



## JACKSONVILLE CITY COUNCIL

### TRUE COMMISSION PERFORMANCE COMMITTEE MEETING MINUTES February 3, 2011 3:00 p.m.

City Council Conference Room B  
Suite 425, City Hall  
117 W. Duval Street

**Attendance:** Committee Members Greg Anderson (Chair), Thomas Martin, Marcella Lowe and Mike McCollum

**Guests:** Kim Taylor and Brian Parks – Council Auditor’s Office

The meeting was called to order at 3:01 p.m. by Chairman Anderson who announced that he would be tendering his resignation from the TRUE Commission in the next week in order to pursue his candidacy for an at-large City Council seat. He stated that the purpose of the meeting was to recap the Performance Committee’s last year of work and to consider future committee priorities and a new committee chair.

Shands Jacksonville indigent care contract: work on this issue was begun in 2009 with discussions with the Council Auditor’s Office and representatives of Shands Jacksonville Medical Center regarding the contract between the entities and City funding for indigent care at the hospital. When the committee learned that there was not a City department or official specifically assigned to monitor the contract and that the contract performance had not been audited in several years, it recommended and the TRUE Commission endorsed a request that the Council Auditor audit the hospital’s compliance with the contract. The Auditor’s Office performed that audit in the fall of 2010 and recently released its report, and the committee expressed its appreciation for the Auditor’s Office’s prompt response to the request. Kim Taylor of the Council Auditor’s office reported that City Chief Administrative Officer Kerri Stewart has assigned the Administration and Finance Department to be the oversight agency for the contract, so both of the Performance Committee’s major issues with regard to indigent care have been addressed. The Auditor’s Office will audit the contract at least every couple of years in the future.

Performance management/reporting system: the Chair had invited Heath Beach of the Budget Office to the meeting to give an update on the progress of the implementation of the performance management system but he was unable to attend due to a conflict. Jeff Clements reported on a brief conversation he had with Mr. Beach, who stated that the performance management software has been installed and tested and will be opened up for departments to begin accessing on February 11<sup>th</sup>. The departments will input their data and test the functionality of the system to ensure accuracy before the system is opened up for public access on the City web site sometime in April. The system will provide access to a “dashboard” display of aggregated information and will offer considerable drill-down capability to enable users to obtain more detailed information on measures of interest. The committee will invite Mr. Beach to the May meeting to demonstrate the system’s capabilities.

Budget web site user friendliness: Mr. Anderson noted that the Performance Committee had reviewed the budget web sites of several other cities and had made recommendations to the Budget Office for improvements to the City's budget web page to increase its ease of use and utility for interested citizens. The Budget Office took those recommendations to heart and the budget web page, revised at the start of last year's budget season, is much improved and much more user-friendly and informative.

FAMIS replacement process: the committee has heard from several City officials about the strengths and weaknesses of the FAMIS accounting system and the plans for replacing that and other City computer systems. Replacement of FAMIS, which operates on a pre-Windows platform and is not at all user-friendly, is long overdue, but is a daunting task because of the cost and complexity of the undertaking. It will be a multi-million dollar, multi-year process from start to finish. Kevin Holzendorf, Director of the Information Technology Department, emphasized that replacement of the computer systems underlying City government operations must be part of a larger business transformation effort to completely overhaul the way the City operates. There are funds in the current budget to migrate the existing FAMIS system to newer, more robust servers. The next step, currently underway, is to hire a consultant to help guide the whole process, from determining what the City wants its business processes and computer functionality to be, to drafting an RFP for hardware and software systems, to overseeing installation and testing of the new system. The City wants to buy a standard, off-the-shelf product that is used by other jurisdictions, is well-supported and updated, and requires a minimum of customization. City employees will have to get used to utilizing the product as it comes from the manufacturer and not demanding customization to suit the way we've always done business before.

Mr. Anderson feels that the committee has done a great deal of good work over the past couple of years and urged the committee members to continue along that path. Marcella Lowe noted that persistence is the key to success; sometimes an idea or issue needs to percolate for a year or two until the time is right and it finally gains attention and traction.

There being no further business, the meeting was adjourned at 3:46 p.m.

Jeff Clements, Chief  
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5:00 p.m.