



Minutes

Lakewood City Council

Adjourned Regular Meeting held
May 9, 2006

MEETING WAS CALLED TO ORDER at 5:30 p.m. by Mayor Van Nostran in the Executive Board Room at the Civic Center, 5000 Clark Avenue, Lakewood, California.

ROLL CALL: PRESENT: Mayor Larry Van Nostran
Vice Mayor Diane DuBois
Council Member Steve Croft
Council Member Joseph Esquivel
Council Member Todd Rogers

ERP UPDATE AND SERVICE REQUEST SYSTEM REPLACEMENT

Assistant City Manager Michael Stover gave a presentation based on the memorandum contained in the agenda and stated the Enterprise Resource Planning (ERP) System, the City's main informational technology system was in the replacement process. He advised that the financial and human resources components which would be replaced with the MUNIS software were currently in week 30 of a 104 week replacement process. He briefly reviewed the objectives of the project, the phases completed and the challenges that lay ahead.

Council Member Croft applauded the implementation, noting especially the recognition program which provided vital support for employee morale.

Mayor Van Nostran expressed appreciation to the staff involved in the project for their willingness to commit the extra time necessary to ensure the project's success.

Vice Mayor DuBois congratulated Mr. Stover on the ingenuity for the formation of a local government users group to share experiences.

Mr. Stover continued by reviewing the background, objectives and benefits to the replacement of the Service Request system, an orphan of the 25-year old ERP system. He noted that software systems now available had the capability to provide case management tools for code enforcement related service requests, a functionality not available under the old system. He highlighted features of the new software that would allow more flexibility for residents making requests for service through the City's website, including the ability to check on the status of a previous request.

Responding to questions posed by Mayor Van Nostran, Mr. Stover stated that although they would convert some of the existing data, including all open cases, with over 300,000 service requests in the database, not all records were planned for conversion.

ERP UPDATE AND SERVICE REQUEST SYSTEM REPLACEMENT - Continued

Annette Feliciani, AEF Systems Consulting, reviewed for the City Council the vendor selection process which had begun in September, 2005, with vendor identification through drafting, distributing and evaluating Requests for Proposals; vendor software demonstrations and narrowing the field to the top two vendors. She noted that the top two vendors were so close in the services and features offered that a vendor software "shoot out" had been held in March. She stated that as the technical advisor retained to help staff work through the selection process, she felt comfortable with the outcome based on the structured, documented process followed by the City staff.

Assistant to the City Manager, Lisa Novotny, reviewed some of the key elements of the proposed Civica CityAssist software. She noted that the web-based software included flexible reporting features, customizable screen views, automatic email notifications, full support for GIS technology, and integration with other existing software systems.

In response to a question from Mayor Van Nostran, Ilya Gorelik of PixelPushers, Inc., stated that in order for a resident to check on the status of a previous service request, they would need to establish a password protected account on the system, similar to the technology used for online banking.

Council Member Croft determined from Mr. Stover that although the system would allow residents to make an anonymous request, without setting up an account, the status of anonymous requests would not be trackable for the complainant.

Mr. Stover concluded by stating that the proposed project could be scheduled as early as June 12th, which would fit well into the MUNIS implementation schedule. He stated that it was the recommendation of staff that the City Council approve PixelPushers, Inc. as the software provider for the service request/code enforcement management system in an amount not to exceed \$79,760 and make an appropriation in that amount from the General Fund; appropriate \$20,000 from the General Fund for related server hardware and software acquisitions and installation services by ACS; approve AEF Systems Consulting as implementation technical advisor and quality assurance consultant in an amount not to exceed \$40,000; and approve annual software update, maintenance and backup costs with PixelPushers, Inc. in the amount of \$10,000 with a corresponding appropriation from the General Fund.

Responding to a question from Vice Mayor DuBois, Bob Pinzler of PixelPushers, Inc. stated that the company had been in business since 1997 and provided several different types of software including the website content management system currently used on the Lakewood website. He also confirmed that their business was entirely focused on local government applications.

Council Member Esquivel inquired about the role of ACS, the City's IT vendor. Mr. Stover stated that ACS would continue to provide network support and server functions for the project.

ERP UPDATE AND SERVICE REQUEST SYSTEM REPLACEMENT - Continued

In response to a question from Council Member Croft, Mr. Stover advised that in addition to the Service Request module replacement, staff would also be bringing to the City Council a plan to replace the other large orphan systems, the building permit system and tree inventory/maintenance system.

VICE MAYOR DUBOIS MOVED AND COUNCIL MEMBER CROFT SECONDED TO APPROVE STAFF'S RECOMMENDATION. UPON ROLL CALL VOTE, THE MOTION WAS APPROVED:

AYES: COUNCIL MEMBERS: Esquivel, DuBois, Rogers, Croft and Van Nostran

NAYS: COUNCIL MEMBERS: None

At 6:26 p.m., Mayor Van Nostran called for a brief recess. At 6:32 p.m., the meeting was reconvened with all members present.

ON- AND OFF-STREET PARKING UPDATE

Council Member Croft, as Chairman of the Community Workshop Policy Development ad hoc committee, stated that the Committee had investigated and evaluated the effectiveness of ways to inform the public regarding on- and off-street parking policy changes. He noted that most of the cities contacted either held public forums or conducted a public hearing during a regular city council meeting. He reported that the key factor in effectiveness appeared not to be the meeting type or venue, but rather maintaining focus on specific proposals. Survey results, however, indicated that little information of value to the process was obtained through the public hearing process and that offering a grace period following direct City Council action appeared to be as effective in gaining the acceptance of the residents. He stated that it was the conclusion of the Committee that the City Council had already received all of the data necessary to move forward on the parking issue. He further stated that he felt it was a quality of life and a safety issue that needed to be addressed. He recommended a phased approach which would include: a modification to the municipal code that would ban the parking of detached trailers on City streets, an ordinance to restrict recreational vehicle parking to vehicles registered to Lakewood residents, and to establish a permit process that would allow visitors to park recreational vehicles on the street for no more than ten continuous days or more than 30 days per year.

Vice Mayor DuBois stated that while she was in agreement that no further research or data was necessary, her approach to the timing of further parking restrictions was different. She determined from the Finance Director that the enhanced parking enforcement had begun implementation on April 1, 2006, and stated that it was important to allow a sufficient amount of time in order to determine the effectiveness of the enforcement program. She stated she would like to have 9- to 12-months of data available on the enforcement program before concluding that further restrictions were necessary.

ON- AND OFF-STREET PARKING UPDATE - Continued

VICE MAYOR DUBOIS MOVED AND MAYOR VAN NOSTRAN SECONDED TO ACCEPT THE RECOMMENDATIONS OF THE AD HOC COMMITTEE, CONTINUE THE ENHANCED PARKING ENFORCEMENT AND AT THE END OF A ONE-YEAR PERIOD, ON APRIL 1, 2007, EVALUATE THE RESULTS TO DETERMINE IF ANY FURTHER ACTION ON PARKING ENFORCEMENT WAS NECESSARY.

Council Member Rogers stated that he would not support the motion. He noted that while he agreed that the enhanced parking enforcement was an appropriate measure, he felt that it would not have enough of an impact on the parking situation. He agreed with Council Member Croft that this was a quality of life issue and stated he felt resolution of the matter could not wait another 9- to 12-months. He suggested an incremental approach beginning with the adoption of an ordinance to ban the parking of detached trailers, in accordance with the County of Los Angeles ordinance used in other cities, noting that nearly half of street parking complaints involved detached trailers. He stated he would also support a permit parking process, with lighter restriction during the summer months when recreational vehicles were generally used more frequently, and that the City Council would need to consider street sweeping regulations as well.

UPON ROLL CALL VOTE, THE MOTION FAILED:

AYES: COUNCIL MEMBERS: DuBois and Van Nostran

NAYS: COUNCIL MEMBERS: Esquivel, Rogers and Croft

COUNCIL MEMBER ROGERS MOVED AND COUNCIL MEMBER CROFT SECONDED THAT COUNCIL MEMBERS ROGERS AND CROFT BE DESIGNATED TO WORK WITH THE CITY ATTORNEY TO DRAFT A PROPOSED ORDINANCE ON PARKING RESTRICTIONS TO BE PRESENTED TO THE FULL CITY COUNCIL AT A LATER DATE. UPON ROLL CALL VOTE, THE MOTION WAS APPROVED:

AYES: COUNCIL MEMBERS: Esquivel, DuBois, Rogers and Croft

NAYS: COUNCIL MEMBERS: Van Nostran

ADJOURNMENT

There being no further business to be brought before the City Council, Mayor Van Nostran adjourned the meeting at 6:48 p.m.

Respectfully submitted,

Denise R. Hayward, CMC
City Clerk