



# STAFF REPORT

AGENDA NO: 9h

MEETING DATE: March 16, 2026

**To: Honorable Mayor and City Council**

**Date: March 16, 2026**

**From: Isabelle Huang, Administrative Assistant – (650) 558-7201  
Meaghan Hassel-Shearer, City Clerk – (650) 558-7203**

**Subject: Adoption of a Resolution Authorizing the City Manager to Execute a \$105,408 Professional Service Agreement with Docusign for the Period March 30, 2026, through March 29, 2029, for the Electronic Signing of Documents**

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## **RECOMMENDATION**

Staff recommends that the City Council adopt the attached resolution authorizing the City Manager to execute a \$105,408 professional service agreement with Docusign for electronic signing of documents for the period March 30, 2026, through March 29, 2029.

## **BACKGROUND**

On March 16, 2020, San Mateo County issued a stay-at-home order that required City staff to work remotely. While government work went remote, it was important to ensure that contracts, resolutions, applications, and other documents continued to move forward. Accordingly, staff contacted Docusign to purchase licenses for their electronic signature platform.

To use the Docusign platform, staff uploads a document for signature and places markers on the document indicating the areas where individuals need to sign, fill in information, and date. Once the document is signed by all individuals, the finalized version of the document is sent to all parties.

For the past six years, the City has utilized Docusign to process a plethora of documents, from City resolutions to the onboarding packets for new employees. The Docusign platform is utilized by all departments and has allowed for the quick and efficient signing of documents. Moreover, through the use of Docusign, the City Clerk's Office is able to easily capture and ensure that documents are stored properly in the City's electronic records management system, Laserfiche.

Last year, the City sent out 1,748 documents to be signed through Docusign, with turnaround time of less than 12 hours.

## **DISCUSSION**

The recommended Docusign service agreement for the period March 30, 2026, through March 29, 2029, will allow staff to continue processing contracts, resolutions, personnel packets, and other documents quickly and efficiently.

Additionally, the continued use of DocuSign assists the City in meeting its sustainability goals. Over the past three years, by utilizing DocuSign, the City's estimated environmental savings have been the following:

- 35,670 pounds of carbon emissions reduced
- 44,745 gallons of water conserved
- 15,196 pounds of wood saved
- 2,469 pounds of waste eliminated

These environmental savings compare to:

- Removing three cars from the road
- Skipping 32 loads of laundry
- Conserving 45 trees
- Saving 146,621 pages of paper

These savings are based on the assumption that each recipient of a document will print it once, and that the paper used would contain 10% recycled content. Therefore, it is safe to assume that the City's environmental savings are greater than DocuSign's estimates, as most of the documents are never printed by the City and are instead deposited directly into Laserfiche for storage.

Staff recommends continuing to process documents for signature through DocuSign in order to prioritize efficiency and support environmental sustainability.

### **FISCAL IMPACT**

The fiscal impact of the service agreement with DocuSign is \$35,136.00 per year, or \$105,408 for the three-year period. Funds for the cost of the service agreement are included in the annual budget for Information Technology.

Exhibits:

- Resolution
- 2025 Agreement
- Proposed Agreement