



# MEMORANDUM

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AGENDA ITEM NO. 7 (B)

**TO:** Honorable Chairperson Barbara-Carey Shuler, Ed.D.  
and Members, Board of County Commissioners

**DATE:** September 16, 2003

**FROM:** George M.   
County Manager

**SUBJECT:** Report on Proposed  
Paperless Communications  
Resolution

On July 15, 2003, the Governmental Operations and Environment Committee (the Committee) considered a resolution (032068) sponsored by Commissioner Bruno A. Barreiro that would require all official communications in Miami-Dade County government, including those from the Board of County Commissioners (the Board), individual members of the Board, the County Mayor, the County Manager, and all County Departments, and their respective staff members, including, but not limited to, all internal correspondence, reports, and Committee and Board agendas, be in paperless (electronic) form, subject to an opt-out provision. Prior to forwarding this item to the Board, the Committee has requested staff estimate the cost and reasonable timeframe for implementing this resolution.

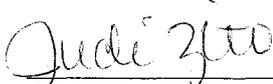
There are numerous benefits associated with an automated environment, more appropriately dubbed 'less paper' rather than 'paper-less'. Miami-Dade County has already begun the process of converting to a "less paper" environment. The effort started many years ago with the Clerk of Court's Simultaneous Paperless Image Retrieval Information Technology (SPIRIT) project. For other County departments this effort started in earnest approximately three years ago. Much progress has been made to date, particularly with the agenda process, access to property files, e-procurement (DPM bids online), and the management of employee records.

With respect to this resolution, it is the Manager's recommendation that the efforts to automate document creation, storage, retrieval and dissemination continue. Efforts to fully automate a county function should be evaluated based upon several criteria, including:

- Security and legal requirements – Does the document or process proposed for automation have any security or confidentiality implications and if so, is there an adequate technology solution in place to manage such a requirement in accordance with any and all legal requirements? Have records retention schedules been adequately addressed?
- Accessibility - Does the target audience for the proposed automation have the necessary access to electronic devices that would be required to create access and/or distribute the information?
- Benefit – Is there a clear benefit that will result from the automation of this process, including but not limited to lower costs, simplified business processes, timeliness, improvement of critical decision-making, and enhanced public perception?
- Opt out alternatives – Have opt out alternatives been addressed?
- Contingency planning - If electronic processes are not available, have contingency methods been established?
- Costs – Is the project adequately funded?

These are elements that are included in the county's practice of developing a Business Case for the implementation of technology solutions. During this process, the county will be able to estimate the time and costs associated with automating the many processes involved in county administration.

Once the criteria has been met and the process automated, county personnel will be mandated to utilize the electronic method, as has been the case with the automation of the county legislative process since 1996. Elected officials will be provided with the opportunity to 'opt' out of electronic processes and request that information dissemination into and out of their office be handled in a traditional paper fashion. The County will continue to provide information to the public in both paper and electronic form.

  
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Chief Information Officer