



CITY OF MEDINA

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Date: September 11, 2023
To: Honorable Mayor and City Council
Via: Stephen R. Burns, City Manager
From: Aimee Kellerman, City Clerk
Subject: Central Services Department Monthly Report

SEPTEMBER AND OCTOBER PUBLIC MEETINGS AND EVENTS

<u>Event</u>	<u>Date</u>	<u>Time</u>	<u>Location</u>
Park Board Meeting	Sep 18	5:00 pm	In-Person/Online
City Council Meeting	Sep 25	5:00 pm	In-Person/Online
Planning Commission Meeting	Sep 26	6:00 pm	In-Person/Online
City Council Meeting	Oct 9	5:00 pm	In-Person/Online
City Council Meeting	Oct 23	5:00 pm	In-Person/Online
Planning Commission Meeting	Oct 24	6:00 pm	In-Person/Online

Meetings are publicly noticed on the City's three official notice boards, City website, and via GovDelivery. Occasionally notices require publication in the City's official newspaper, The Seattle Times. Public meetings scheduled after publication of this report can be found on the City's website.

COMMUNICATION TO OUR COMMUNITY

E-Notice Program: During the months of July and August, the City issued 30 bulletins amounting to a total of 218,703 bulletins delivered to subscribers; approximately 19.6% were opened. See **Attachment**.

As of August 31, the city had 15,739 subscribers (change in total subscribers **+620**), with a combined total of 143,947 subscriptions (change in total subscriptions **+6,962**).

RECORDS REQUESTS

During the months of July and August, 17 public records requests were received by Central Services. See **Attachment 2**.

NEW PUBLIC RECORDS PORTAL

Central Services staff is excited to announce that we have implemented a new public records portal, NextRequest (powered by Civic Plus). When looking at new software, we are often evaluating what our current software offers us, ease of use for staff and citizens, onboarding, training, and cost. After evaluating NextRequest, city staff has determined that this solution is unmatched in its ability to help us improve efficiency, build transparency, and increase compliance. With this changeover, the city is saving **over \$5,000** in 2023 and a little **over \$19,000** over the next three years.

LASERFICHE AND RECORDS MANAGEMENT PROJECT

Central Services contracted both CDI (Cities Digital, Inc.) and MG Consulting Services LLC (See **Attachment 3**, Megan Gregor Consulting qualifications) to help city staff review, organize, and develop an organizational foundation for records retention through the implementation of Laserfiche. In addition to Laserfiche, Megan Gregor has been helping city staff review print records from the city's public storage. In late August, staff brought 49 boxes from storage (39 boxes were

destroyed, and 10 boxes to be archived). With the disposition of the 49 boxes, the city was able to move to a smaller storage unit, reducing storage expenditures by **\$652** a month (a cost savings of **\$7,824** a year). Some of the benefits the city is gaining by ensuring our records are being properly maintained and dispositioned are:

- **Space and Cost Savings:** Storing records indefinitely can lead to overcrowded storage facilities, resulting in increased costs for maintenance, space, and resources. As stated before, we are already seeing the direct impact of disposition in this area.
- **Efficiency and Accessibility:** Properly dispositioned records will allow us to quickly locate essential documents, improving efficiency in operations and services to the public when responding to public records requests.
- **Information Security:** Keeping unnecessary records can pose security risks, especially if they contain sensitive or personal information. Regular disposition reduces the risk of unauthorized access or security breaches.
- **Legal and Regulatory Compliance:** The State of Washington has specific legal requirements regarding the retention and disposal of records. This disposition project ensures compliance with these laws and reduces potential legal liabilities.
- **Preservation of Vital Records:** By determining which records are essential, we are able to prioritize the trajectory of our digitization project and focus on the preservation of critical documents that have lasting historical, administrative, or legal value.
- **Enhanced Public Trust:** Proper records management and disposition demonstrate to the public that the government is organized, transparent, and committed to safeguarding their information.

In summary, our work on this project is crucial to the city's public stewardship and we are finally starting to feel some of the impacts.

Lastly, I want to give a big "THANK YOU" to Public Works for quickly and efficiently securing and moving us from our large storage unit to a smaller unit in such a tight timeframe! They are very much appreciated.