City of San Antonio

Agenda Memorandum

File Number:19-8367

Agenda Item Number: 4

Agenda Date: 11/18/2019

In Control: Community Health and Equity Committee

DEPARTMENT: Office of the City Clerk

DEPARTMENT HEAD: Leticia M. Vacek (OCC)

COUNCIL DISTRICTS IMPACTED: City Wide

SUBJECT:

Update on Boards and Commissions Application System and Processes Recommendations

SUMMARY:

The Office of Innovation conducted a joint review with the Office of the City Clerk (OCC) of the Boards and Commissions Application System and Processes. Recommendations have been provided and outlined below. OCC in coordination with the Information Technology Services Department (ITSD) has met regularly to bring about issues which that can enhance the current system as well as items that may be considered in the future.

Items Already in Place:
- Prequalification/Pre-screen - Applications are reviewed by City Attorney's Office (CAO)
- Consistent Selection Criteria - Selection of Applicants are made by Councilmembers and Council Committees
- Term Limits of Advisory Board Members - Terms are Concurrent with City Council Terms
- Attendance Accountability - Removal Process is in place for District Appointments. For At-Large Appointments, it is recommended that the City Clerk meet with the Mayor's Office should attendance become an issue

Items Completed by OCC & ITSD:
- Vacancies are posted on the Boards and Commissions Webpage
- Incorporated feedback from Office of Equity on Board Application focused on:
  - Demographics
    - Age
    - Gender

- Sexual Orientation
- Additional Race/Ethnicity Options
- New Reporting for Demographics
  - Current seats and applicant pool
  - Demographic information collected from above criteria
  - Currently achieved with manual manipulation of data (to be addressed with New System/Replacement)

Items in Process with OCC & ITSD for Immediate Implementation:
- Automation Process will be addressed with New System/Replacement
- Descriptions for each of the 86+ Boards and Commissions (currently being implemented by ITSD)
- Enabling Ordinances for each of the 86+ Boards and Commissions (currently being implemented by ITSD)
- Translation of Board and Commission Applications (completed by GPA and currently being implemented by ITSD)
- Mandatory vs. Non-Mandatory Fields on Applications (CAO/ITSD)
- Add Boards and Commissions Webpage Link to the main COSA Webpage (currently being implemented by ITSD)
- Add link to each respective City Department that corresponds with each Board or Commission (currently being implemented by ITSD)

Future Project to be Outlined with New Board/Commission System (ITSD):
- Develop a Single Application Review Platform
- Automatic Notification to Applicants of their Expiring Application
- Develop Application Database to Support New/Improved System
- Automatic Notification to Applicants of Status of their Application
- Automatic Notification to Applicants when Selected and Not Selected to a Board
- System Compatibility on All Mobile Devices
  - Make Application Mobile Responsive; Allowing Applicants to Attach Files from Mobile Devices - such as Resumes, List of References, Photos, etc.
- Create System Workflows to Minimize Amount of Manual Work Required (designed in collaboration with OCC)
- Integrate System Communications with Microsoft Outlook
- Automatic Generation of Welcome Letters and Appreciation Certificates
- Inclusion of a Map with Council Districts and Council District Field Offices
- Allow Easy Modification of Application Form by OCC
- Application Download/View to include All Attachments
- Migration of Data in the Current System to the New System
- System Generated Reports on:
  - Status of Applications
  - Applicant Demographic Data & Current Member Demographic Data
  - Reports should also Include Filters for Council District, Zip Code, etc.
  - Attendance Records

Councilmember Sandoval presented an amendment during the Adoption of the FY2020 Budget to initiate the Design and Development of a New (total replacement) Boards and Commissions System. Said funds will be derived from the ITSD Governance Project Review Fund. The Office of the City Clerk was also granted in the

FY2020 Budget a new Senior Administrative Assistant position for Boards and Commissions.

BACKGROUND INFORMATION:

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ISSUE:

N/A

ALTERNATIVES:

N/A

FISCAL IMPACT:

The New Boards and Commissions Application System were provided for within the ITSD FY2020 Budget.

RECOMMENDATION:

The Office of the City Clerk continues to meet with ITSD to implement recommendations. Additionally, meetings have been held relating to the design and submission of a New System Concept Proposal. The New System Concept Proposal has been submitted to the IT Governance Board. Said Board is comprised of Maria Villagómez, Craig Hopkins, and Ben Gorzell.