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.

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City Clerk

Approved as to form:

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Assistant City Attorney