

R9 AD DISCUSS/TAKE ACTION: PERSISTENT DEFECTS IN THE GRANICUS
ONEMEETING ELECTRONIC AGENDA MANAGEMENT SYSTEM AND LACK OF
FUNCTIONALITY FOR "RESIDENTS RIGHT TO KNOW" AND "MB RESIDENT
CONNECT" FEATURES.

Applicable Area:



COMMISSION MEMORANDUM

TO: Honorable Mayor and Members of the City Commission

FROM: Commissioner Laura Dominguez

DATE: December 11, 2024

TITLE: DISCUSS/TAKE ACTION: PERSISTENT DEFECTS IN THE GRANICUS ONEMEETING ELECTRONIC AGENDA MANAGEMENT SYSTEM AND LACK OF FUNCTIONALITY FOR "RESIDENTS RIGHT TO KNOW" AND "MB RESIDENT CONNECT" FEATURES.

RECOMMENDATION

BACKGROUND/HISTORY

ANALYSIS

In May 2023, the City of Miami Beach entered into a Professional Services Agreement with Granicus LLC ("Granicus") pursuant to RFP 2022-056-WG for an Electronic Agenda Management System (the "OneMeeting System"), which is intended to provide a more streamlined and efficient process for managing City agendas and notifications. This agreement was later amended by a Consent of Assignment on August 1, 2023, with Prime Government Solutions, Inc. ("Prime"), followed by the First Amendment to the Agreement on June 24, 2024.

Despite the City's good-faith efforts to work with Granicus to resolve issues with the OneMeeting System, significant defects continue to hinder its proper functionality. Since the program went live on June 26, 2024, these defects have disrupted City operations, leading to a failure in meeting the agreed-upon terms of the Agreement and the expectations set forth for the OneMeeting System. Key features and functions critical to the City's operations, particularly the "Residents Right to Know" and "MB Resident Connect" features, have not been implemented.

Issues:

1. Failure to Implement Key Features:

- The "Residents Right to Know" and "MB Resident Connect" features, which are critical to delivering targeted notifications to residents, have not been properly integrated or implemented into the OneMeeting System. These features were required to comply with the City's "Residents Right to Know" ordinance and to provide timely, relevant updates to residents. The features were a part of the previous Novus Electronic Agenda OneMeeting System and were essential for:

- Sending electronic notifications to registered users about topics of interest based on specific keywords or phrases published on public meeting agendas.
- Offering targeted notifications for residents based on their geographical areas, including Mid-Beach, North Beach, South Beach, or all areas.

2. Lack of Key Functionalities:

- The OneMeeting System has not provided the necessary functionalities promised, which were critical in ensuring the accurate, timely distribution of information to residents. These include:
 - Ability to search agendas by keywords, date range, and meeting types.
 - Ability to search agenda items by applicable areas (e.g., Mid-Beach, North Beach, South Beach), and date range.
 - Ability to search agenda items marked as "Residents Right to Know" and related to specific geographic areas.
 - Access to agenda items and full agendas in both HTML and PDF formats by ID or meeting ID.
 - Integration capabilities, such as the provision of a REST API to allow for integration with other platforms or applications, which is essential for seamless operation and resident engagement.

3. Impact on City Operations:

- As a result of the continued defects in the OneMeeting System, City staff has been forced to manually fulfill requests for information that the OneMeeting System should be capable of fulfilling. This has led to delays in responding to resident inquiries, inaccurate or incomplete information being provided, and valuable City time and resources being diverted to address the shortcomings of the OneMeeting System.

4. Failure to Meet Expectations:

- The City has made a substantial investment in the OneMeeting System with the expectation that it would improve efficiency and service to residents. However, the continuing issues with the OneMeeting System undermine the City's ability to meet these goals. It is essential that the OneMeeting System be brought into full compliance with the Agreement and provide the promised functionality to ensure that residents receive the most accurate, timely, and relevant information.

Discussion:

The Administration has indicated its intent to send a default notice to Granicus. The City Administration should be prepared to discuss the plan to resolve these issues if Granicus fails to remedy the defects in the OneMeeting software, specifically regarding the implementation of the "Residents Right to Know" and "MB Resident Connect" features. The Administration should also be prepared to address the financial implications of continuing to work with Granicus versus seeking alternative solutions, including any costs associated with system modifications, delays, or replacement.

FISCAL IMPACT STATEMENT

N/A

Does this Ordinance require a Business Impact Estimate?

(FOR ORDINANCES ONLY)

If applicable, the Business Impact Estimate (BIE) was published on:

See BIE at: <https://www.miamibeachfl.gov/city-hall/city-clerk/meeting-notices/>

FINANCIAL INFORMATION

CONCLUSION

Applicable Area

Citywide

**Is this a "Residents Right to Know" item,
pursuant to City Code Section 2-17?**

No

**Is this item related to a G.O. Bond
Project?**

No

**Was this Agenda Item initially requested by a lobbyist which, as defined in Code Sec. 2-481,
includes a principal engaged in lobbying?** No

If so, specify the name of lobbyist(s) and principal(s):

Department

City Attorney

Sponsor(s)

Commissioner Laura Dominguez

Co-sponsor(s)

Condensed Title

Discuss Persistent Defects in OneMeeting, Resident Connect Feature. (Dominguez)