



City of Sedalia

Municipal Software Upgrade

When Did...

- ▶ CDs outsell vinyl for the first time ever.
- ▶ Pan Am Flight 103 explode over Lockerbie, Scotland.
- ▶ Bobby McFerrin tell everyone "Don't worry, be happy".
- ▶ Sonny Bono become Mayor in Palm Springs.

▶ The Year... 1988

Where We Came From

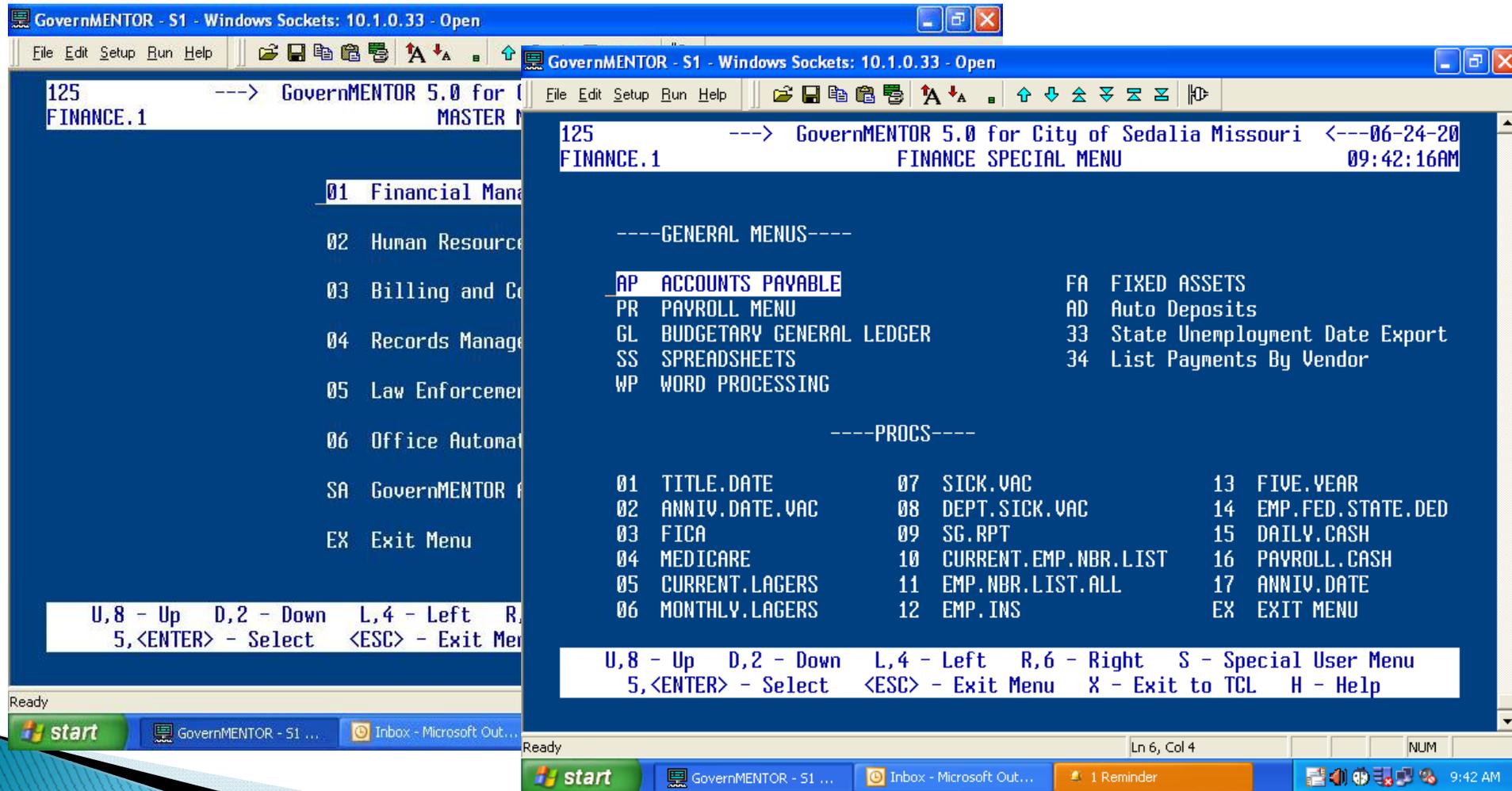
- ▶ In 1988 the City recognized the need for computerized records to maintain financial and tax information.
- ▶ It was common practice at that time to have “hard copy” written records, ledger books, index cards, etc.
- ▶ Since then simple text files have evolved into complex “relational” databases.
- ▶ City Departments have become interdependent on each others data to provide desired levels of customer service.

That Was Then...



What We Look Like Now

▶ Simple One Window At A Time Views



What We Look Like Now

▶ One Employee / Customer At A Time

GovernmentOR - S1 - Windows Sockets: 10.1.0.33 - Open

```
125 ---> GovernmentOR 5.0 for City of Sedalia Missouri <----24-2010
FINANCE.1 EMPLOYEE DATA MANAGER 09:43:34AM

01 Div # 10 02 Employee # 05079 |30 Social Security .....569-84-9383

General Infor
03 Name RICHARDSON, MONTE
04 Addr 1405 S PROSPECT
05 City SEDALIA MO
06 Zip 65301-0000

Codes & Sta
10 Full-Part ....F |20 Bon
11 Marital .....S |21 Pay
12 Sex .....M |22 Pay
13 Race .....C |23 FIC
14 St. Marital ..S |24 Med
15 Fed Marital ..S |25 E.I

E - End N - Next S
```

GovernmentOR - S2 - WINGS - Windows Sockets: 10.1.0.33 - Open

```
---> GovernmentOR 5.0 for City of Sedalia Missouri <---
A/R CUSTOMER MAINTENANCE

01 Account Number 00143

02 Name EPWORTH METH CH
03 Address 1124 E BROADWAY
04 Address SEDALIA MO 65301
05 Address
06 Address
07 Phone (660) 826-1302 Ext

08 Contact
09 Phone (660) 826-1302 Ext

Enter Desired Code
```

GovernmentOR - S2 - WINGS - Windows Sockets: 10.1.0.33 - Open

```
---> GovernmentOR 5.0 for City of Sedalia Missouri <---
A/R CUSTOMER HISTORY

ACCOUNT NO. 606** | NAME MCLAUGHLIN FUNERAL CHAPEL

DATE | OPER | INVOICE | DESCRIPTION | AMOUNT | BALANCE
-----|-----|-----|-----|-----|-----
03-31-10|COLLECTOR|54502|MARCH 2010 REFUSE|30.13|30.13
04-13-10|COLLECTOR|54502|AMOUNT PAID ON ACCOUNT|30.13|0.00
05-10-10|COLLECTOR|54905|APRIL REFUSE|9.46|9.46
05-13-10|COLLECTOR|54905|AMOUNT PAID ON ACCOUNT|9.46|0.00
06-07-10|COLLECTOR|55304|MAY 2010 REFUSE|6.22|6.22
06-10-10|COLLECTOR|55304|AMOUNT PAID ON ACCOUNT|6.22|0.00

End of display, <RETURN> to continue
```

Where Do We Want To Go?

- ▶ Move From
 - Limited data
 - Limited access
 - Technology that doesn't reflect the current need and future trend in customer service
 - In an outdated program that hasn't seen a significant update in 20 years.
- ▶ Move To
 - An information system that is current, constantly being developed, compatible with existing City systems
 - Accessible across the whole organization
 - Brings information from various City departments together so that all pertinent information is presented to the end user.

For Example –

Enhanced Customer Service

▶ Currently

- A customer wants to get a business license to open a car repair shop. The Collector has no idea what the property is zoned and accepts the license fee. Later, Code Enforcement receives a complaint about the new business operating in a residential neighborhood. Now it becomes difficult for a “Win/Win” resolution to the problem.

▶ In The Future

- A customer wants to get a business license to open a car repair shop. The Collector would know during licensing process that the address isn't zoned for business and can refer the customer to Community Development to resolve the issue before a license is issued.
 - The City has averted a conflict because information that already exists was effectively used.

Long Term Software Plan

- ▶ Software Upgrade process began in 2008
 - \$250,000 upgrade of the police department software.
 - Municipal Software Upgrade discussed at Strategic Planning Session in January 2010
 - Appropriation approved for FY-2011 budget

Actions To Date

- ▶ June 2009 – Municipal Software Selection Team Organized.
 - Tasked with –
 - Define the desired capabilities – **completed**
 - Issue/grade RFP's – **completed**
 - Evaluate software – **completed**
 - Recommend Vendor to Council – **completed**
- ▶ April 2010 – Budget Approval
 - Presentation to council regarding the appropriation of \$400,000 dollars for Municipal Software Upgrade
 - Recommendation made for Springbrook Software
 - Initial Cost \$206,000 plus hardware
 - Annual Maintenance Cost \$22,000 / year

What Are We Looking For?

▶ Selection Criteria Included Integrated:

- General Ledger, Accounts Payable & Receivable
- Payroll, Human Resources
- Budget Preparation, Project Accounting
- Code Enforcement, Permitting, Community Development.
- Integration with Microsoft Office applications and GIS information currently used by the City.

▶ Scoring Criteria

- Presentation 11%,
- Applicability 22%,
- Response to RFP 22%,
- Prior Experience 22%,
- Cost 11%,
- Interest in project 11%

▶ Results

- Proposals ranged from \$323,000 to \$106,000
- Springbrook's Proposal \$206,000

Springbrook Software

- Based in the Portland Oregon
- Founded in 1985 and still exclusively develops, sells, and supports local government financial and customer information systems.
- Currently has 400 local government customers in 32 states
- Customers include
 - Jefferson City MO, Chillicothe Municipal Utilities, City of Fulton MO, City of Prairie Village KS

What Do They Have To Offer?

Master Search Function

Master search screen by customer and parcel: displays all AR accounts and any Code or Contact issues associated with a customer or lot on one screen. With one click deployment or drill down directly to any of the modules associated with that client and/or lot.

The screenshot shows a software application window titled "Customer" with a menu bar (File, Window, Help) and a toolbar (Refresh, New, Modify, Delete, Exit, Help, Dock in MDI). The main area contains search fields for Customer Number (000000), Last Name, Driver's License, SSN, Home Phone, Business Phone, and Cell Phone. Below the search fields is a table of customers with columns: Cust No, First Name, Last Name, and Mailing Address. The table lists several customers, with "Applebees, #24" selected. Below the customer table is an "Accounts" table with columns: Acct No, System, Status, D, Balance, and Service Address. The accounts table shows several accounts, including one with a balance of \$2,819.03.

| Cust No | First Name | Last Name | Mailing Address |
|---------|------------|----------------|-------------------------------------|
| 005001 | | Daly | 121 Demers Ave Springbrook OR 99999 |
| 005002 | | Wallace | 121 Demers Ave Springbrook OR 99999 |
| 005003 | | Stein | PO Box 373 Springbrook OR 99999 |
| 005004 | | Leman | 411 2nd St NW Springbrook OR 99999 |
| 005005 | | Biggs | PO Box 13595 Springbrook OR 99999 |
| 005006 | | Applebees, #24 | PO Box 969 Springbrook OR 99999 |
| 005007 | | Lee | PO Box 588 Springbrook OR 99999 |
| 005008 | | Fillmore | 507 2nd St NW Springbrook OR 99999 |
| 005009 | | Clayton | PO Box 373 Springbrook OR 99999 |

| Acct No | System | Status | D | Balance | Service Address |
|------------|--------|--------|---|------------|-----------------|
| 005006-000 | UB | Active | R | \$2,819.03 | 415 2nd St NW |
| 0000009 | AR | | | \$0.00 | |
| 000055 | BT | Active | | \$50.00 | 415 2nd St NW |
| B090000005 | LP | Active | | \$0.00 | 415 2nd St NW |

What Do They Have To Offer?

- ▶ The ability to search across multiple modules for relevant information.
- ▶ Integrate Microsoft applications seamlessly into the workflow.
 - Scheduling / Email
- ▶ Workflow analysis and routing
- ▶ Automated electronic reports
- ▶ ...And Much More

What Do They Have To Offer?

Building Permit Scheduling of inspectors, complete with email notification to inspector of pending inspections requested.

Building Permit Scheduling of inspectors, complete with email notification to inspector of pending inspections requested.

The screenshot shows the 'Permit Maintenance' application window. The 'Inspection' tab is active, displaying a table of inspection steps. Below the table, there are fields for 'Step Number', 'Step Type', 'Step Status', 'Required Date', and 'Required Time'. There are also fields for 'Inspector', 'Inspector Phone', 'Scheduled Date', 'Scheduled Time', and 'Scheduled Duration'. A 'Result Codes' section is visible at the bottom right, showing a 'Pass' result with the comment 'On site walk through approved'.

| Step | Step Type | Status | Req Date | Default Queue | Inspector | Inspector Phone | Sched Date | Sched Time | Duration |
|------|-------------------|----------|-----------|---------------|-------------|-----------------|------------|------------|----------|
| 1 | Site01 | Approved | 3/18/2010 | Planning | Springbrook | (444) 444-4444 | 3/18/2010 | 09:00 AM | 0.50 |
| 2 | Footing01 | Failed | 3/18/2010 | Construction | Springbrook | (444) 444-4444 | 3/18/2010 | 10:00 AM | 0.50 |
| 3 | Footing01 | Pending | 3/19/2010 | Construction | Springbrook | (444) 444-4444 | 3/19/2010 | 08:00 AM | 2.00 |
| 4 | Electric Insp... | Pending | 3/19/2010 | Electrical | Springbrook | (444) 444-4444 | 3/19/2010 | 12:00 PM | 0.50 |
| 5 | Final Inspecti... | Pending | 3/19/2010 | Construction | Springbrook | (444) 444-4444 | 3/24/2010 | 08:00 AM | 0.50 |

The screenshot shows the 'Permit Maintenance' application window with the 'Schedule Item' dialog box open. The dialog box has a 'Users' section with a list of users: Ani, Gerina.Dahl, and Springbrook. There is a 'Details' section with fields for 'Queue', 'Description', 'Start Time', and 'Duration (hrs)'. Below the details is a calendar view for 'Thu Jun 24' showing a grid of time slots from 1:00 PM to 6:00 PM. A blue bar is visible in the 2:00 PM to 3:00 PM slot for the 'Springbrook' user.

What Do They Have To Offer?

Code & Contact Search

Code and Contact

- Search window, displaying by type and status
- Step process - complete with queue/dept, user and required action, all of which is reportable. Location for attachment such as pictures, scanned documents etc.

The 'Issue Maintenance' window displays a 'Steps' tab with the following process:

| Step | Description | Queue | User | Hours | Action System | Action Item | Action Item Description |
|------|-----------------------|--------------|-------------|-------|---------------|-------------|-------------------------|
| 1 | Investigate Complaint | Public Works | Gerina Dahl | 0.00 | | | |
| 2 | Clean up | Public Works | Gerina Dahl | 1.50 | | | |
| 3 | Create Invoice | Billing | | 0.00 | AR | GrafRem | Graffiti Removal |

The 'Maintenance' section for the 'Create Invoice' step includes the following details:

- Description: Create Invoice
- Scheduled Hours: 0.00
- Scheduled Date: / /
- Scheduled Time: 12:00 AM
- Queue: Billing
- User: (None)
- Action: AR - Create/Update Invoice
- Action Item: GrafRem
- Action Item Desc: Graffiti Removal
- Action Amount: 250.00
- Completed Date: / /
- Completed Time: 12:00 AM

Step Notes: Create an invoice for the actual expenses and overhead as well as a fine if the individual or individuals responsible are identified.

The 'Issue Selection' window shows search criteria and a table of issues:

| Issue No | Citation Num... | Issue Type | Issue Status | Issue Date | Resolution Type | Issue Description |
|----------|-----------------|-------------------|--------------|------------|-----------------|-----------------------------------|
| 2 | | Abandoned/Vehicle | Complete | 1/15/2010 | | Abandoned Vehicle |
| 1 | | Graffiti | InProcess | 3/18/2010 | | Graffiti was reported |
| 5 | | Lawn | InProcess | 6/7/2010 | | Lawn and Weed Control |
| 3 | | Graffiti | Waiting | 2/19/2010 | | Graffiti was reported to the City |
| 4 | | Abandoned/Vehicle | Waiting | 3/19/2010 | | Abandoned Vehicle |

What Do They Have To Offer?

General Ledger / Budget

General Ledger

- Budget window on Chart Of Accounts – displays all levels of the purchasing process, including budget remaining by percentage and amount
- Extended budgeting tab in General Ledger displays the detail of the budget associated with the COA

Chart of Accounts Maintenance

File Window Help

Save Refresh 0 Attachments Exit Help Dock in MDI

General Balance Budget History POs Graphs Visual Reporting Extended Budgeting

Show: Committed Only

Beginning Balance: \$0.00

Activity: \$951.65

Budget: \$6,645.00

YTD: \$951.65

Available: \$5,693.35

Available: 85.68 %

Invoices without PO's: \$0.00

Pre-Encumbrance: \$0.00

Uncommitted PO's: \$0.00

Encumbered: \$1,000.00

Total: \$1,000.00

YTD with Encumbrance: \$1,951.65

Available with Encumbrance: \$4,693.35

Available with Encumbrance: 70.63 %

| Period | Month | Debit | Credit | Balance | Budget | YTD Balance |
|--------|------------|----------|--------|----------|----------|-------------|
| 1 | January | \$250.00 | \$0.00 | \$250.00 | \$250.00 | \$250.00 |
| 2 | February | \$324.59 | \$0.00 | \$324.59 | \$250.00 | \$574.59 |
| 3 | March | \$377.06 | \$0.00 | \$377.06 | \$300.00 | \$951.65 |
| 4 | April | \$0.00 | \$0.00 | \$0.00 | \$250.00 | \$951.65 |
| 5 | May | \$0.00 | \$0.00 | \$0.00 | \$250.00 | \$951.65 |
| 6 | June | \$0.00 | \$0.00 | \$0.00 | \$300.00 | \$951.65 |
| 7 | July | \$0.00 | \$0.00 | \$0.00 | \$250.00 | \$951.65 |
| 8 | August | \$0.00 | \$0.00 | \$0.00 | \$250.00 | \$951.65 |
| 9 | September | \$0.00 | \$0.00 | \$0.00 | \$300.00 | \$951.65 |
| 10 | October | \$0.00 | \$0.00 | \$0.00 | \$250.00 | \$951.65 |
| 11 | November | \$0.00 | \$0.00 | \$0.00 | \$250.00 | \$951.65 |
| 12 | December | \$0.00 | \$0.00 | \$0.00 | \$300.00 | \$951.65 |
| 13 | Audit Adj. | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$951.65 |

Chart of Accounts Maintenance

File Window Help

Save Refresh 0 Attachments Exit Help Dock in MDI

General Balance Budget History POs Graphs Visual Reporting Extended Budgeting

Drag a column header here to group by that column.

| Entry Description | Budget Line Description | Total |
|-------------------|-------------------------|------------|
| Assessor | Default Description | \$4,600.00 |

| Period | Quantity | Price | Description | Amount |
|--------|----------|----------|--------------------------|------------|
| 0 | 12 | \$250.00 | General Office Suppli... | \$3,000.00 |
| 0 | 4 | \$75.00 | Keyboard pull outs | \$300.00 |
| 0 | 4 | \$200.00 | New Chairs for Dept... | \$800.00 |
| 0 | 10 | \$50.00 | Storage boxes for cle... | \$500.00 |

What Do They Have To Offer?

Permits and Licensing

Cashiering

- Ability to generate on demand license and permit from the cashiering screen (with proper authorization)
- Complete Audit Trails

| System | Cust No | Acct/Category | Description | Amount Due | Amount T... |
|--------|---------|---------------|----------------|------------|-------------|
| BT | 5006 | 000055 | Great place... | \$50.00 | \$50.00 |
| UB | 5006 | 000 | Applebees, ... | \$3,783.72 | \$3,783.72 |

| Date/Time | CRUD | User | Table | Reference | Field |
|----------------------|--------|-------|--------------------|----------------|-------|
| 3/19/2010 3:35:35 PM | Create | Admin | CR_Receipt | 00027320 | |
| 3/19/2010 3:35:35 PM | Create | Admin | CR_Line_Item | 1 | |
| 3/19/2010 3:35:35 PM | Create | Admin | CR_Receipt_Payment | Check \$250.00 | |
| 3/19/2010 3:38:36 PM | Update | Admin | CR_Receipt | 27320 | Void |

What Do They Have To Offer?

Work Flow Configuration

Work Flow Option

Allows electronic approval using Sedalia's business rules – ie. Public Works PO's under \$1000 require one authorization anything over requires two, system, will route the PO for automated approvals to those authorized to approve or reject said P/O's either within the system or using email notification

The screenshot shows a software interface for reviewing purchase orders. The window title is 'Proof List'. The main content area is titled 'Purchase Orders PO Proof List'. It includes a user and print information: 'User: Springbrook', 'Printed: 06/24/2010 - 2:13PM', and 'Batch: 001.03.2010'. A 'Springbrook' logo is visible on the right. Below this is a table with columns: 'Ship Location', 'Line Item Description', 'PO No.', 'Vendor No.', 'Vendor Name', 'PO Date', 'Acct No.', and 'Account Description'. Two items are listed in the table. A dialog box is overlaid on the table with the text 'These have been approved. Thank you.' and an 'Approve' button.

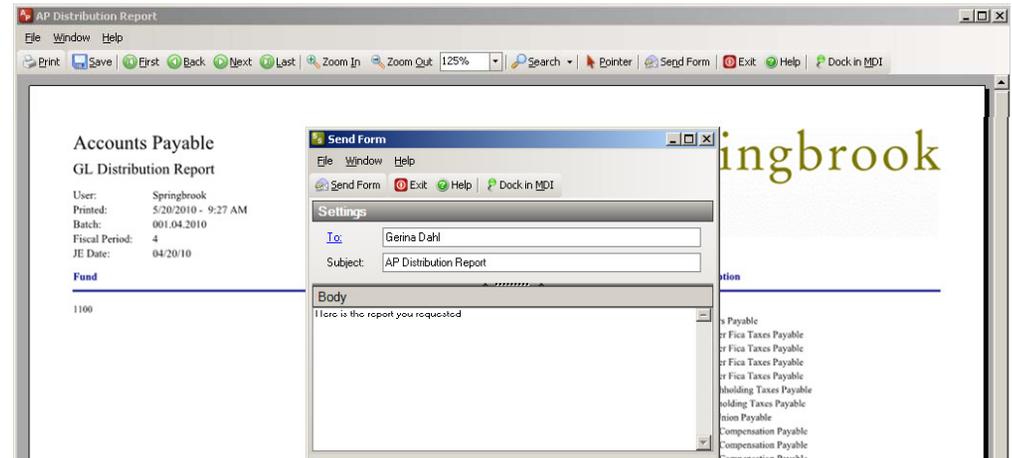
| Ship Location | Line Item Description | PO No. | Vendor No. | Vendor Name | PO Date | Acct No. | Account Description |
|---------------|---|------------|------------|--------------------------|-----------|-------------------|-----------------------------|
| City Hall | Sign | 0000000056 | 7225 | Ace Building Service Inc | 3/30/2010 | 1100-11100-531200 | Office Supplies |
| City Hall | Installation of some misc office products | 0000000057 | 7211 | 3M Office Supplies | 3/30/2010 | 1100-12200-521900 | Other Professional Services |

What Do They Have To Offer?

Reporting

Reports

- Have an internal routing option, allowing the report to be emailed to other users from the report archive screen
- Auto archiving of all reports – ability to retrieve reports at any time – no need to print (save paper)



The screenshot shows a window titled 'Jobs Viewer' with a menu bar (File, Window, Help) and a toolbar (Refresh, Save, View Report, View Errors, To Delete, Exit, Help, Dock in MDI). Below the toolbar is a 'Search Criteria' section with dropdown menus for 'User Name' (Springbrook), 'Job Type' (All Jobs), and 'Batch Type' (All Batch Types), and date pickers for 'Scheduled From' (5/1/2010) and 'Scheduled To' (6/24/2010). To the right are checkboxes for filtering: 'Show jobs that are scheduled.' (checked), 'Show jobs that are currently processing.' (checked), 'Show jobs that completed successfully.' (checked), 'Show jobs that didn't complete due to an error.' (unchecked), and 'Show jobs that were deleted.' (unchecked). Below the search criteria is a table with columns: Job ID, Description, Results, Status, Batch Type, Batch, and User Name. The table contains 15 rows of job data.

| Job ID | Description | Results | Status | Batch Type | Batch | User Name |
|------------|-----------------------------------|---------------------------------|----------|-------------------|-------------|-------------|
| 0000884739 | Generate Work Flows | Process completed successfully. | Complete | PO Purchase Or... | 001.03.2010 | Springbrook |
| 0000884738 | Purchase Orders Budget Proof List | Process completed successfully. | Complete | PO Purchase Or... | 001.03.2010 | Springbrook |
| 0000884737 | Purchase Orders Proof List | Process completed successfully. | Complete | PO Purchase Or... | 001.03.2010 | Springbrook |
| 0000884610 | Letters | Process completed successfully. | Complete | LP Letters | 001.05.2010 | Springbrook |
| 0000884585 | Proof List | Process completed successfully. | Complete | CR Cash Receipts | 780.03.2010 | Springbrook |
| 0000884574 | Email Form | Process completed successfully. | Complete | N/A | N/A | Springbrook |
| 0000884517 | Trial Balance Detail | Process completed successfully. | Complete | N/A | N/A | Springbrook |
| 0000884499 | Summary by Rate Code | Process completed successfully. | Complete | UB New Billing | 001.04.2010 | Springbrook |
| 0000884498 | GL Distribution | Process completed successfully. | Complete | UB New Billing | 001.04.2010 | Springbrook |
| 0000884497 | Statements | Process completed successfully. | Complete | UB New Billing | 001.04.2010 | Springbrook |
| 0000884495 | Statement Settings | Process completed successfully. | Complete | UB New Billing | 001.04.2010 | Springbrook |
| 0000884493 | Trial Balance | Process completed successfully. | Complete | UB New Billing | 001.04.2010 | Springbrook |
| 0000884492 | Billing Register | Process completed successfully. | Complete | UB New Billing | 001.04.2010 | Springbrook |
| 0000884488 | Permit | Process completed successfully. | Complete | N/A | N/A | Springbrook |
| 0000884484 | Permit | Process completed successfully. | Complete | N/A | N/A | Springbrook |

Springbrook Into The Future

- ▶ The City can start to realize efficiencies and quality customer service by using information and technologies that we already have.
 - Electronic Scheduling
 - Eliminate Duplicate Data Entry in Time Sheets
 - Purchasing decisions routed to decision makers in a timely fashion.
 - Sharing information across the organization on one unified platform (program).



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