

RESOLUTION NO. 2024-_____

A Resolution of the City of Spokane City Council Signaling the Intent to Transition to a Paperless System by the Year 2027 for Enhanced Efficiency, Cost Savings, Improved Constituent Services, and a Phased Implementation Approach.

WHEREAS, the City of Spokane is committed to fiscal responsibility, operational efficiency, resource reduction, and providing superior services to constituents through the adoption of innovative digital solutions; and

WHEREAS, the City Council and Mayor's office recognize the power of leading by example, committing to personal and organizational changes that collectively drive the city towards a more effective and efficient future; and

WHEREAS, the transition to a paperless system presents an opportunity for significant cost savings and streamlined operations during a time of extreme budget fragility, along with improved accessibility and quality of municipal services, as demonstrated by successful initiatives in cities worldwide; and

WHEREAS, a strategic, phased approach to implementing paperless processes acknowledges the unique needs of different city departments, state and federal record keeping requirements, while ensuring a smooth and effective transition;

WHEREAS, the City's 2021 Sustainability Action Plan identifies the need for conserving materials, reducing waste, and diverting it from incineration and landfills to save money and reduce greenhouse gas emissions.

WHEREAS, a strategic, phased approach to implementing paperless processes acknowledges the unique needs of different city departments, state and federal record keeping requirements, while ensuring a smooth and effective transition;

WHEREAS, digitized documents provide better outside transparency for government processes as data is more digitally available to staff and constituents in searchable databases rather than only through individual record requests; and

WHEREAS, the savings of going paperless extends beyond just the cost of the paper - printing costs include toner, ink, printers and their maintenance in addition to photocopier machines which are expensive to purchase and maintain; and

NOW THEREFORE, BE IT RESOLVED the City of Spokane City Council hereby commits to the following comprehensive plan to achieve a paperless system by 2027:

- **Voluntary Reduction by Council Members and the Mayor:**
 - Commit to a 90% reduction in individual paper use by the end of 2024, demonstrating leadership and accountability in the city's digital transformation efforts.
- **Cost-Benefit Analysis and Technology Investment:**

- Conduct a cost-benefit analysis to quantify savings and allocate budget for digital infrastructure, ensuring secure, efficient, and accessible digital workflows.
- **Identification of Departmental Paperless Processes:**
 - Each city department will develop a detailed plan for transitioning to paperless operations, identifying necessary technologies, training, and timelines, as well as obstacles such as state or federal record-keeping requirements.
- **Phased Implementation Across Departments:**
 - Implement paperless processes in a phased approach, starting with pilot departments and aiming for completion across most departments by Q1 2027, with continuous monitoring, adjustment, and support.
- **Training, Support, and Public Engagement:**
 - Provide comprehensive training and support for city employees and engage with constituents to highlight the initiative’s benefits and solicit feedback for continuous improvement.
- **Performance Metrics:** Establish performance metrics to monitor cost savings, efficiency gains, service improvements, and environmental benefits, ensuring the initiative meets its objectives.

BE IT FURTHER RESOLVED that this resolution embodies the City of Spokane's commitment to innovation, fiscal responsibility, and environmental stewardship, setting a precedent for digital excellence in municipal governance.

Passed by the City Council this ____ day of _____, 2024.

City Clerk

Approved as to form:

Assistant City Attorney