

**BOARD OF COMMISSIONERS
CITY OF DOTHAN, ALABAMA
WORK SESSION
JUNE 8, 2021**

The Board of Commissioners of the City of Dothan, Alabama, held a work session in the Commission Chambers of the Roy Driggers Municipal Building at 9:00 a.m., on Tuesday, June 8, 2021 with the following members present: Mayor Mark Saliba, Associate Commissioners Albert Kirkland, John Ferguson, Beth Kenward, and David Crutchfield. Associate Commissioners Janasky Fleming and Kevin Dorsey were absent. Also present were City Manager Kevin Cowper, Assistant City Manager Randy Morris, Finance Director Lisa Reeder, Personnel Director Delvick McKay, Leisure Services Director Alison Hall, Information Technology Director Jack Mason, City Clerk Wendy Shiver, Administrative Secretary Brooke Johnson, who recorded the Minutes of the Meeting, and local news media representatives.

Mayor Mark Saliba opened the work session and welcomed everyone in attendance.

City Manager Kevin Cowper expressed his excitement for the new software platform being presented today. He discussed the Enterprise Resource Planning (ERP) Software System being identified as a high priority in the Commission's strategic planning session, and he stated that our current software is quickly becoming out of date.

Information Technology Director Jack Mason provided a PowerPoint presentation outlining the staff recommendations for replacement of the CentralSquare ERP Platform, and he stated that a lot of time and effort has been involved with the evaluation and selection of this software.

Mr. Mason introduced Joel Schneider, President of Liberty Technology Advisors, and Mr. Schneider explained the process of choosing the potential solution providers.

Mr. Mason discussed the benefits and functionality, and he reviewed the contracts that will be needed going forward.

Mr. Mason introduced RJ Kumar, Chief Executive Officer of Enterprise Solutions Consulting, LLC (ESC). Mr. Kumar presented a high-level summary to include the benefits, risk identified, and mitigation plan. He discussed implementation and change management, and he introduced Oracle Cloud Solutions as a partner for ESC.

Mr. Mason presented the 30-month High Velocity Plan and identified risk. Upon Mayor Saliba's inquiry, Mr. Mason confirmed that the risk being described refers to slowing down the implementation process and not risk in the software itself.

Personnel Director Delvick McKay discussed the recommended permanent and temporary staffing positions. He said the positions included are: (2) IT Business Analyst, (1) Inventory Control Technician, (1) Engineering Assistant in Dothan Utilities and (2) Accountant I. He explained the two IT Business Analyst positions are permanent and the remaining four recommended positions are temporary. He further explained the temporary positions being resolved with staff retirement. He said there is funding available in the budget and the Commission will not have to appropriate any funds. He explained the additional positions being needed to achieve the 30-month plan and not incur any additional funds. Mr. Mason confirmed and said without additional staff the project could get lengthened incurring additional cost expenses.

Mayor Saliba inquired about who is responsible for ensuring the City remains on track with the 30-month plan. Mr. Mason stated there is a hierarchy. He explained Mr. Kumar has a structure within his organization and a template for the City to help keep the timeline on track.

Commissioner Kirkland expressed concern regarding product availability due to the economy. Mr. Mason said there are not a lot of tangible items needed for implementing the software because most of the product is software configuration.

Commissioner Kenward questioned the staffing of Mr. Kumar's organization. She was concerned whether it was permanent staffing or contracted employees. Mr. Kumar said it is all permanent staff that is used across the globe with no contracts.

Commissioner Kirkland further expressed concern about product availability. Mr. Mason said there are only two areas that tangible items will need to be purchased, which are tablets and time clocks. He said there is a variety of different types that can be purchased and hopefully supply will increase by the time these devices are ordered. Eric Borders, Account Executive with Oracle, provided a quick overview of Oracle's products. He explained Oracle products run in the cloud through Oracle Data Centers in North America. He said when you implement Oracle products, you are provisioned into the Oracle Cloud with no additional fees or hardware. He further explained the City becoming a component in Oracle's cloud with the City's own usernames and passwords to the City's setup. He said everyone is running the same software in the cloud but you have your own dedicated database that only your data is in. He said the City is provisioned into their own database and the information is not shared. He said no hardware is needed for the Oracle Cloud. Mr. Mason confirmed and said the City does not have to purchase servers or computing power. He reiterated only very few tangible items being needed, such as the tablets and time clocks.

Commissioner Ferguson expressed concerns regarding the temporary positions. He questioned if the advertisement would be for a 30-month position or a permanent position. Mr. McKay said there are two permanent Information Technology positions. He explained the temporary positions within Dothan Utilities and Finance would be moved to the permanent positions when employees retire and the temporary positions would be abolished. He said Personnel will manage the process. Mr. McKay confirmed for Commissioner Ferguson the City will hire permanent employees because of the potential of retirees. Mr. Mason explained the employees that we assign to this project become the future leaders of the City. He said we need to ensure the employees assigned to the project are going to be long-term employees with the future of the City as a focus. He said the temporary people employed will not necessarily be assigned to the project. He clarified the temporary people being assigned to fulfill the duties of the employees that are assigned to the project.

Mr. Mason discussed the project cost summary, staff recommendation, and cost analysis.

Commissioner Crutchfield inquired about employees that may possibly retire early and if we have a plan in place for those positions to be covered. Mr. McKay confirmed and said a team has already been assigned and there is enough staffing to make up for any change of plans. Mr. Mason said they may have to utilize overtime and additional resources to help meet the 30-month plan.

Commissioner Ferguson asked for examples of citizen benefits. Mr. Mason stated one of the most exciting benefits would be a complete digital partnership with builders and developers. He said permit and code enforcement will have digital field services. He also said the employee performance program, training program, time keeping system, and more will become digital.

Mr. Cowper asked Mr. Mason to address the recreational part of the software. Mr. Mason stated they selected a third party for Parks and Recreation. He said this program will offer citizens remote registrations, track history, and statistics. Leisure Services Director Alison Hall confirmed for Commissioner Crutchfield that birth certificates can be scanned in digitally. Commissioner Kenward asked if this new system will manage tournaments as well. Ms. Hall confirmed and said they will be able to rent, reserve, and do everything online. Commissioner Kenward gave the new system praise. She stated one of the complaints she receives with tournaments is that the City has excellent facilities but the process is manual.

Mr. Mason confirmed for Commissioner Ferguson that the software license and support will start when the provision begins and this is city wide.

Commissioner Kenward asked Finance Director Lisa Reeder if this was all one budget or out of different department budgets. Mrs. Reeder said it would be from the General Fund and Utility Fund.

Commissioner Ferguson inquired about the system becoming mobile or an application. Mr. Mason said that it can be done if the City is set on having an application.

Commissioner Ferguson asked about notifications being sent, such as text alerts with events. Mr. Mason said they do not have plans at this time to put Performing Arts on this system due to them having systems of their own. He stated they will have the ability to add other departments, such as Judicial, in the future. Commissioner Ferguson asked why not include them now. Mr. Mason said that Judicial, Fire, Police, and Public Safety have their own systems with which they are happy.

Commissioner Ferguson asked if the existing desktops and tablets support this software system or if there will be a need to invest in additional hardware. Commissioner Kenward said it is all cloud based and only internet is required. Mr. Mason confirmed.

Commissioner Ferguson inquired about security. Mr. Borders stated Oracle has the best security. He said they have multilevel security features and accounts can be upgraded to higher level security clouds as well. Mayor Saliba said he read Oracle had never been breached. Mr. Borders confirmed.

Mr. Borders said this software includes a feature option for citizens to create a profile. He also said citizens can ask to be notified when bills are due, report a city nuisance issue, or request to be notified about events within that profile.

Mayor Saliba and Mr. Mason discussed how this system would replace QAlert.

Commissioner Ferguson asked what redundancies would be present. Mr. Mason stated there will be two different suppliers for internet connections and there will be plenty of capacity for the City to connect to the cloud.

Commissioner Ferguson asked if there were any extra expenses for the mobile tablets. Mr. Mason said it is all in the package.

Upon Mayor Saliba's inquiry into funding, Mr. Cowper said this expenditure was previously programmed into the Capital Improvement Plan and Mrs. Reeder will allocate necessary funding into next year's budget. Mrs. Reeder said a small amount was budgeted for the consultants in this year's budget and the remaining amount will be budgeted over the next three years.

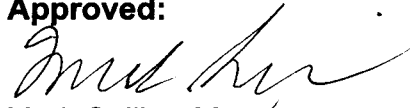
Mayor Saliba complimented Mr. Mason and everyone involved on the report. He thanked all the City Department Heads and Staff for working on the project.

There being no further discussion, Mayor Saliba thanked everyone for attending and ended the session.


Wendy Shiver,
City Clerk

See approval on next page:

Approved:


Mark Saliba, Mayor


Kevin Dorsey, Associate Commissioner


Janasky Fleming, Associate Commissioner


Albert Kirkland, Associate Commissioner


John Ferguson, Associate Commissioner


Beth Kenward, Associate Commissioner


David Crutchfield, Associate Commissioner
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