# GovQA Public Records Request System Project Summary

| Date | Action |
|---|---|
| January 2017 – January 2018 | • Review of options & costs for Public Records Request system<br>• GovQA selected January 2018 (joint agreement City Clerk & PD) |
| May 2018 | • Purchase Order signed, invoice processed, project kickoff and initiation steps completed<br>• P. Adkins replaced by K. Peto as Project Lead |
| June – August 2018 | • System specifications, configuration, training, testing and documentation<br>• Target implementation: September<br>• Online payments function delayed until after initial rollout (contract, process & setup delays encountered) |
| September – October 2018 | • PD Workflow w/City Clerk redaction review requirement creates significant challenges<br>• R. Clifford takes Project Lead role<br>• Significant configuration issues identified through testing (redaction, invoicing, SOP development)<br>• PD advises cannot use GovQA due to FDLE concerns (rework of workflow & additional PC requirements)<br>• Implementation rescheduled to November |
| November – December 2018 | • Escalations with vendor regarding FDLE concerns and ongoing challenges with Vendor Project Lead<br>• Project placed on hold, then resumed<br>• Vendor Project Manager oversight by Implementation Manager |
| January – March 2019 | • PD recommitment to GovQA; processes identified to resolve FDLE concerns<br>• Testing, configuration changes, training & SOP development; Continued challenges found with invoicing<br>• Vendor Project Manager replaced by Implementation Manager<br>• Implementation scheduled for late April; online payments deferred until after implementation stabilized |
| April 2019 | • Final preparation for implementation (testing, process changes, PD equipment, configuration adjustments)<br>• **System implemented 4/29/19** |
| May 2019 - January 2020 | • H. Taylor named Interim City Clerk<br>• Post implementation support & issues resolution; full set of system documentation created<br>• Multiple PD process changes identified, creating need for rework<br>• Decision made to remove PD from GovQA when new system is available<br>• City Clerk trained on system configuration & capabilities; multiple changes underway<br>• FY20 Priorities set by Interim City Clerk: 1) Online Payments 2) Duplicates & Deflection started 3) PD Removal |
| February 2020 | • City Clerk access changed to Administrator<br>• Public Records Archive function implemented for citizen requests of copies of responsive documents: minutes, ordinances, resolutions, agreements/contracts, calendars & emails. Provides in-line deflection for requests that are duplicative in nature.<br>• Online Payments - Planning, testing & documentation are in progress; Implementation targeted for 3/23/20. |

## Summary of Challenges and Work Remaining

1. **PD use of GovQA** – Will be resolved with removal from system, targeted for April 2020
2. **Online Payments** – Testing and documentation in progress; targeted for March 23, 2020
3. **Duplicates & Deflection** – Requests being made public as of January 1, 2020 for emails, calendars, minutes, ordinances, resolutions & contracts; Link to Laserfiche system pending conversion of Alchemy documents to new structure
4. **Vendor / System Issues** – The GovQA system is a highly customizable & feature-rich system which results in a high degree of complexity. Challenges are addressed as they arise. GovQA recently updated the system to address performance concerns.

## Next Steps

1. **Online Payments** – Project underway with an implantation target of late March 2020
2. **PD Removal** – Rescheduled from February to mid-April, pending implementation of ProPhoenix by PD
3. **Duplicates & Deflection** – Continue conversion of Alchemy documents to Laserfiche structure

## Financial Impact

| Item | Fiscal Year | Cost | Notes |
|---|---|---|---|
| Purchase Price | Actual FY 2018 | $16,690 | Includes 1-time implementation charge of $2,200<br>Includes Online Payments, Deflections & PD Removal |
| Annual Renewal | Actual FY 2019 | $15,295 | |
| Annual Renewal | Budget FY 2020 | $16,000 | |