

CITY OF LOS ANGELES
INTER-DEPARTMENTAL CORRESPONDENCE

Date: January 10, 2019

To: The Mayor
The City Council

From: Richard H. Llewellyn, Jr., City Administrative Officer

Subject: **INNOVATION FUND RECOMMENDATION – LEGISLATIVE MANAGEMENT SYSTEM**

RECOMMENDATIONS

That the Council, subject to the approval of the Mayor:

1. Establish and appropriate a new appropriation account entitled Office of the City Clerk – Legislative Management System in the amount of \$100,000 within the Innovation Fund No. 105/10 from the available cash balance of the Innovation Fund.
2. Transfer \$100,000 from the Innovation Fund 105/10, Account to be Established, Office of the City Clerk – Legislative Management System to Fund 100/14 as follows:

<u>Fund/Dept.</u>	<u>Account No.</u>	<u>Account Name</u>	<u>Amount</u>
100/14	003040	Contractual Services	\$100,000

3. Instruct the Office of the City Clerk to:
 - a. Separately track all encumbrances and expenditures of Innovation Fund monies so that unspent funds can be returned to the Innovation Fund at the end of the fiscal year;
 - b. Report to the Innovation and Performance Commission with an accounting of the funds, the lessons learned, and any obstacles faced; and,
 - c. Report to the Innovation and Performance Commission if, after the receipt of funds, the scope of the funded item differs from the scope approved for funding by the Mayor and the City Council.
4. Authorize the City Administrative Officer to make technical corrections as necessary to those transactions included in this report to implement Mayor and Council intentions.

SUMMARY

The City Administrative Officer herewith transmits the recommendation of the Innovation and Performance Commission (IPC) to approve funding in the amount of \$100,000 from the Innovation Fund (IF) for the Office of the City Clerk (City Clerk) – Legislative Management System. Please note, as with all IPC recommendations, this report presents the idea as submitted by the Department and approved by the IPC along with the necessary recommendations to implement the idea as presented. If the scope of the Innovation Fund item changes after the Department receives funding, the Department must return to the IPC to present the revised scope to the Commission to determine whether alternative recommendations are required.

The City Clerk is responsible for providing legislative support and meeting facilitation, processing items submitted for Council's consideration, record keeping, publishing legal notices and ordinances, attesting contracts, accepting claims against the City, and providing information to the public. According to City Clerk, the current system used to manage many of these tasks consists of five siloed systems that are out of date, inefficient for workflow, vulnerable to security breaches, and require payment to multiple contractors. City Clerk states that maneuvering between the five separate programs slows processing time, causing delays in making information and documents available to the public. In addition, the City Clerk indicates the Department receives numerous complaints from the public and City staff regarding the current systems search functionality and the inability to quickly and easily retrieve information. City Clerk proposes to pilot a single legislative management system that will run parallel to the existing system, focused on customer-service and ease-of-use for the end user in an effort to promote civic engagement as well as improve transparency and information accessibility. Through this system, City Clerk aims to:

- Optimize public engagement and improve the user experience;
- Simplify access to information and documentation improving transparency;
- Empower users to find the information they seek easier and faster by improving data retrieval through intuitive search functions and improving self-help capabilities;
- Increase efficiency by reducing system complexity and streamlining processes;
- Utilize meaningful mobile strategies to improve user experience;
- Personalize the user experience by enabling profile features; and
- Improve system security and reduce maintenance cost through consolidation.

According to City Clerk, the pilot will include the creation of focus groups representing different stakeholders who commonly utilize the current system. These groups will consist of the public, City department staff, Neighborhood Councils, and Council and Mayor's Office staff. Feedback will be provided by these focus groups to assist City Clerk with refining the pilot system. The Legislative Management System will be managed by existing staff in the City Clerk, including a project coordinator who will coordinate with additional Departmental staff in the Council and Public Services and Systems Divisions. The pilot system will run parallel with the current system, allowing for side-by-side comparisons between the current and new system

by providing real-time analytical data. Success will be measured by the reduction in processing time, ease of use, information accessibility, and system integration.

City Clerk states that the pilot will be implemented in three phases:

- Design and development – The project coordinator and City Clerk Systems Division staff will work with the contractor to develop a system that meets the needs of the Department.
- Testing and Analysis – This phase will incorporate a comparative analysis between the current and new systems, including data collection.
- Feedback and review – Feedback will be obtained from focus groups and internal City Clerk staff.

The Commission recommends funding of \$100,000 for the Legislative Management System pilot. This amount will cover the cost associated with the development of this system. City Clerk will conduct a Request for Proposals to solicit a contractor to provide these services. City Clerk has agreed to absorb any additional costs associated with the pilot that exceed the \$100,000 funding recommendation within their existing budget.

FISCAL IMPACT STATEMENT

Approval of these recommendations will allocate \$100,000 of the remaining \$1,097,434 Innovation Fund 2018-19 available balance. The \$100,000 will be transferred to the City Clerk to begin implementation of the pilot project that has been approved by the Innovation and Performance Commission. In some cases, departments will incur ongoing costs.

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