

“City Talk”

City of Piqua Information System

Why a new system?

- Current system was purchased in 1995.
- Some programs, we are still running, date back to 1985.
- The AS400-System 36 technology and operating system is approximately 30 years old.
- AS400 designed for manufacturing, medical & distribution fields not governmental
- The IT dept. has made fixes to keep the system running but soon there will be a lack of support.
- The system is beyond the end of its Life Cycle.
- Our system lacks current technological enhancements & efficiencies.

The Goals of a Computer Information System

- Streamline and Integrate Operations
 - Increase productivity of existing personnel and provide policy makers with essential management information
- Enhance Service
 - Provide employees with effective tools to successfully deliver the services of government to citizens and other departments
- Cost Containment
 - Increase efficiency and contain and/or reduce costs
- Accountability
 - Provide clear cost and service justifications for services provided to citizens

Springbrook Software Application Modules

- Financial/Accounting
 - Purchasing
 - Fixed Assets
 - Inventory
 - Work Order
- Utility Billing
- Human Resources/Payroll
- Code Enforcement
- Licensing/Building Permits

Project Includes

■ Stage 1 (2010 – 2012)

- A new integrated municipal information software system
- Convert data from old system to new
- System development and Re-engineering
- Training City Staff on all modules
- System Implementation with Contingency
- IT related Equipment Replacements
- \$619,072

■ Stage 2 (2010 – 2014)

- Annual Maintenance fees for 5 years
- Unlimited Support, Changes in State and Federal Reporting Requirement Updates and Service Packs
- \$380,928 total for a 5 year period

Customer Service

■ Utility Billing

- Online capabilities for account information, bill payment, meter reading entry, and utility bill look-up
- Give customers the option of receiving bill by email
- Increased satisfaction as more information will be readily available for customers

■ Other departments

- Request and pay for licenses online
- Customers will be able to pay online for Building Permits, Nuisance Abatements and perhaps Birth and Death Certificates.

Staff Efficiencies

- Utility Billing
 - Quicker processing of Service Order Request, Monthly financial information updates, and ability to sign up new or existing customers or transfer of service
- Code Enforcement/Engineering/P & Z
 - The new system will allow for issuing, tracking, approving & receipting licenses within the system; all processes are currently manual

Staff Efficiencies

- Human Resources/Payroll
 - Online Application and Tracking
 - Employee Portal
 - Weekly direct pay information online
 - Benefit/Deduction change recalculation, requests, and lookup
- Purchasing
 - Online Purchase order process including processing as needed.
- Finance
 - System generated Financial Statements
 - Online electronic payments to vendors and others

Staff Efficiencies

- All Departments
 - Ability for Departments to design, run & view their own reports without relying on IT to run and print all reports
 - Processes
 - Streamlined and can run concurrently
 - New system will allow multiple users to be logged in at the same time
 - Departmental budget detail collected within the system

General Cost Savings

- Postage
- Copier paper
- Green bar paper
- Receipt books
- Paper Checks
- Postcard Utility Bills
- Requisition Forms
- Paystubs
- Employee Absence Reports
- Report Binders
- Storage Space

Time Savings

- Customer Service
 - Eliminate the difference in time to manually prepare a receipt and the computer to print a receipt
 - Eliminate time to manually track customer complains
 - Eliminate time spent on the telephone providing account and consumption information that will now be available online
- Monthly Report/Statistics
 - Reduce time spent preparing reports for Commission
 - Reduce time spent preparing statistical reports
- Budget
 - Real-time information available for supporting the budgeting and re-forecasting functions
- Better use of staff time

Commission

- Enhance ability to obtain information
 - Detailed reporting
 - Real-time information
 - Useful decision making data
- Types of information include:
 - Department budget documents
 - Monthly department reports & statistics
 - Monthly/Annual financial statements

Springbrook Contract Pricing

Software, Training, Conversion, Implementation, Interfaces and Customization	\$473,045
Discount for 1st in Ohio (12.07%)	(\$57,120)
Subtotal	\$415,925
Contingency (15.5%)	\$123,147
Equipment with Contingency	\$80,000
Subtotal	\$619,072
Annual Maintenance (2010-2014) \$70,330 – \$82,276 a year	\$380,928
5 year Estimated Project Total 2010 - 2014	\$1,000,000

Estimated Funding Sources

Software, Training, Conversion, Implementation, & Contingency	\$415,925	Internal borrowing from General and/or Utility non-operating funds
Contingency	\$123,147	IT fund balance
Equipment with Contingency	\$80,000	IT fund balance
Annual Maintenance Years 2010-2014	\$380,928	Each year within department budgets

Estimated Allocation of the \$415,925 System Cost Each Year Over a Ten Year Period

Utilities	\$26,582
General	\$9,529
Fire	\$2,067
Police	\$1,751
Streets	\$1,664
Total Annual Cost	\$41,593

Springbrook's Tentative Implementation Schedule

- July – December 2010
 - Finance Modules
- January – December 2011
 - Human Resources/Payroll Module
 - Utility Billing Module
- Others scheduled during fit gap analysis
- Annual Springbrook Upgrades and Enhancements

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A City of Piqua Production