



**CITY OF ROCK ISLAND  
CITY COUNCIL STUDY SESSION  
April 24, 2023 - 5:00 p.m.**

**Location:  
City Council Chambers, City Hall, 3rd Floor  
1528 Third Avenue, Rock Island, IL**

[Watch Live](#)

## **CALL TO ORDER**

**THIS MEETING WILL BE CONDUCTED BY AUDIO AND VIDEO CONFERENCE WITHOUT A PHYSICALLY PRESENT QUORUM OF THE ROCK ISLAND CITY COUNCIL DUE TO THE DISASTER DECLARATION ISSUED BY GOVERNOR PRITZKER.**

Because of this order related to COVID-19 health concerns affecting the State and the City, the Mayor has determined that an in-person meeting at City Hall with all participants may not be practical or prudent.

Alderspersons and Staff may not all be physically present at City Hall due to the disaster and physical attendance at City Hall may be limited. To participate remotely during the Public Comment or Public Hearing portion of the meeting, please join by phone at +1 304-512-0024 PIN: 807 815 371#

## **ROLL CALL**

## **PUBLIC COMMENT**

## **CITY SOFTWARE (ERP) PROJECT INTRODUCTION - PLANTE MORAN**

Documents:

[ERP PROJECT - CITY SOFTWARE PRESENTATION.PDF](#)

## **DOWNTOWN PROJECT UPDATE**

Documents:

[STUDY SESSION - DOWNTOWN UPDATE.PDF](#)

## **MOTION TO ADJOURN.**

Motion: Motion whether or not to adjourn.

RC: Roll Call vote is needed.

*This agenda may be obtained in accessible formats by qualified persons with a disability by making appropriate arrangements from 8:00 am to 5:00 pm, Monday through Friday, by contacting the [City Clerk's Office](#) at (309) 732-2010 or visiting in person at: 1528 Third Avenue, Rock Island, IL 61201.*



plante moran

Audit. Tax. Consulting.  
Wealth Management.

# ERP Project Introduction

City of Rock Island, IL | April 24, 2023



ROCK ISLAND  
ILLINOIS



# Agenda

- Project Team
- What is ERP?
- Project Approach
- Next Steps
- Questions



# Project Team



# Plante Moran Project Team



**Mike Riffel**  
Engagement Partner



**Mike Blickhahn**  
HCM/Payroll Expert



**Natalie Schwarz**  
Project Director



**Caroline Glass**  
Community Dev. Advisor



**Nina Rajcevic**  
Project Manager



**Diane Langham**  
Financials Expert



**Adam Ben-Moche**  
Project Consultant



**Tracey Rau**  
Utility Billing Expert



**Stacey Mansker-Young**  
Technical Expert



**Payton Williams**  
Utility Billing Advisor



# Plante Moran



**1924**

Year Founded



**3,300+**

Staff



**24**

Offices  
Worldwide



**50**

States with  
clients



**150+**

Countries with  
clients



**45+**

Services  
available



**50+**

Years  
Government  
experience



**100+**

Government  
Technology  
Consulting  
clients



**85+**

Clients just like  
you over last ten  
years



# We work on similar projects Nationwide

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Village of Montgomery, IL

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Village of Arlington Heights, IL

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City of St. Charles, IL

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Village of Glencoe, IL

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City of Peoria, IL

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Village of Elk Grove, IL

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Village of Park Forest, IL

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City of Lake Forest, IL

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Village of Northbrook, IL

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Great Lakes Water Authority, MI

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Town of Little Elm, TX

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Placer County Water Agency, CA

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State of Washington

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City of Pflugerville, TX

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State of Nevada

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City of St. Louis, MO

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City of Wauwatosa, WI

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City of Delaware, OH

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Yakima County, WA

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City of O'Fallon, MO

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City of Georgetown, TX

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Town of Jupiter, FL

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Milwaukee County, WI

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City of North Miami Beach, FL



# Knowledge of the Vendor Marketplace

## Public Sector Focused Team

- National Footprint
- Industry Best Practices

## Public Sector Vendor Expertise

- Vendor Independence
- Vendor Liaison Program
- Vendor Marketplace Visibility
- Vendor Trends



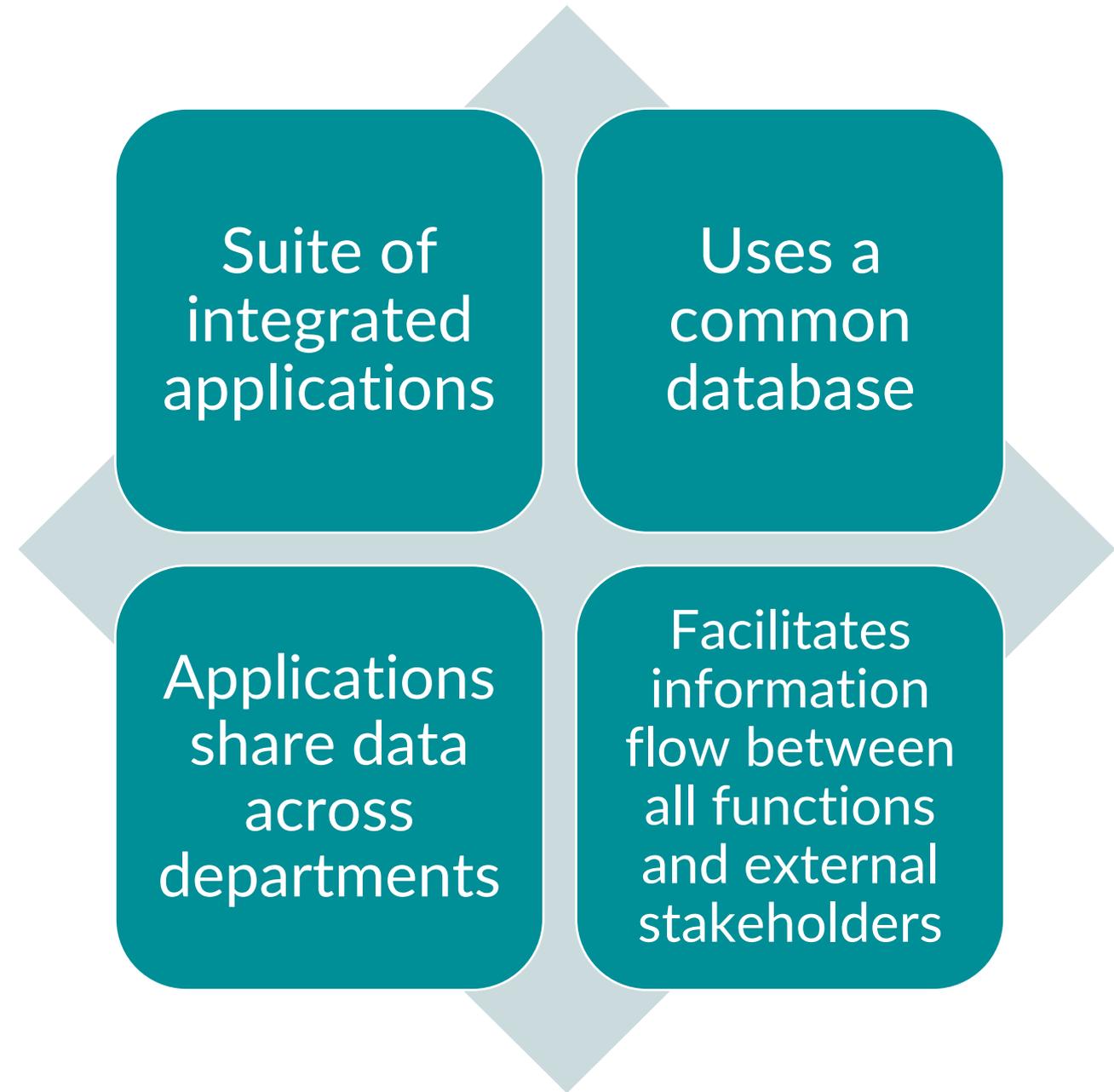


# What is ERP?



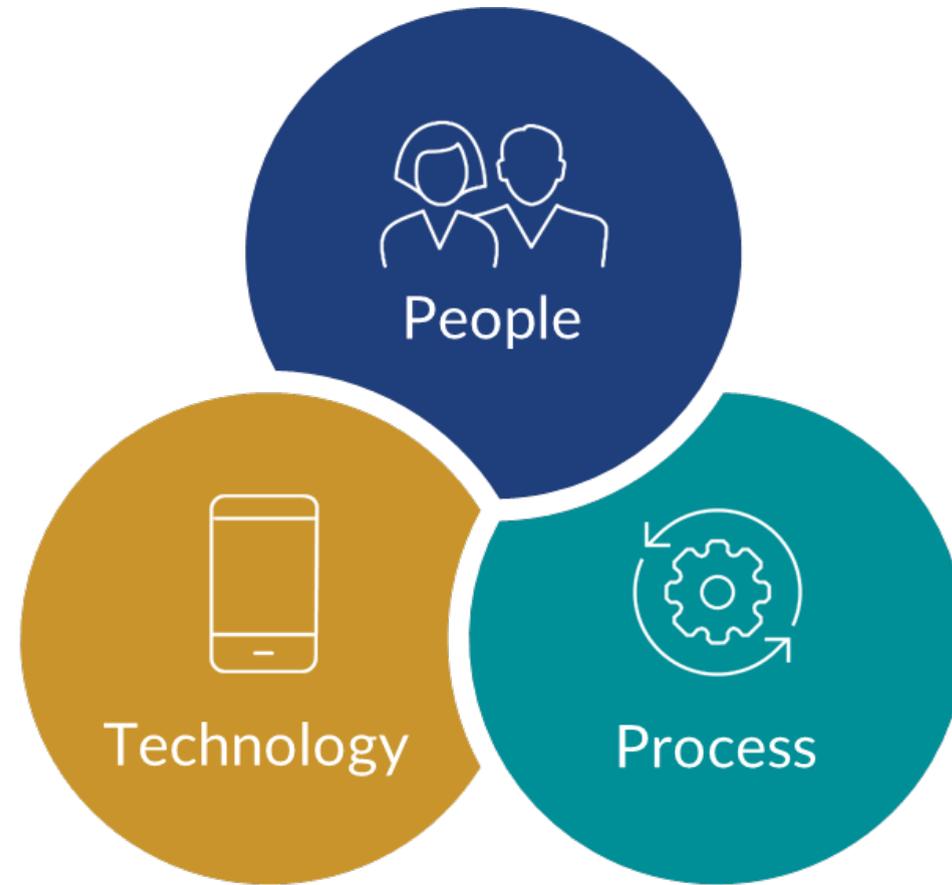
# What is ERP?

## Enterprise Resource Planning





# Not Just a Technology Project





# Project Approach



# Why are we doing this?



Process inefficiencies exist due to system limitations



Shadow systems and workarounds exist with current ERP



Desire for greater access to information



Gain operational efficiencies



# What do we want to achieve?

A more user-friendly system

Reduce manual data entry and redundancy

Procure an integrated solution

Incorporate best practices into processes

Provide residents access to a self-service portal

Provide staff access to a self-service portal



# Expected ERP Project Outcomes

## Integration

Information is currently difficult to reconcile between systems

ERP is the source of truth

Staff can spend more time acting on information instead of searching for it

## Citizen Engagement

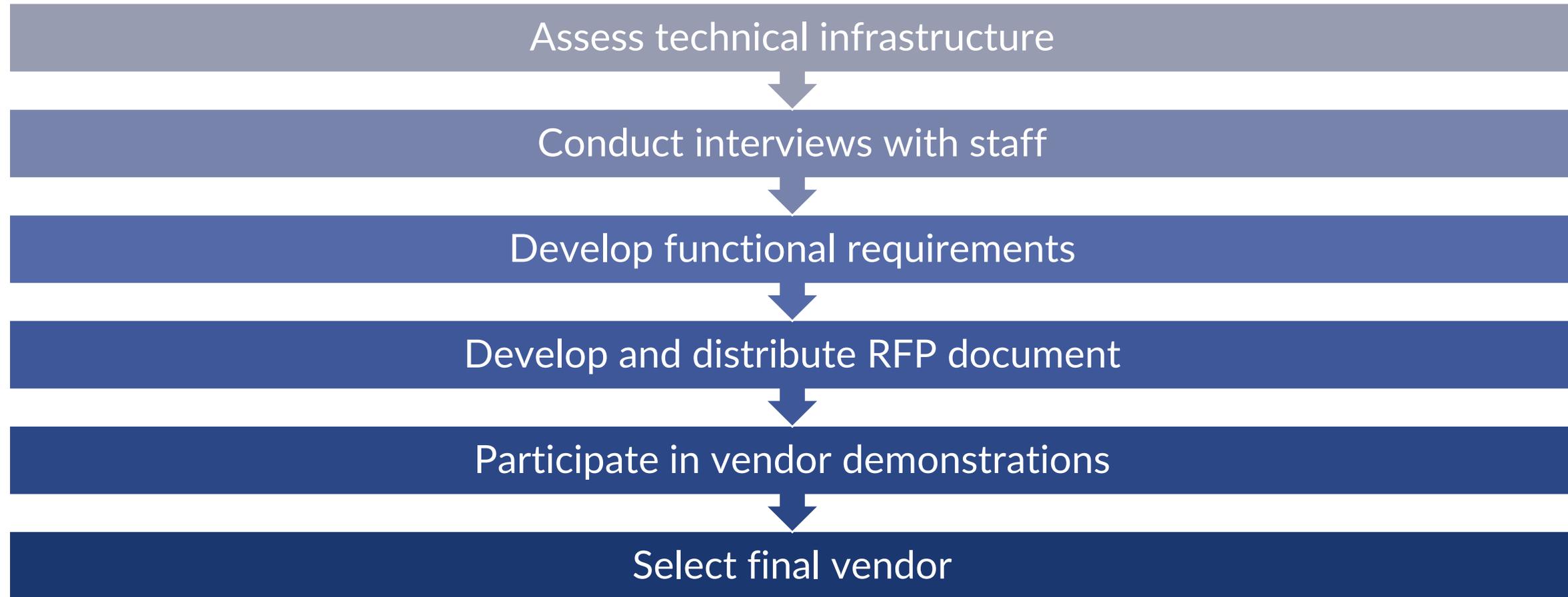
Attaining services and information can be a lengthy process

A customer portal allows citizens to see useful information

Citizens spend less time waiting for approvals and information



# Project Overview



← Project Management Change Management →



# Project Scope

## Finance

- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- Budget
- Cash Receipting
- Fixed/Capital Assets
- General Ledger
- Grants and Projects
- Payroll
- Purchasing
- Timekeeping & Leave
- Utility Billing

## Human Resources

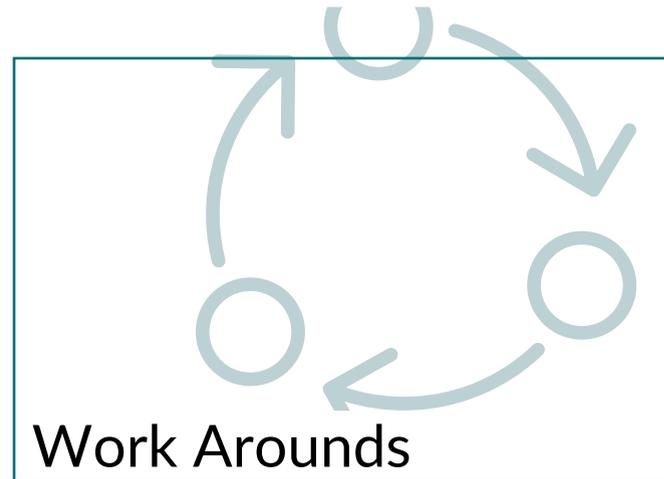
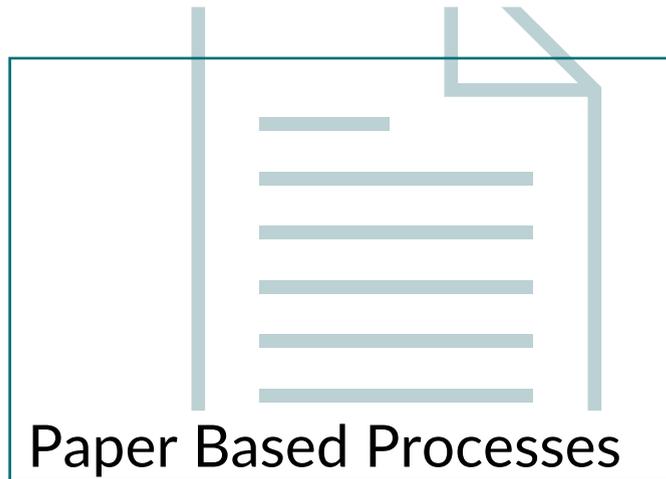
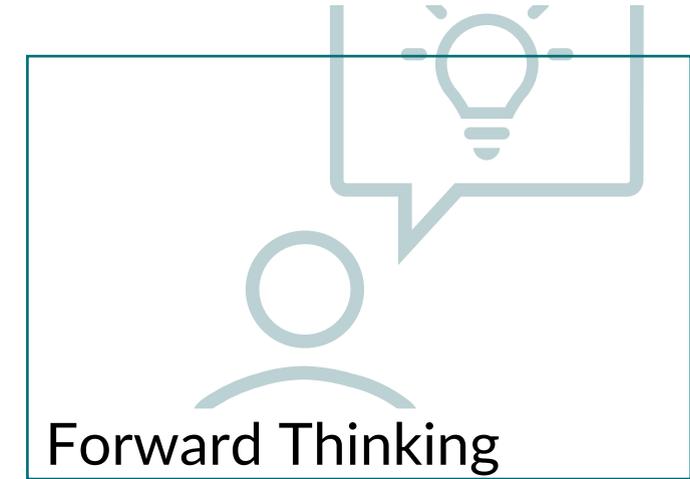
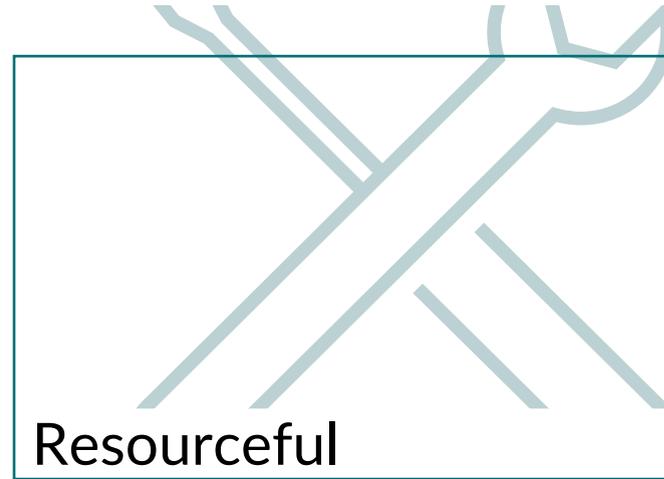
- Compensation
- Employee Benefits
- Employee Self-Service
- Learning Management
- Performance Management
- Personnel Actions
- Position Control
- Recruitment, Onboarding, Offboarding
- Customer Service Log

## Other

- Community & Economic Development
- Technical Infrastructure
- Environmental Health & Safety
- Risk Management
- Customer Self-Service
- Citizen Engagement



# Themes





# Next Steps



# Project Timeline

Milestone	Timing
Project Kickoff	April 2023
Conduct Stakeholder Interviews	April 2023
Develop Requirements	May 2023
Develop Needs Assessment Report	June 2023
Develop and Distribute RFP	July 2023
Vendor Demonstrations	September 2023
Vendor Selection	November 2023



# Selection Process



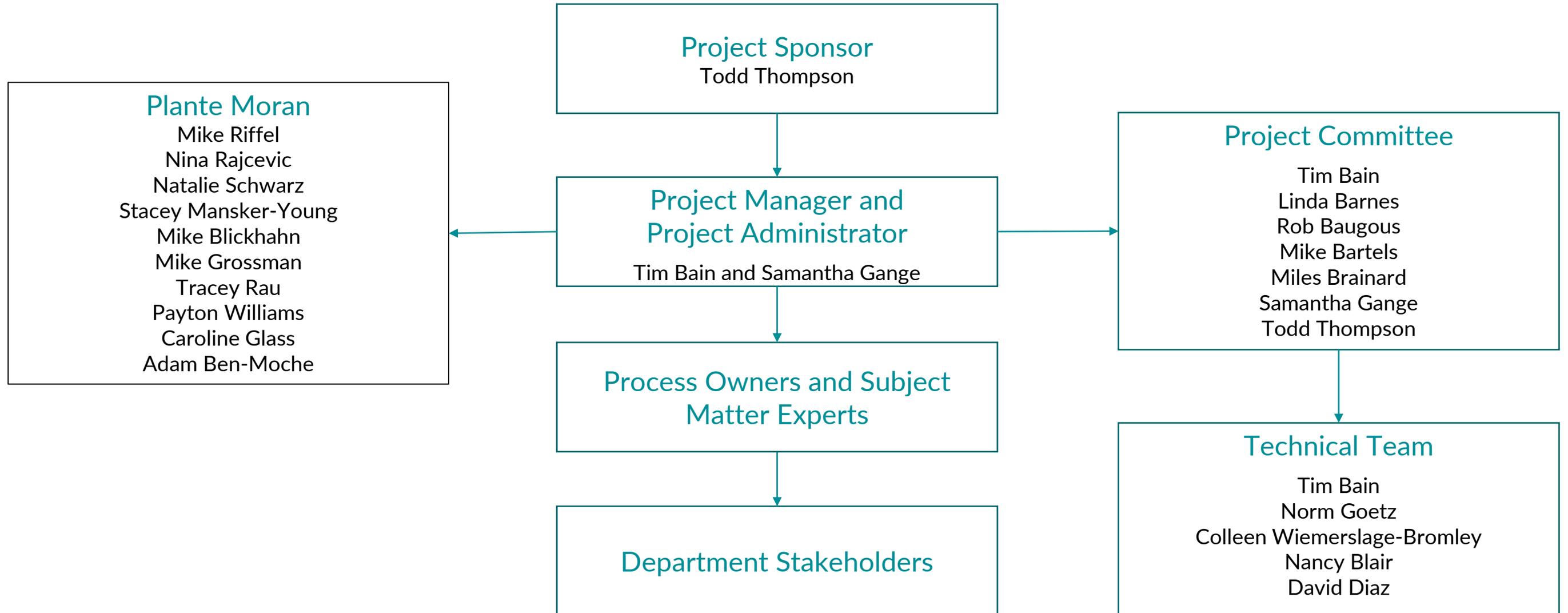


# ERP Implementation Considerations

- Select the best ERP for your current and future needs
- Minimize modifications to the selected ERP system
- Get executive buy-in and build consensus around ERP
- Set realistic expectations for ERP implementation
- Focus on staff resources
- Establish strong project management
- Make change management a priority
- Commit quality resources to the project team



# Project Organizational Structure





# Questions?

Tim Bain  
Rock Island Project Manager  
[Bain.Timothy@rigov.org](mailto:Bain.Timothy@rigov.org)

Nina Rajcevic  
Plante Moran Project Manager  
[Nina.Rajcevic@plantemoran.com](mailto:Nina.Rajcevic@plantemoran.com)



# Thank You!

# Rebuild Downtown RI Revitalization Update 4/24/23



# What are we talking about?

- Update Council on downtown improvements
- Get Council's support for direction of design
- Council approval of contract for design/engineering services
- Renderings are **preliminary**; not seeking approval of final designs



# Project Timeline

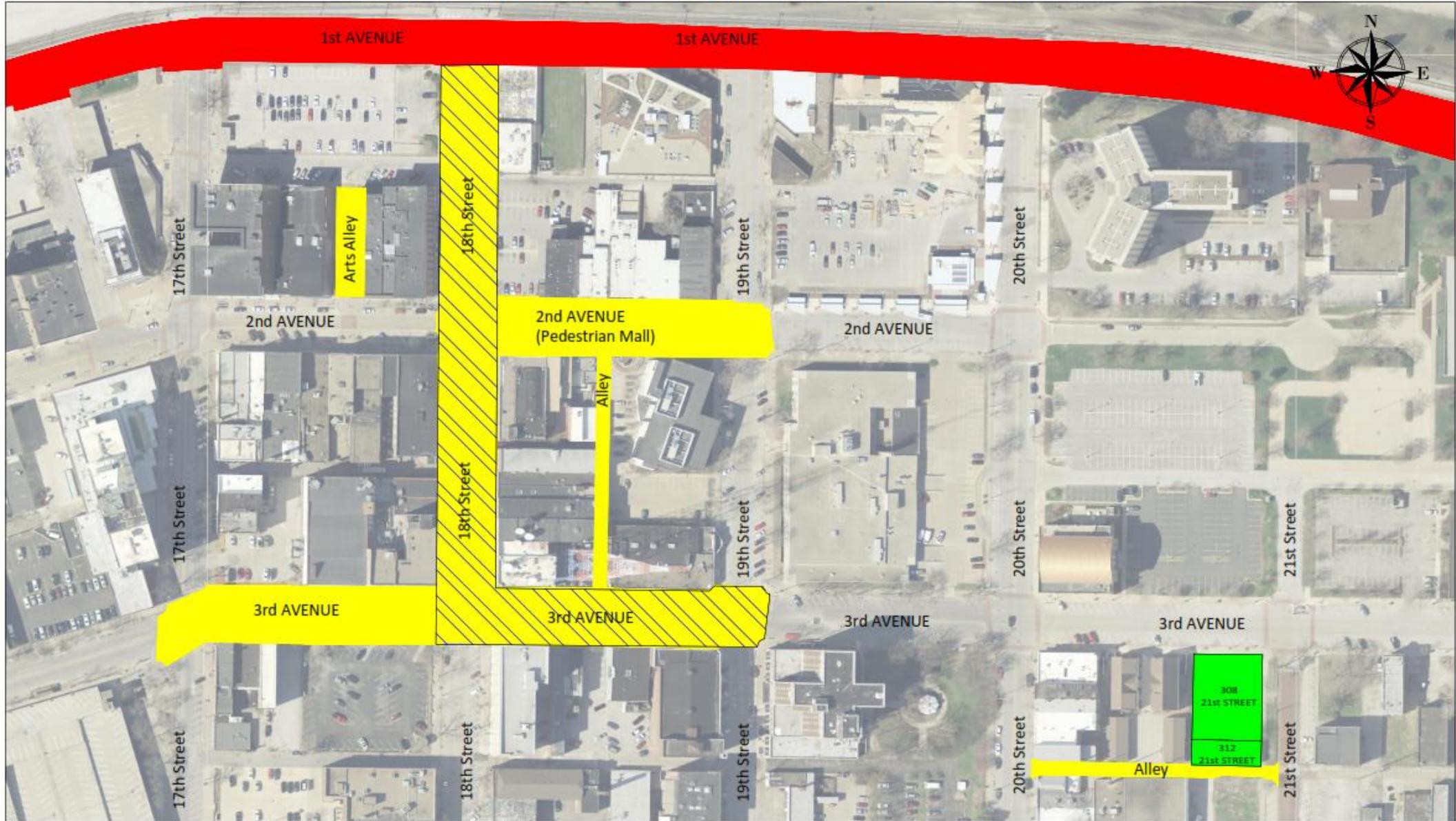
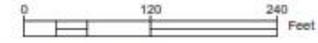
## 2023

- 04/24 – City Council meeting; Council approves professional services contract
- 05/16 – 05/19 – Design meeting to discuss project concepts and preliminary design
- 05/30 – 06/01 – Public meeting
- 06/05 – Design meeting to discuss comments received at public meeting and advise on changes to project design
- 06/13 – Memo to City Clerk for City Council agenda recommending approval of design concepts
- 06/19 – City Council approves final design concepts
- 12/05 – City/Design team approve final drawings
- 12/08 – Bid Documents completed, notice to bid is sent to local paper and posted on City’s website
- 12/13 – Project is released for bids

## 2024

- 01/10 – Bids are received and opened
- 01/15 – City Council to award a contract for construction
- 01/16 – 01/30 Contract is executed by contractor and City
- 02/01 – Preconstruction meeting
- 02/08 - 2/22 – Downtown Businesses informational meeting
- 02/22 - 03/15 – Construction starts

# Downtown Rock Island's Streets Reconstruction/Revitalization



# Previous Public / Downtown Stakeholder Input

- Proposed project accomplishes goals set by numerous local and regional economic plans and organized downtown groups, including:
  - 2015 Downtown Revitalization Plan (recommendations from plan below)
    1. Improve the appearance of the downtown
    2. Light the WHBF Tower at night to create a clear downtown icon or image
    3. Introduce new uses along 2nd Avenue
    4. Activate underutilized spaces (e.g., alleys, vacant storefronts, parking lots) with pop-up events, food trucks and carts, beer gardens, art shows and other creative uses
    5. Beautify the city with landscaping wherever possible
    6. Introduce a dog park, perhaps located along the riverfront
    7. Reconfigure the Ped Mall to allow outdoor seating for restaurants and business storefronts
    8. Convert empty parcels around 3rd Avenue and 21st Street into green space
    9. Make streets more pedestrian friendly, especially 1st Avenue
  - City of Rock Island 5-Year Strategic Plan (2017)
  - Rock Island Vision 2032 15-Year Plan
  - Q2030 Quad Cities Regional Action Plan
  - Visit Quad Cities Tourism Master Plan (2020)
  - City of Rock Island Arts Commission (active)
  - Downtown Steering Committee (2021-2023) and Downtown Alliance (active)

# Dog Park

- 308 21<sup>st</sup> Street



# Arts Alley

- 1719 2<sup>nd</sup> Avenue



# Direction for Pedestrian Mall



# Funding Sources

- **City of RI Downtown TIF: \$1,500,000**
- **Federal ARPA: \$2,500,000**
- **State of IL Rebuild Downtowns and Main Streets Capital Grant Program (applicant - Chamber): \$3,000,000**
- **State of IL Tourism Attraction & Festivals Grant Program (applicant – Chamber): \$267,181**
- **Private Donations: \$112,730**
- **Total: \$7,379,911**



# Questions?

