33,000. The 3% increase under the general fund would be about \$50,000, we are looking at about \$53,000 increase to be transferred over if we don't make any cuts to the budget within the general funds, just to make you aware of that.

Mayor Woods: Okay, I'm going to go ahead and put in my thought here right quick and then we're going to go up and down to the Commissioners. First of all, basically I feel personally we're going to have to do a lot of cutting, because I'm just not real comfortable moving over the amount you have \$490,000 plus you're saying another \$50,000 from utilities over to general fund.

Tom Ernharth: Yes, it would be a total of the \$490,000 that includes the \$50,000.

Mayor Woods: Okay, well \$490,000 still seems like an awful lot of money to transfer from utilities to general. So looking at what you've got and what's in the budget, I feel we're going to have to do a lot of cutting somewhere, in general and we're going to have to cut some from police and fire to be able to fund it to lower this amount of \$490,000. I'm going to say what I've always said, we always need money in reserve for emergencies and when you take this much out to put into general you take away a lot of those monies for future emergencies. Of course, I spoke with Ricky this afternoon to make sure my head was on right, at the end of this; we are going to have to do an inventory. When we do, we are going to have to depreciate our inventory and it's something that and I'm just going to say inventory because I don't know what we have that may or may not break down or tear up, but we have got to have money in the utility side to take care of emergencies cause the equipment we have because as you know our equipment on that side is getting old also. The reason I went through all this is, we are going to have to look at the budget, and we're going to have to do quite a bit of cutting before we can come up with any good, really firm numbers.

At this particular time I'll start on my end we'll go the other way. At this particular time, I don't think we can afford 3 new employees. I understand what you are saying; you're saying you need them in the water works, streets and meter that's my personal opinion as of this right now. When we get through with the budget it may be that we can afford it, but I can't see it right now. Mr. Chastain?

Commissioner Chastain: I tend to agree with what Mr. Woods is saying here, but let's back up, Mr. Thompson has done a lot of bidding out and has saved the city quite a bit of money that was built into the budget here and I'm going to guess that's approximately \$200,000 give or take, where did that go? And looking at this the general budget is about \$700,000 more than it was a year ago, in addition to the savings we have realized by Mr. Thompson's bidding items out. So this concerns me in addition to the funds you want to move over from the enterprise funds. We need to sharpen our pencils and come back again.

Tom Ernharth: There are a number of things with that, if you look at the beginning budget of last year, we transferred about \$300,000 over from, we proposed to transfer \$300,000 from the enterprise fund to the general fund. However, it's my understanding that we cut the police department's budget down at that time, but we didn't cut personnel and kept that personnel and staff. That increased the budget this year, and if we do our budget adjustment, my assumption is that you will see a larger number than what we have showing in there already. Second of all, I think under this budget what you are seeing is an increase in the capital under the fire department is \$5,000 that there is now, with the police department, you are seeing with the addition of vehicles of a \$00,000+. We are also, with this budget we took the police department back they were in 204, they have the same number of employees, the same part timers, we carried that numbers through as if they are currently using

Chief Johnson: 202

Tom Ernharth: Those numbers are then carried over and that's where you are seeing the increases.

Tommy Chastain: and we're just talking, The City of Starke's population has not moved to where we are heading.

Tom Ernharth: 5,300

Tommy Chastain: and what were we in 202? 5,200... 5,300. We're not seeing a large population change as we are seeing in the budget,

Mayor Woods: I'm going to break this for a second. Mr. Tom I asked you some time ago to check with legal that if we are 6 miles long and 6 miles wide and we've got 5,300 people, what type or what size of police department is required to take care of a city that size.

Tom Ernharth: Generally it's 2 or 3 per thousand is what they were talking about.

Mayor Woods: so that's a round figure of 5 officers per city of size. That's including the Captains, the Chief and everyone else? Chief, how many do you have now all in total?

Chief Johnson: I have 7 and that includes 2 CHRPS (grant funded) officers

Mayor Woods: I'll save that question for later.

Commissioner Spooner: I think we need to look at critically at strategically planning what we want the city to look like in a year from now and then try to project for the next 5 years. For example, exploring other funding options and taking advantage of those, such as the COPS grants and making such we are able to incorporate that as well. One of the things we've looked at over the past few years is to let each department carry its own rather than borrow and take from the other and cause deficits in the other parts of our city budget. So looking critically at that we still need to do that and stay within the projected budgets for each city entity.

Tom Ernharth: I think for the most part we're doing that. We did the rural water analysis a few years ago and this is the last year of the ¼% increase for water and sewer. We can have them take a look at it again; we are projecting that the only department that generates revenue that will lose money will be gas in the utility fund side. Of course the general fund side is losing money because we're running roughly \$500,000 over.

Commissioner Spooner: But we do need to a few additional positions as we are losing them, but how can we budget them

Mayor Woods: We're going to have to replace what we've lost of course

Tom Ernharth: that's what we are working on. One of the things I've been harping on since I've been here is the water loss, the condition for the infrastructure for water and that's one of the big things that I really want to accomplish. Not only with this budget but with moving forward is to try to adjust those situations. What I've tried to do in this budget is to listen to each of you as you talked a month ago at our meetings, or personally one on one and try to incorporate things that you had talked about into the budget, whether it be a water line, sidewalk replacement, things like that and try to address some of the concerns you had as well. Those projects that we are all interested in and believe will move the city forward are incorporated into the budget as well.

Mayor Woods: Danny any comment. The reason I'm trying to rush it is it's 6:54 and our meeting starts at 7:00. So, if we can get through this number and number two then we can pick it up on 3 and 4 later.

Commissioner Nugent: Well, I'd like to see the city get the positions, I think we need the and think we're going to lose more people and when you are bringing them in, you aren't bringing them in at the same pay scale, so as people leave, you'll have people coming in at a lower level so costs are going to fluctuate and when we incorporate the savings through the city clerk's office and the city manager's office, I think we can afford these 3 people, but if we sharpen our pencil as you said, John wanted to say something earlier about and I wanted to give him the chance.

John Thiemann: My only comment is my approach was to give you a balanced budget and then show you some things that weren't in the budget that Tom wanted to potentially give you. We do have a balanced budget, but it does not include raises and it doesn't include the additional 3 people. Things can be squared off, that's naturally with the budget process and since we only had 25 minutes, so we really can't go line by line and unfortunately on some departments we are going to have to go line by line.

Mayor Woods: Danny, anything else?

Commissioner Nugent: No, I'll let Mr. Waters have a chance to speak

Commissioner Waters: I agree with what the other commissioners are saying. Just two things real quick. On the gas expenses, talking about a \$36,000 for a truck, a mini-excavator and a trailer also the water expense, you are looking at a backhoe, there are two right there and I think we can get by with just one, that is just two items real quick that \$58,000 and \$36,000 and I believe we can do with just one of those. And with that I won't take up no more time.

Tom Ernharth: A quick answer to that is I had the guys go through and itemize everything, what their priorities were and I put it all into the budget now, so that we could take it out later depending on what direction we move in.

Mayor Woods: Commissioner Waters how do you feel about hiring the three extra employees. I know we've have some quit and realize we will have to replace those

Commissioner Waters: If we could not hire them all at one time. Ricky is saving the city a lot of money, we were discussing that before the 6:00 meeting and there's money there he will be coming up with so I say yes, but not all three at one time.

Mayor Woods: we are going to be showing and I'm sure you've looked through some of these items and one of the biggies is on utility fund under the \$800,000, that's going to be quite a chunk right there to start with. So I know we've saved a lot of money, but we can't spend it all in the first year either. As everybody had a chance to talk about one and two?

Chief Johnson: I've got one question, this one is probably for John, as the budget is wrote right now, does it show any going into reserve for the city?

John Thiemann: yes

Chief Johnson: How much does it show?

John Thiemann: I believe it shows roughly \$500,000

Chief Johnson: okay

Mayor Woods: anything else on one and two? We'll save three and four for another day. The police cars and the water park for another day and we will set date through our commission meeting in just a few minutes.

Commissioner Chastain: Mr. Ernharth, could we label these budgets as we're going through them as draft number one, or whatever this is just so there is no confusion

Tom Ernharth: Yes, of course the most recent one has the additional two columns on it, the 3% and the additional 3 employees, that's the one I handed out this evening, the cover one I stuck in your boxes you can toss away now.

(laughter)

Mayor Woods: We'll call the budget workshop to a close and take another three minutes and then we will start in on our regular meeting.