



# CITY OF MEDINA

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**Date:** January 8, 2024  
**To:** Honorable Mayor and City Council  
**Via:** Stephen R. Burns, City Manager  
**From:** Aimee Kellerman, City Clerk  
**Subject:** Central Services Department Monthly Report

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## JANUARY AND FEBRUARY PUBLIC MEETINGS AND EVENTS

<u>Event</u>	<u>Date</u>	<u>Time</u>	<u>Location</u>
City Council Special Meeting – City Attorney Interviews	Jan 11	2:00 pm	In-Person/Online
Martin Luther King Jr. Holiday – <b>City Hall Closed</b>	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
City Council Meeting	Feb12	5:00 pm	In-Person/Online
Presidents’ Day – <b>City Hall Closed</b>	Feb 19		
Park Board Meeting	Feb 20	5:00 pm	In-Person/Online
City Council Meeting	Feb 26	5:00 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 December, the City issued 25 bulletins amounting to a total of 150,140 bulletins delivered to subscribers; approximately 16.1% were opened. See **Attachment**.

As of December 31, the city had 16,494 subscribers (change in total subscribers **+127**), with a combined total of 149,082 subscriptions (change in total subscriptions **+849**).

## RECORDS REQUESTS

During the month of December, 7 public records requests were received by Central Services. See **Attachment 2**.

## LASERFICHE AND RECORDS MANAGEMENT PROJECT

Coming into 2024, we are continuing our efforts with the Laserfiche project with MG Consulting Services, LLC (MGC) and Cities Digital, Inc.

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.