



CITY OF MEDINA

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Date: December 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

DECEMBER AND JANUARY PUBLIC MEETINGS AND EVENTS

<u>Event</u>	<u>Date</u>	<u>Time</u>	<u>Location</u>
City Council Meeting	Dec 11	5:00 pm	In-Person/Online
Planning Commission Special Meeting	Dec 12	6:00 pm	In-Person/Online
Argosy Cruise Christmas Ships	Dec 22	5:00 pm	Medina Beach Park
City Council Meeting – CANCELLED	Dec 25		
Christmas Day Holiday – City Hall Closed	Dec 25		
Planning Commission Meeting - CANCELLED	Dec 26		
New Year's Day – City Hall Closed	Jan 1		
City Council Meeting	Jan 8	5:00 pm	In-Person/Online
Martin Luther King Jr. Holiday – City Hall Closed	Jan 15		
Park Board Meeting	Jan 16	5:00 pm	In-Person/Online
City Council Meeting	Jan 22	5:00 pm	In-Person/Online
Planning Commission Meeting	Jan 23	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 month of November, the City issued 18 bulletins amounting to a total of 122,638 bulletins delivered to subscribers; approximately 15.1% were opened. See **Attachment**.

As of November 30, the city had 16,367 subscribers (change in total subscribers **+154**), with a combined total of 148,233 subscriptions (change in total subscriptions **+1,365**).

RECORDS REQUESTS

During the month of November, 9 public records requests were received by Central Services. See **Attachment 2**.

LASERFICHE AND RECORDS MANAGEMENT PROJECT

While we have been working on this project all year, and we will be continuing to do so in 2024, we want to provide you with a more comprehensive look at the processes we are following, and the varied steps we are taking to ensure success.

This project, in partnership with MG Consulting Services LLC (MGC) and Cities Digital, Inc. (CDI), is multifaceted in its scope and objectives. It encompasses the implementation of industry-leading records management practices, the comprehensive organization of our existing records program, encompassing both print and electronic formats, and the establishment of a solid foundation for record access, storage, retention, and disposition.

As you know, the central element to this endeavor is the implementation of Laserfiche, a premier document management software that is widely recognized for its effectiveness in managing municipal government records. Therefore, the overarching project process is methodical and structured to guarantee success and scalability. Here's an overview of the steps we're taking for each department:

1. **Initial Discussions:** Meet with departments to assess the current status of records, both electronic and print.
2. **Organization:** MGC organizes all records, irrespective of their format.
3. **Optimization:** MGC suggests an intuitive folder structure and metadata/templates to enhance user experience in browsing and searching documents.
4. **Customization:** Collaboration with departments to finalize folder structures and metadata fields.
5. **Automation:** MGC and CDI develop automation tools to boost process efficiency.
6. **Integration:** Electronic file importation and metadata application by MGC/CDI.
7. **Accessibility:** MGC/CDI, in conjunction with Central Services, makes key documents publicly accessible, ensuring precise coding and formatting for accurate search results.
8. **Rollout:** Departments start using Laserfiche as their primary document repository.
9. **Future Enhancements:** Post-establishment of the infrastructure, we plan to introduce more automation, forms, and integrations to further streamline processes and enhance staff capacity.

Currently, Central Services is progressing through steps 6 and 7. Meanwhile, the Finance and HR Department is nearing the completion of step 5, and we have just begun step 1 with the Development Services Department. In addition to this work, MGC continues to

work on-site each week, helping to manage the retention and disposition of our physical records. This includes preparing some documents for scanning, archiving others at the state level, and appropriately disposing of non-essential records.

This initiative is a strategic step towards transforming our records management system and enhancing the efficiency, accessibility, and safety of our records. We are excited about the progress made thus far and are optimistic about transitioning all city records to on-site storage by the end of next year. Thank you for your continued support in this vital project.