



## Request for City Council Committee Action

Date December 4, 2003

To Ways and Means Committee

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Submitted by Karl Kaiser \_\_\_\_\_

Approved for Submittal John Moir \_\_\_\_\_

**Subject** Citizen Relationship Management/Work Order Management System

**Presenters in Committee** Ilena Lonetti

**Recommendation:** **Authorize issuance of a Request for Proposal for the Citizen Relationship Management/Work Order Management System**

**Financial Impact** (Check those that apply)

- No financial impact (If checked, go directly to Background/Supporting Information)
- Action requires an appropriation increase to the Capital Budget
- Action requires an appropriation increase to the Operating Budget
- Action provides increased revenue for appropriation increase
- Action requires use of contingency or reserves
- Other financial impact (Explain):
- Request provided to the Budget Office when provided to the Committee Coordinator

### Background/Supporting Information

BIS in conjunction with several departments recognize a need to find better methods to reach the citizen and improve the timeliness of the response. Further, better statistics and tracking mechanisms are needed to ensure services are rendered in the best manner. To accomplish these goals, a comprehensive, citywide Citizen Relationship Management (CRM) strategy and tactical plan focused on improving non-emergency service delivery is needed.

BIS developed an RFP to engage an industry leader with the technological competence to develop and work with the City to implement the plan. Initially a pilot program comprising the Mayor's Office, Public Works, and Police – non-emergency services will launch the program using an eGovernment CRM Work Order solution.

The pilot project funding is derived from two sources. 2003 capital funds approved by the Technology Steering Committee provide \$200,000 of funding and the Federal COPS grant provides \$100,000 in funding.