

Summary of Excellence in Continuous Improvement Applications

Project Title	Owning Dept./Office	Issue	Action Taken	Results
Smartsheet Content Collaboration Tool	CMED	Tool needed to manage large volume of requests for creative services, video production, AV support, and economic development initiatives.	Researched and implemented a Smartsheet tool to track projects, enhanced communications, assigned work in an equitable manner, and improved the overall customer experienced.	Nearly 600 project collaborations have been assigned, tracked, and completed within deadline.
Engineering SharePoint	Development Svcs	Previous file management systems were disorganized and disjointed resulting in inefficiencies and lengthy processing time.	Implemented Microsoft SharePoint to allow for ease in accessing documents from any remote device and effective collaboration amongst staff.	Faster delivery of services to residents, reduces paper usage, and saves approx. 768 hours per year of staff time on non-value added tasks.
Local Business Tax Registration and Billing	Financial Services	The organic growth of local businesses ballooned the throughput of new business registration, subsequent renewal billing, and local business tax receipt issuance. This increase led to the necessity to do more with less.	In collaboration with IT, Treasury staff developed a 3-Phase approach: 1) Integrated an online registration portal for new registrants, 2) Emailed every business owner a reminder of their renewals and unpaid balances, 3) Automated emails to business owners upon completion of the renewal.	Saves 2,500 hours annually, cost avoidance of \$75,000 annually, cost savings of \$25,000 annually, reduces paper usage, improved customer service with convenient 24/7 access online, eliminates need of customers to come into city hall and wait in line, and eliminates need for postal services.
Parking Enforcement Processes and Data Management System Improvements	Police/Parking	Numerous inefficiencies were identified with the Citation/Permit system such as: connection signal issues, manual entry of all license plates, printer device errors, manual issuance of citations.	To address these issues, Parking purchased a new citation/permit data management system, new handheld devices, and wireless printers. The division also upgraded the LPR system.	Reduced paper permits which saved approx. \$10,000, increased citations by 30%, increased permit sales by 29%, and overall revenue increased 125% (\$1.1M).

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Public Records Portal	Police	Approx. 85% of the citywide public record requests are police-related. The department experienced various issues with fulfilling these requests in a timely manner.	An efficient workflow process was specifically designed for the Police Department in the Gov QA application.	The department reduced the number of public records request from over 600 requests to 150 outstanding requests within 30 days. The Records Unit was also able to reduce overtime and improve timeliness in fulfilling the requests.
Special Detail Fees Audit	Police	Audit of supporting documentation for extra-duty permits and administration fees have been time-consuming, redundant, and heavily manual.	Fiscal Affairs and the Detail implemented an internal process for collecting fee payments in a secure location and reporting enhancements were made using the PowerDetails management platform to generate reports.	Significantly reduced paper printing from 100-200 pages a month to 16 pages a month, audit times from 90 minutes a month to 40 minutes a month, cost avoidance of approx. \$1,200, and timely deposits of fee payments are made.
OpenGov Platform	Procurement	The prior procurement process was antiquated riddled with many issues such as: long lead times, heavily paper-oriented, siloed workflows, and ineffective communications with vendors.	The office modernized the e-procurement system to evaluate qualitative bids, transitioned from hard copies to electronic submissions, provided a user-friendly platform for all stakeholders, and established a comprehensive contract management program.	With the new procurement system, the average evaluation process is two weeks shorter, it has improved communications, eliminated paper waste, and streamlined operations.