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TRANSMITTAL MEMORANDUM

TO: The Honorable Mayor & City Council Initials: 

FROM: Delilah A. Walsh, City & General Manager File #: MGR24-558

DATE: August 23, 2024 Mtg. #: 09/05/24 CAd

RE: **Resolution № 24-2938, Amending the 2024 General Government Operating and Capital Budget to Provide a Supplemental Appropriation for the Finance Department in the Amount of \$69,000; Authorizing Budget Transfers from the Appropriated Reserves of the General Fund, Solid Waste Services Fund, Wastewater Services Fund, Harbor Fund, Port Fund and KPU Enterprise Fund in the Amounts of \$28,060, \$2,400, \$1,850, \$1,245, \$3,015 and \$32,430, Respectively; and Establishing an Effective Date**

The motion detailed below was prepared at the request of Finance Director Michelle Johansen and Telecommunications Division Director Dan Lindgren at my behest to find a system that is more efficient and meets the needs of all departments and divisions. If approved, resolution № 24-2938 makes a one-time transfer of funds from various fund reserves in order to implement a new timekeeping system for the entire organization. This is in line with the Council's efforts to promote efficiency and remove time-demanding tasks.

As outlined in the Telecommunications Division's memo, the NetDuty system was identified as the preferred choice following a thorough evaluation of various timekeeping software options. This system will provide a standardized platform for time and attendance recording, pay rule management, benefit accrual administration, and data integration with our current financial management system.

To proceed with this purchase, the Finance Department's 2024 Annual Operating and Capital Budget must be amended to allocate the necessary funds and increase interdepartmental revenues and services. Resolution № 24-2938 has been prepared to accomplish this, authorizing the City Manager to transfer funds from the appropriated reserves of the General Fund, Solid Waste Services Fund, Wastewater Services Fund, Harbor Fund, Port Fund, and KPU Enterprise Fund.

The total project budget for the implementation stage is \$68,679, which includes the cost of the NetDuty software (\$25,454) and implementation services from Rainyrock Consulting (\$43,225). This expenditure will be allocated to the Finance Department's contract services and professional services accounts and will benefit all city departments.

The Telecommunications Division has expressed a strong desire to move forward with this project as their current timekeeping system using Google Docs is inefficient and costly. By implementing

NetDuty, we can streamline our timekeeping processes, improve accuracy, and reduce ongoing expenses. I recommend that the City Council approve the budget transfer and authorize the purchase of the NetDuty timekeeping system and implementation services. This investment will enhance our operational efficiency, improve data accuracy, and provide a valuable tool for managing our workforce.

Prior to consideration of Resolution № 24-2938, a public hearing is required. The City Clerk's Office has scheduled such a public hearing for the beginning of the City Council meeting of September 5, 2024. Following the public hearing, the City Council may consider the resolution.

A motion has been prepared for City Council consideration.

**Recommended Motion:** I move the City Council pass Resolution № 24-2938, amending the 2024 General Government Operating and Capital Budget to provide a supplemental appropriation for the Finance Department in the amount of \$69,000; authorizing budget transfers from the Appropriated Reserves of the General Fund, Solid Waste Services Fund, Wastewater Services Fund, Harbor Fund, Port Fund and KPU Enterprise Fund in the amounts of \$28,060, \$2,400, \$1,850, \$1,245, \$3,015 and \$32,430, respectively; and establishing an effective date.

**MEMORANDUM**  
**CITY OF KETCHIKAN, ALASKA**  
**Finance Department**  
*Office of the Finance Director*

*Michelle L. Johansen, Finance Director*  
*Meghan Traudt, Financial Analyst*  
*Phone: (907) 228-5621*  
*Facsimile: (907) 228-5617*

**To:** Delilah A. Walsh, City Manager/KPU General Manager

**From:** Michelle L. Johansen, Finance Director

**Date:** August 12, 2024

**Subject:** **Resolution No. 24-2938, Amending the 2024 General Government Operating and Capital Budget to Provide a Supplemental Appropriation for the Finance Department in the Amount of \$69,000; Authorizing Budget Transfers from the Appropriated Reserves of the General Fund, Solid Waste Services Fund, Wastewater Services Fund, Harbor Fund, Port Fund and KPU Enterprise Fund in the Amounts of \$28,060, \$2,400, \$1,850, \$1,245, \$3,015 and \$32,430, Respectively; and Establishing an Effective Date**

As noted in the Telecommunications Division memo a time keeping system has been identified to satisfy the directive to move all departments to one time-keeping system. The NetDuty time keeping system is the preferred system for the City and KPU. If the Council desires to move forward with this purchase the Finance Department's 2024 Annual Operating and Capital Budget will need to be amended to provide the appropriation and increase the interdepartmental revenues and services. Resolution No. 24-2938 has been prepared for the purpose of amending the 2024 General Government and KPU Operating Budget to provide for the supplemental appropriation and authorizing the City Manager to transfer funds from the appropriated reserves of the General Fund, Solid Waste Services Fund, Wastewater Services Fund, Harbor Fund, Port Fund and KPU Enterprise Fund. Both steps are required in order to provide additional funding in the Finance Department's contract services and professional services accounts.

I recommend that the City Council pass Resolution No. 24-2938. A public hearing for the budget amendment will be required. The City Clerk, Kim Stanker, has been requested to schedule a public hearing for September 5, 2024, and to provide for the proper public notice of such hearing.

**Recommended Motion:**

I move the City Council pass Resolution No. 24-2938, amending the 2024 General Government Operating and Capital Budget to provide a supplemental appropriation for the Finance Department in the amount of \$69,000; authorizing budget transfers from the Appropriated Reserves of the General Fund, Solid Waste Services Fund, Wastewater Services Fund, Harbor Fund, Port Fund and KPU Enterprise Fund in the amounts of \$28,060, \$2,400, \$1,850, \$1,245, \$3,015 and \$32,430, respectively; and establishing an effective date.

**CITY OF KETCHIKAN, ALASKA**

**RESOLUTION NO. 24-2938**

**A RESOLUTION OF THE CITY OF KETCHIKAN, ALASKA AMENDING THE 2024 GENERAL GOVERNMENT OPERATING AND CAPITAL ANNUAL BUDGET TO PROVIDE SUPPLEMENTAL APPROPRIATIONS FOR THE FINANCE DEPARTMENT IN THE AMOUNT OF \$69,000; AUTHORIZING VARIOUS BUDGET TRANSFERS FROM THE APPROPRIATED RESERVES OF THE GENERAL FUND, SOLID WASTE SERVICES FUND, WASTEWATER SERVICES FUND, HARBOR FUND, PORT FUND AND KPU ENTERPRISE FUND IN THE AMOUNTS OF \$28,060, \$2,400, \$1,850, \$1,245, \$3,015 AND \$32,430, RESPECTIVELY; AND ESTABLISHING AN EFFECTIVE DATE**

**WHEREAS**, the City of Ketchikan, Alaska General Government Operating and Capital Annual Budget and appropriations for the year 2024 were adopted by the City Council with the passage of Resolution No. 23-2901; and

**WHEREAS**, the City of Ketchikan, Alaska Ketchikan Public Utilities Operating and Capital Annual Budget and appropriations for the year 2024 were adopted by the City Council with the passage of Resolution No. 23-2902; and

**WHEREAS**, the Council desires to make available additional interdepartmental revenues and an appropriation in the amount of \$69,000 to fund a new time-keeping software system and implementation services; and

**WHEREAS**, the Council desires to approve budget transfers for interdepartmental charges that are required to fund the software purchase and implementation services.

**NOW, THEREFORE, BE IT RESOLVED** by the Council of the City of Ketchikan, Alaska as follows:

**Section 1:** The 2024 revenues and appropriations of the General Fund are hereby amended as follows:

*Revenues:*

<i>Interdepartmental Revenue-Administration Solid Waste</i>	<i>\$2,400</i>
<i>Interdepartmental Revenue-Administration Wastewater</i>	<i>1,850</i>
<i>Interdepartmental Revenue-Administration Harbor</i>	<i>1,245</i>
<i>Interdepartmental Revenue-Administration Port</i>	<i>3,015</i>
<i>Interdepartmental Revenue- Administration KPU</i>	<i>32,430</i>

*Appropriations:*

*Finance Department*

<i>Contract Services - Software &amp; Equipment Account 635.04</i>	<i>\$25,455</i>
<i>Professional Services - Management and Consulting Account 640.04</i>	<i>\$43,545</i>

**Section 2:** The City Manager is authorized to transfer \$28,060 from the appropriated reserves of the General Fund to the Mayor and Council's lobbying services account.

**Section 3:** The City Manager is authorized to transfer \$1,214 from the appropriated reserves of the Solid Waste Services Fund to the Public Works Department, Solid Waste Disposal Division's Interdepartmental Charges-Administrative Services account.

**Section 4:** The City Manager is authorized to transfer \$1,186 from the appropriated reserves of the Solid Waste Services Fund to the Public Works Department, Solid Waste Collections Division's Interdepartmental Charges-Administrative Services account.

**Section 5:** The City Manager is authorized to transfer \$1,850 from the appropriated reserves of the Wastewater Services Fund to the Public Works Department, Wastewater Division's Interdepartmental Charges-Administrative Services account.

**Section 6:** The City Manager is authorized to transfer \$1,245 from the appropriated reserves of the Harbor Fund to the Harbor Department's Interdepartmental Charges-Administrative Services account.

**Section 7:** The City Manager is authorized to transfer \$3,015 from the appropriated reserves of the Port Enterprise Fund to the Port Department's Interdepartmental Charges-Administrative Services account.

**Section 8:** The KPU General Manager is authorized to transfer from the appropriated reserves of the KPU Enterprise Fund to the Electric, Telecommunications and Water Divisions Interdepartmental Charges-Administrative Services accounts in the amounts of \$15,890, \$12,650 and \$3,890, respectively.

**Section 9:** This resolution shall become effective immediately upon passage.

**PASSED AND APPROVED** this 5th day of September, 2024.

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David Kiffer, Mayor

ATTEST:

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Kim Stanker, City Clerk



## Memorandum

**To:** Michelle Johansen, Finance Director

**From:** Dan Lindgren, KPU Telecommunications Division Manager

**Date:** August 8, 2024

**Subject:** **Procurement of Time and Attendance Software and Professional Services from NetDuty and Rainyrock Consulting**

The purpose of this memorandum is to request the procurement of time and attendance software from NetDuty, and Implementation services from Rainyrock Consulting. This action supports the City Council's core purpose "to provide the affordable services and reliable infrastructure necessary for citizens to flourish" by bringing a common operating platform for time and attendance recording, management of pay rules, administration of benefit accruals, and data export into the financial management system.

### Background

Starting in 2023, The City of Ketchikan retained Rainyrock Consulting to aid in developing a common time and attendance process for the City of Ketchikan and KPU.

During Phase I the initial objective was to conduct an unbiased requirements-gathering effort to capture the city's needs and wants. All departments participated in the requirements gathering session. That culminated in the creation of a time and attendance software requirements list.

Phase II was to create a detailed gap analysis for the four proposed systems:

1. NetDuty – existing Fire Department System
2. Tyler Time and Attendance – existing City financial system
3. When I Work Inc.
4. iSolved

This resulted in the creation of a time and attendance requirements gap analysis. netDuty was identified as the preferred vendor based on the GAP analysis

We are at the point where we need to procure the time and attendance software from netDuty for \$25,454 (includes 10 hours of custom programming) and the professional services of Rainyrock Consulting for implementation and training for \$43,225. The total project budget for the implementation stage is \$68,679 requiring a budget transfer and approval from the City Council.

The Telecom Division is anxious to move this project forward as their timekeeping system through Google Docs needs to be retired to save the ongoing expenditure of that software.

As discussed, this will require a budget amendment and budget transfer from appropriated reserves. It was determined that the expense for this project would be in the Finance Department budget and ultimately distributed to all departments.

Cc: Delilah Walsh, City/KPU General Manager  
Lacey Simpson, KPU Assistant General Manager  
Michelle Johansen, City Finance Director

## Detailed Project Charter

**Project Name:** netDuty Procurement and Implementation

**Project Manager:** Jeff Schultz

**Date:** 3/28/2024

### Vision Statement

Bringing a common operating platform for time and attendance recording, management of pay rules, administration of benefit accruals and export of data into the financial management system is critical for the City of Ketchikan's goals of efficiency, oversight and transparency.

### Problem Statement

The City of Ketchikan operates several departments servicing the needs of its citizens and the greater Ketchikan area. Currently, department employees record their work hours, access their benefit accruals, request time off and manage other related time and attendance functions through a variety of electronic and paper capture and record modes, access portals and on demand reports. Each department head or Subject Matter Expert is then responsible for reviewing, approving, and uploading of the T&A data into the payroll/accounting system software. Except for one (1) department, upload is a manual data input process.

KPU Telecom initiated an effort to migrate from Google Docs to an unidentified platform for recording employee time and attendance. City and department leadership expanded that effort to identify and implement a solution that would provide a common operating picture for all departments while eliminating inefficiency and reducing error.

### Solution Statement

#### Solution

Identify and implement a common operating system for time and attendance recording and data migration to the city's financial and accounting system.

#### Criteria for Evaluation

##### Phase 1

- Catalog current time and attendance recording process from Subject Matter Experts (SME), department heads and leadership.
- Document requirements and use cases for evaluation of potential solutions.
- Deliver findings report and make recommendations on next steps.

##### Phase 2

- Research and request solutions from potential vendors.
- Evaluate responses and perform a gap analysis of solution functionality and documented requirements.
- Make recommendations on the best solution.

##### Phase 3

- Engage successful vendor.
- Negotiate software or SAAS licensing, S&A contracts
- Implement solution.





Scope	
In Scope	Out of Scope
Solution license negotiation and procurement. Stakeholder prioritization. Implementation schedule development. Detailed requirements and use case documentation by department. Software test dev environment stand-up (sandbox). Software configuration and rule development. Testing. Stakeholder approval. Migration to production environment. Testing. Stakeholder approval. Training development. User training. Flash cut to new system. Go live.	Addition of stakeholder identified outside the initial requirements and use case event. (Phase 1) Phase 2 solution recommendation change. Changes to existing dependent systems. WBS changes after initial project sponsor approval. Project delays due to vendor insolvency or ownership change. Work stoppage due to grievance, CBA negotiation or strike. Custom API development for NewWorld integration above existing that supports KFD.
Work Breakdown Structure – provided after charter approval	
Responsibility Matrix – provided after charter approval	
Assumptions	
Budget approved and available to adequately fund procurement and implementation. Successful contract negotiation with proposed software vendor. Stakeholder availability for timely resolution of conflicts and risks. Adequate availability of subject matter experts from each department. City of Ketchikan/KPU IT support for integration with existing dependent systems. Minimal vendor customization to meet stakeholder requirements.	

Constraints	
Support resource availability. Summer season staffing and workload conflicts.	
Risk Factors	
Approvals needed above Project Sponsor level. Budget reprioritization. Subject matter expert skill adequacy. End user acceptance. Vendor bandwidth. NewWorld long term support.	
Stakeholders	
Ketchikan Fire Department (KFD) Ketchikan Police Department (KPD) Solid Waste Finance & Accounting Ketchikan Public Utilities <ul style="list-style-type: none"> <li>Electric</li> <li>Telecom</li> <li>Customer Service</li> <li>Water</li> </ul> Ports and Harbors Ketchikan Public Library Admin (City Clerk staff, City Manager staff) Civic Center	Human Resources Museum Public Works <ul style="list-style-type: none"> <li>Building Inspections</li> <li>Maintenance</li> <li>Engineering</li> <li>Garage</li> <li>Solid Waste</li> <li>Water Waste</li> </ul> Tourism
Major Milestones	

<ol style="list-style-type: none"> <li>1. Project plan approval.</li> <li>2. Budget approval.</li> <li>3. Software procurement.</li> <li>4. Implementation prioritization.</li> <li>5. Sandbox creation.</li> <li>6. Software partition development.</li> <li>7. Work rule development (by department).</li> <li>8. NewWorld integration.</li> <li>9. Alpha testing (by department).</li> <li>10. Beta testing (by department).</li> </ol>	<ol style="list-style-type: none"> <li>11. End user training (by department).</li> <li>12. Flash cut to production environment (by department).</li> <li>13. Go live (by department).</li> <li>14. Sunset replaced system.</li> <li>15. Repeat for each department.</li> <li>16. System documentation delivery.</li> <li>17. Project wrap-up meeting.</li> </ol>
<b>Project Schedule – TBD</b>	
<b>Signatures</b>	
<b>Project Manager:</b> _____  <b>Client Coordinator:</b> _____  <b>Project Sponsor:</b> _____	<b>Date:</b> _____  <b>Date:</b> _____  <b>Date:</b> _____

