

CITY COUNCIL COMMITTEE

POLICY DEVELOPMENT AND INTERNAL OPERATIONS

Mayor Tim Grayson, Chair
Laura Hoffmeister, Committee Member

5:30 p.m.
Thursday, September 10, 2015

Wing A, Garden Conference Room
1950 Parkside Drive, Concord

- ANNOTATED AGENDA -

ROLL CALL: All present

STAFF PRESENT: Jeff Lewis, IT Director; Jovan Grogan, Deputy City Manager

MEMBERS OF THE PUBLIC WHO ADDRESSED THE COMMITTEE: Ray Barbour

PUBLIC COMMENT PERIOD: None

1. **CONSIDERATION** –Civic Hero Replacement Recommendation. Report by Jeff Lewis, IT Director.

ACTION: The Council Committee provided feedback supporting the recommendation to move forward from Concord Civic Hero to Accela's new Citizen Relationship Management (CRM) product at no cost to the City in FY 2015-16 and ongoing cost of approximately \$13,125 to be built into the Information Technology budget in future years.

The Council Committee also recommended continuing with the Concord Civic Hero brand with a modification to show it is a new and improved version. The modification discussion included marketing the system as Civic Hero Plus or Civic Hero 2.0 with input from Ray Barbour to use Civic Hero 2.0. The committee recommended staff to work with Accela and utilize their expertise to determine the best approach and proceed with the implementation by March 31st, 2016.

2. **ADJOURNMENT** at 6:00 p.m.

Reviewed by:



Jovan Grogan, Deputy City Manager

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