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DEPARTMENT OF
DATA MANAGEMENT

CITY OF SACRAMENTO
CALIFORNIA

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BARBARA C. WEAVER
DIRECTOR

July 16, 1990

Budget & Finance Committee
Sacramento, California

Honorable Members in session:

SUBJECT: Report Back on Department of Data Management "Text
Management Information System" and "24 Hour City Hall"
or Constituent Information Projects

SUMMARY

This is a status report on the progress of the City Wide Text Management System and 24 Hour City Hall (Constituent Information) two projects which are priorities in the Automation Master Plan.

Data Management is currently in the process of arranging for the pilot phase of each of these projects.

A conversion of the City Clerk's Indexing System is targeted as the pilot for Text Management and the kiosk for the lobby of City Hall will serve as a first of many kiosks with City information which will be in Community Centers, Libraries and Malls throughout the City.

BACKGROUND

Text Management

The need for a text management process became evident during the Departmental interviews for developing the City's five year Automation Master Plan. It was determined that the City Clerk's indexing system could serve as a pilot needed to evaluate this process. Several departments have recognized the value of text management and are willing to share in the expense of the software purchase.

Constituent Information

There is a need for the City to provide information to the public. Other cities and counties have successfully implemented automated methods to provide information on services, programs, events and issues. Constituents frequently become frustrated from not knowing who to call and the inability to pay a personal visit to City Hall during daily working hours. Automation can satisfy distribution of government information to Sacramento's constituents. (See also the attached memorandum).

ANALYSIS

Text Management

Research on text management database software identified five (5) available software products that appeared able to meet the City's requirements:

	<u>Software</u>	<u>Vendor</u>
1.	<u>TEXTDBMS/TEXT BOOK</u>	- Data Retrieval
2.	<u>SAMANTHA</u>	- Cordatum
3.	<u>BASIS</u>	- Information Dimensions
4.	<u>INQUIRE/TEXT</u>	- Infodata
5.	<u>STATUS/IQ</u>	- CP/International

While calling on client references, it was discovered that the State of California, Office of Administrative Law, through a formal bid process awarded CP/International a contract for their product STATUS/IQ in December 1988. The State's evaluation, analysis, and selection involved all of the above products.

A review of the State's Request for Proposal revealed that their requirements were the same as those identified by the City departments. After reviewing the alternatives, the decision was made to acquire STATUS/IQ from CP/International on a pilot basis, using the conversion City Clerk's existing indexing system for testing and evaluation.

Constituent Information

Due to the time involved in hiring the authorized additional staff positions, the Department is in the process of interviewing consultants for the pilot phase programming of this project. The format and type of information will resemble automated information kiosks already completed by locations such as Kansas City, Missouri and Hillsborough County, Florida.

POLICY CONSIDERATIONS

Text Management

Based on anticipated favorable results from this pilot, the Department of Data Management and the Office of the City Clerk will seek the City Manager's approval to execute an agreement with CP/International, pursuant to Sacramento City Code Section 57.403, and Resolution 74-102 Authorizing Cooperative Purchasing.

Constituent Information

None at this time.

MBE/WBE EFFORTS

The opportunity to provide proposals for the Constituent Information project will be extended to MBE/WBE consulting firms.

FINANCIAL DATA

The single purchase payment is \$130,000 for the mainframe version of the software.

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Constituent Information

The initial hardware and software cost for the pilot kiosk will be approximately \$16,000.

RECOMMENDATION

This report is for informational purposes only.

Respectfully submitted,



Barbara C. Weaver
Director of Data Management

RECOMMENDED FOR COMMITTEE INFORMATION:



JACK CRIST
Deputy City Manager

Contact Person
to Answer Questions:
Districts

Alfred S. Ortiz, Information Systems Manager
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All



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DEPARTMENT OF
DATA MANAGEMENT

CITY OF SACRAMENTO
CALIFORNIA

May 15, 1990

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BARBARA C. WEAVER
DIRECTOR

MEMORANDUM

TO: Councilmember Heather Fargo

FROM: Barbara C. Weaver,
Director of Data Management

SUBJECT: Follow-Up for City Council Meeting

Summary

At the April 10, 1990 Council meeting, you requested an off-agenda memorandum outlining findings of research for provision of a kiosk in front of City Hall. Because the concept of a City Hall kiosk is part of the Data Management Citywide Automation Master Plan and some work has been done on the development of the concept, this report is to provide a status of that project.

Background

Over the last several years, cities such as Kansas City, Santa Monica, and Charlotte, N.C., have implemented joint projects with computer vendors which provide the community with information on City services, Council agendas, and other City issues such as those contained on the attachment titled, "Hillsborough County, Florida - The 24-Hour County Courthouse." These joint projects have also been called, "24-Hour City Hall," "The City Hall in the Mall," and "The City Hall That Never Sleeps." The information is presented via a colorful and easy-to-use microcomputer which contains touch screen, video disc, and graphics technology.

During the interviews in July and August 1989 to gather information which would lay the foundation for the Automation Master Plan, the need for better ways to communicate with the public was evident. Other issues which were related to an automated tool such as 24-Hour City Hall were also documented:

- The need to reduce paper use
- The need to provide Council and Committee agendas
- An automated replacement for City calendar of events

- A need to find and provide information on ordinances
- Information on parks, Old Sacramento, state buildings, and sights to see in Sacramento
- A City directory of services
- Receipt of payments
- Purchases of licenses
- Filing of complaints
- The need to obtain parcel information

The ability to provide a variety of information through kiosks is possible. Because this concept could reach the point where it has evolved into an ATM with a cost recovery component, the Automation Master Plan proposes a phased approach with a pilot kiosk in City Hall. Because of the expense of the equipment and the exposure to vandalism if placed outside City Hall, it has been proposed that the pilot kiosk be on the first floor of City Hall. The exact placement of the kiosk is awaiting a decision from the City Manager's Office and the Director of General Services. Future locations of kiosks and information available can be influenced by our statistics of usage gathered from the pilot.

Policy Considerations

A kiosk located inside City Hall will not satisfy the requirements for 24-hour visibility. However, it would be a better alternative during work days, as well as Tuesday evenings, to the bulletin board in the rear parking area. It could, therefore, complement, rather than replace, the bulletin board.

Financial Data

The pilot kiosk, base software, and hardware will cost approximately \$16,000. The following kiosks would cost less than \$15,000 due to the one-time costs during the pilot. The programming will be performed by City staff.

Recommendation

The Master Plan is to be presented during the Operating Budget Hearings and will include the City Hall Kiosk. It is recommended that Data Management proceed with the Pilot 24-Hour City Hall, and acquire the necessary equipment to accomplish the pilot by July 1990. The programming cannot begin until this acquisition is made. During the project, Councilmembers and the Public Information Officer will review and comment on the types of initial information which will be available.

Barbara
Barbara C. Weaver

cc: Mayor Anne Rudin
Councilmembers
Department Heads
Walter Slipe
Doc Wishan

Department Heads
Frank Mugartegui
Christine Olsen