One of the areas of focus for the Fenwick Island Information Technology Committee is to document and assess our current databases; identify needed functionality and features; develop solutions; and present recommendations.

Following is a list of staff generated processes and solutions along with an estimate of time spent and time or money they are hoping to save by automating current processes. This list is not all inclusive. It is the hope of staff that once a database solution is put in place, they will continue to build on and update outdated processes that are currently in place.

Database Solution

- Document and assess current databases
- Identify needed functionality/features
- Develop solutions / present recommendations

Automated Solutions for Database Implementation 	 Priority Order: High 	 Medium 	 Low

Process to Automate	Current Process	New *Recommended* Task Process	Estimated Time Spent on Process Now (per week)	What issue will the new process solve	Cost/Time Savings
Business Licenses					
Retail Merchant **Contractor/Subcontractor** **Rental Units**	• A paper invoice is generated in Edmunds and mailed. • Payment is entered into Edmunds. • If it's a new merchant, a new record is created in Edmunds. • License is processed and entered in Edmunds. • A separate printed sheet is also maintained in Excel for ease of tracking.	An invoice would be generated by a form that integrates with the DB and is emailed to the merchant. A separate Excel sheet would no longer be needed for tracking.	This process is heavily focused during the months of Dec. – March each year. Weekly time spent during those months is estimated around 30 hrs./wk.	Electronic invoicing will: • eliminate the need for our contracted mail service. • Save on postage costs for 2 mailings to each licensee. The new DB will integrate with the forms portion of the DB and manual data entry will not be needed.	$800+ mail service (for single task…2 to 3 times a year. $500+ postage Significant reduction of staff time spent on mailings, follow-ups.

Process to Automate	Current Process	New *Recommended* Task Process	Estimated Time Spent on Process Now (per week)	What issue will the new process solve	Cost/Time Savings
	• License is mailed along with a paid receipt.				Significant reduction of supplies needed (envelopes, postage, ink, etc.).
Elections					
Voter Registration	• Paper application • Data entered in Access database • Application filed in binder permanently	• Electronic Application with mandatory ID attachment • Data will be stored attached to property record.	5 minutes per registration	• No longer lose data due to database malfunction • Accuracy of information • information will be stored with property record, rather than separate	Will save time when running reports.
Candidate Info./Application	• Candidate submits paper application. • Application is scanned into SharePoint	Electronic Application with mandatory ID attachment	5 minutes per application	The benefit of having information stored in the same place	Will save time when running reports.
Power of Attorney	• A paper form is completed by the property owner. • Completed form is scanned into Access	• Form will be scanned and attached to property file. • Data will be entered in	5 minutes per application	The benefit of having information stored in the same place	Will save time when running reports.

Process to Automate	Current Process	New *Recommended* Task Process	Estimated Time Spent on Process Now (per week)	What issue will the new process solve	Cost/Time Savings
	Voter Registration database.	same location			
<mark>Special Events (Town Hall rentals)</mark>	• Requestor fills out an application. • Paper applications are submitted and stored in a binder. • Deposit is required and obtained via check or credit card. • Payment is submitted and entered into Edmunds.	• Integrate an online application on the website. • Track all events electronically. • Eliminate need for paper process.	Time spent varies throughout the year.	All events will be maintained in DB and all staff will have access to town special events. Eliminate the need for paper. Less staff time spent on walk-ins, phone calls, etc. Data is integrated into the new DB via a website form.	Scanning, filing, copying, staff time spent with permit requester
<mark>Bonfire Permits</mark>	• Paper applications are submitted and stored in a binder. • Deposit is required and obtained via check or credit card. • Payment is submitted and entered into Edmunds. • Event is tracked on a paper calendar in a binder.	• Integrate an online application on the website. • Track all events electronically. • Eliminate need for paper process.		• All events will be maintained in DB and all staff will have access to bonfire permits. • Eliminate the need for paper. • Less staff time spent on walk-ins, phone calls, etc.	Scanning, filing, copying, staff time spent with permit requester

Process to Automate	Current Process	New *Recommended* Task Process	Estimated Time Spent on Process Now (per week)	What issue will the new process solve	Cost/Time Savings
				• Data is integrated into the new DB via a website form.	
Committee Appointments	Paper applications are submitted and stored in a folder. Applications are scanned into Admin SharePoint.	• Integrate an online application on the website. • Track all applications electronically. • Eliminate need for paper process.	This process is done in October. Time spent is TBD.	All applications will be maintained in DB and all staff will have access. Eliminate the need for paper. Data is integrated into the new DB via a website form.	Scanning, filing, copying
Emergency Contact Info.	• Manually enter data into Police Access DB • Manually entered in Excel for remote police access • Manually entered in Edmunds	• One shared DB with admin. and police. • New DB will be in the cloud and accessible remotely by police and staff in the event of an emergency.	A new DB implementation will take some time. Staff will have to gather updated info. for each property/ resident. Currently collecting updated emergency contact info. for residents and businesses for input into a new DB when rolled out.	Eliminate the need to enter data into multiple locations. Data will be shared between all departments. Eliminate the issue of not being able to contact homeowners in the event of an emergency. Data is integrated into the new DB via a website form.	Time saved from updating info. multiple locations Allows staff access to info. that they need without searching for who on staff has info.

Process to Automate	Current Process	New *Recommended* Task Process	Estimated Time Spent on Process Now (per week)	What issue will the new process solve	Cost/Time Savings
FOIA Requests	• A paper form is submitted by the requestor to Erin and shared with Natalie. • Tracked on a log in Excel. • Documents are printed and kept in a binder.	Online application. Check to see if we can store all documents electronically (scanned) to eliminate binder.	Time spent varies	Better organization. Can be accessed by necessary staff. . Data is automatically filled out in DB.	Less printing
Jr. Lifeguard Program	• A paper form is submitted by the requestor. • Tracked on a log in Excel. • Application is scanned into Admin. SharePoint by year and date. • Confirm letter sent to parents • Payment is entered into Edmunds. • The schedule is printed for the lifeguards weekly.	Share DB with lifeguards & staff	Approx. 8 hours a week between February-August.	Online application. Less printing. Lifeguards can access weekly schedules from anywhere at any time. Data is integrated into the new DB via a website form.	Printing costs. Time saved from staff having to reenter data into Excel spreadsheet.
Lifeguard Stand Sponsorship	A paper form is mailed to businesses from the previous year. The completed form is returned, scanned into the Admin. SharePoint.	Online application. Can be accessed by Public Works virtually.	This process takes place from January-May. Approx. 4 hours per week in that time frame.	Online application. Data is automatically filled out in DB. Public Works can access info. virtually.	Less printing, scanning, and staff time.

Process to Automate	Current Process	New *Recommended* Task Process	Estimated Time Spent on Process Now (per week)	What issue will the new process solve	Cost/Time Savings
	A copy of the form is given to Public Works. Public Works determines if a new sign needs to be ordered.	Automate the workflow.		Data is integrated into the new DB via a website form.	
Building Permits	• Resident/contractor comes, calls or emails for info. on the process. • Mike meets w/them to discuss their obligations • Applicant receives their preliminary clearance for the county • After county approval, Mike meets w/them again and grants permit		25-30 hrs.	Having an online form to complete will not work. Having items tracked in the DB after the permit is approved will be helpful when it's time to pull monthly and yearly reports.	
Parking Tickets	• A ticket is issued and given to Caroline to entered in Access. • Ticket is filed and monitored on a 14-day basis (for late notice mailing) • Late notice is mailed using a Word document.	Automate the late notice process.	This process is heavily done May – Oct. each year. 25-30 hrs.	Sharing information will keep everyone informed.	Staff time on sending late notices

Process to Automate	Current Process	New *Recommended* Task Process	Estimated Time Spent on Process Now (per week)	What issue will the new process solve	Cost/Time Savings
	• Notifications are tracked in Access to update status. • Payment is received and processed in Access and Edmunds.				
Length of Service	Dates are written down in Erin & Lori's calendars.	Organized into DB with reminders. Will be able to run a monthly report in advance of each Council meeting.	Approx. .5 hour	This will ensure nobody's anniversary is missed.	No cost saved, just more organized and efficient.
Time Sheets	Currently done on an Excel spreadsheet. Everyone prints their sheet, gets supervisor review and approval, and is submitted to Dean for payroll.	Uniform time sheet for all employees. Dean can access from DB.	Approx. .50 hour every other week	Better organization, more efficient. Less paper.	Cut down on time spent and printing.
Report a Concern	This is a new process we would like to start tracking in the DB. There is currently no process in place for this.			Better accessibility for residents and businesses to communicate with Town Hall.	
PD Complaint Log	TBD				
PD Inventory	TBD				
PD Officer Stats	TBD				
Board of Adjustments	An appeal is filed.	The appeal process will still be the same,			

Process to Automate	Current Process	New *Recommended* Task Process	Estimated Time Spent on Process Now (per week)	What issue will the new process solve	Cost/Time Savings
	Records are stored in a file cabinet in Mike Locke's office in perpetuity.	however we can track the status of the appeal and have historical data to associate with property records.			
Employment/Applicant Info.	A paper application is saved in a file cabinet.	Online applications eliminate the need for paper.		Applications will be saved digitally, not in a file cabinet and will be easier to access as needed. Data is integrated into the new DB via a website form.	Printing, filing time.
Employee Onboarding	TBD	Automate the process Create a checklist			Minimal
Gross Rental Receipts	TBD Whether to stay in Edmunds or incorporate into database				
Bids & Requests for Proposals	TBD				
Parking Permits	Report is generated from the property taxes information in Edmunds (Account ID, Map/Parcel, Owner's name, and Property Location).	Way to integrate the Declaration of Property status into the property tax so we know who has filled out their form and who has not.	This process is done in March for the permits to be picked up in April. 30+ hours spent on the process.	Going through the report and matching it up to the spreadsheet that we are currently keeping the Property status on.	Time saved from updating info. multiple locations Allows staff access to

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	Export to excel and sort names alphabetically. Keep columns that are needed and add one for the parking permit numbers. Start with the next available tag number and go down till the end of report to add numbers. Run another report that is generated from the property taxes information in Edmunds (Account ID, Map/Parcel, Owner's name, and mailing address) for the address labels to print. Do a word document taking the data from second report and do a mail merge. Print labels and put in envelopes for the residents with the assigned parking permit	System to assign numbers instead of us doing a manual assignment.			info. that they need without searching for who on staff has info.

Process to Automate	Current Process	New *Recommended* Task Process	Estimated Time Spent on Process Now (per week)	What issue will the new process solve	Cost/Time Savings
	number hang tag and 2 street parking decals. Check to see if they have a Declaration of Property Status on file. Property owners picks up the parking permit showing id and signing that they received the tag. Will mail if they call and request it. Some tags are given to the rental management company.				
Property Taxes	Property taxes will continue to be done in Edmunds for now. Some of the options we are looking into may have the ability to integrate with Edmunds.	Maybe track delinquent notices spreadsheet to calculate delinquencies.			
Engraved Brick Orders	• Paper applications are submitted and are given to Bryan in PW. • Payment is required at the time the form is submitted.	Online application. Can be accessed and tracked by Public Works virtually.	1 hr.		

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	• Payment is entered into Edmunds. • Event is tracked on a paper calendar in a binder.				
Resolutions/Proclamations	Stored in a shared drive and in a binder				
Declaration of Property Status	The form is filled out, signed, and sent in with the following year property taxes. Spreadsheet is generated and the appropriate status is marked. The original form is filed over with the Police clerk in alphabet order.	Integrate with the property taxes and scanned into the system. Account marked that the Declaration of Property status is on file. Automation of reporting or linkage Workflow and calendar functions for processing		5+ hours weekly.	Time saved from updating info. multiple locations Allows staff access to info. that they need without searching for who on staff has info.
Certificate of Completion	• Inspection of the home, certificate is granted	Keep as is			
Preliminary Clearance	TBD	Keep as is			

Process to Automate	Current Process	New *Recommended* Task Process	Estimated Time Spent on Process Now (per week)	What issue will the new process solve	Cost/Time Savings
CRS Reporting and Deadlines	• Spreadsheet maintained by Mike	Integrate data into new DB. Eliminate the need for a separate spreadsheet		Creating an electronic checklist for items to track and the status of the to-do items would save time during the reporting process	The list would be maintained throughout the year and would not require a mass assembly of information during the reporting process
Drainage Maintenance	• Spreadsheet maintained by Mike	Integrate data into new DB. Eliminate the need for a separate spreadsheet			
Drainage Inventory	• Spreadsheet maintained by Mike	Integrate data into new DB. Eliminate the need for a separate spreadsheet			
Commercial Properties	TBD Mike Locke)	Perhaps just a simple checkmark to identify as commercial (generate a report??)			
Checklist for Approvals	TBD (Mike Locke)				
Commercial Business Permits - Signs	TBD (Mike Locke)				

Process to Automate	Current Process	New *Recommended* Task Process	Estimated Time Spent on Process Now (per week)	What issue will the new process solve	Cost/Time Savings

Hopes and desires of staff:

- Establish and maintain a reliable resident and business database to easily communicate information to both.
- Create a system to maintain historical data for the town.
- User-friendly system.
- Provides an auditing feature that allows data change tracking and restores data based on time stamps, if necessary.
- Allows administrators to set permission levels for data integrity.
- Cloud-based option that can be utilized remotely by police in the field or other staff in the event of an emergency or natural disaster.

Summary of Estimated system/automation Savings/Benefits for just the High and Medium priority areas:

Area of Improvement	Comments on Current Process	Estimates of Savings/Improvement with modern functionality
Business Licenses	Applications and invoices are manual, paper and mail-based processes.	Benefits of faster/better revenue receipt, service to residents, accuracy. Annual savings at least **$12,980**.
Elections	Paper processes for voter residents and candidates. Data entry into Access database (Access is reaching end of life), and form scanning. Data and forms can be lost, and are not connected to properties.	Voter, candidate, and Power of Attorney forms are all electronic, automatically saving data and completed forms in the system. Eliminates lost forms and data, reduces errors, eliminates duplicate data entry and its errors. Improves the quality and integrity of the election system. Reporting generated automatically, from a single source system, saving labor (amount TBD).
Bonfire Permits	Paper permits and process today.	Online permit requests and processing, directly into the new system. Time savings TBD.

Emergency Contact Info	Continuous paper or email form process. Data entry into 2 systems (Police and Admin). Time spent searching, updating.	Single cloud database source of truth for all authorized parties. Residents can provide/update their own info directly into the system if desired. Automated process to request updates from residents. Easy to see any missing info., all the time. **Provides improved resident Safety, Security, for both Police and Town Admin. Better emergency response. *Lowers Risk of harm and damage from missing emergency information.*** Est. annual savings at least **$2,160**.
Jr. Lifeguard Program	Paper applications, letters, weekly schedules.	Online applications, paperless process. Letters auto-generated and emailed. Weekly schedules available online. Annual labor savings est. **$2,240**.
Parking Tickets		Automated notifications, reducing labor, improving accuracy and revenue collection. Revenue improvement TBD. Annual labor savings estimated at **$2,925**.
Time Sheets	Individual spreadsheets filled out, emailed and approved/processed individually.	Since, central time entry, approvals and record-keeping in the system. Improved process and time savings for all timesheet employees. No more emailing spreadsheets or individual approvals. All timesheet data automatically, centrally kept in system. Reduce pay errors, better auditing. Labor savings TBD.
Report a Concern	New service and functionality not provided today.	Web form (even QR codes in the community if desired) to collect reports in the system in real-time, providing a newly modern level of service and potentially safety. Providing services like this require a system, to collect, store, process and report.
Police Dept: Complaint Log, Inventory, Officer Stats		New central system functionality to hold these things provides central (even mobile), secure,

		real-time access for important information, improving police dept. functions and administration. Quantified value TBD.
Parking Permits	Multiple manual steps in multiple places to gather info and generate these in April.	Automated generation from central system. Annual labor savings at least **$1,800**, and better access to information.
Declaration of Property Status	Paper form, data entry into Excel, paper forms sent for physical filing.	Online form and paperless process. Eliminate data entry, paper handling and filing, and have all info centrally, securely accessible from anywhere. Est. annual labor savings: **$3,750**.
Other areas that are modernized/automated/improved.		New system can modernize as many town and police functions as are desired. Similar areas and magnitudes of savings and improvement as above. Results in better, modern government and service.
Summary		The annual total of the quantified savings above is **$26,043**. This is only a partial list of savings, and many other benefits and value are qualitative, as listed.

Assumptions:

- Conservative cost of labor at $20/hr.