



MAKING GOVERNMENT WORK BETTER COMMITTEE

Meeting Report
February 11, 2004

PRESENT: Chair Nora Campos, Councilmember Chuck Reed, Councilmember David Cortese

EXCUSED

ABSENCE: Councilmember Linda J. Le Zotte

STAFF: Kay Winer, Danielle Kenealey, Jennifer Carlino, Meghan Horrigan, Jerry Silva, Wandzia Grycz, Cecil Lawson, Cameron Smith, Dave Bopf, Dan Kadomoto, Michael Ho, Joe Horwedel, Sara Hensley, Cynthia Bojorquez, Mike Hannon, Cora Velasco, Shirley Mata, Kit Kwan, Jose Obregon, Karena Mc Gee, Scott Johnson, Andy Heath

The meeting was convened at 2:30 PM

a. Update of Major Information Technology Projects (Information Technology)

Wandzia Grycz, Chief Information Officer gave an introduction to the report. She stated that there are 9 major IT projects being tracked. Additionally, a summary of the activities of the Information and Technology Planning Board (ITPB) has been included in this report. Wandzia introduced the project managers who each gave a brief update.

Automated Information System – Automated Reporting System

Cecil Lawson, Police Department stated that there are 3 components to the infield reporting project: 1) The Mobile Data Computer which is the actual hardware that goes into the Police Vehicles 2) The Wireless Network which was approved by ITPB last week and 3) the software that makes all of this happen. The Mobile Data Computers are on target with 30 of the 436 left to install. That will be completed in mid-March. The Wireless Network is up and will be expanded to cover different beat areas of the City. The Infield Reporting software is going well after experiencing a 2-month delay. Factory acceptance was supposed to occur in November but further review was necessary. The factory acceptance test will be done in February.

Councilmember Reed asked how wireless is pushed out into the beat areas.

Cecil answered that staff looked at a map of all Police and Fire facilities and placed access points in most of the 17 locations. This will provide good beat coverage.

Computer Aided Dispatch/Automatic Vehicle Location Project

Cameron Smith, Police Department stated that the project is going well. Milestone No. 4, the installation of the hardware in the communications center, has been completed and 2 training centers are up and running on the new software. Training has begun for Fire Dispatchers. Police dispatchers will begin training in 2 weeks. There have been a few minor configurations to the software but no major problems. Still anticipate a "Go Live" date of June 15, 2004. The next step will be to connect interfaces, such as to the State of California. This will give San José Police access to wanted persons and criminal history.

San José Permits On-line

Dave Bopf, Planning, Building and Code Enforcement stated that the internet inspection feature has been launched. This allows people to schedule inspections 24 hours a day. Staff is waiting until some more functionality is added to the program before marketing it to the public but currently there are 32 customers using it. Since they are mostly repeat customers, staff has confidence that the program is working well. In a few weeks, the touch-tone phone option will be implemented. The project is almost complete now.

Councilmember Reed asked if the touch-tone feature is part of the automated system or if it is a regular answering machine.

Dave answered that it will actually interface with the software. The call will go directly into the database and will issue the customer a confirmation number. He added that staff looked at 36 other websites that have won awards for their services and San José clearly has the most functional system.

Integrated Human Resource/Payroll System

Dan Kadomoto, Finance Department stated that during the last report, the project was in its testing phase. Currently 5 of the 6 project tasks have been implemented. The remaining task, the pilot rollout of PeopleSoft Time and Labor for Redevelopment Agency and Convention, Arts and Entertainment, is on hold.

Kay asked Dan to explain why Exception Reporting is done with management employees and not with hourly employees.

Dan replied that staff had looked at rolling Exception Reporting out to a larger population but because of some of the union MOA's that are in place, there is a requirement for stricter review.

CIP Database Enhancement Project

Michael Ho, Public Works stated that it has been an exciting 6-months for the CIP Database Project. Several tasks have been completed. The CIP Hotline has 2 components: 1) a Construction Bid Hotline and 2) a Request for Consulting Services Hotline. Currently there are 200 contractors that subscribe to the Construction Bid Hotline and over 100 Consulting Firms subscribing to the Request for Consulting Services Hotline. Subscribers receive email notification when a construction bid, RFP or RFQ is out. Outreach efforts are being made towards small business now. On the project management side, in addition to a project cost tracking mechanism that was implemented last September, a new FMS feature was added that allows budget information from the City Financial Management System to be downloaded to the CIP database. This gives the project manager a tool to track project expenditures. Staff is now being trained to use this feature. Another report feature that was added was the "Desktop CIP" which allows staff to access project information through the web browser.

Kay Winer stated that Senior Staff had the opportunity to see the work that has been done on this project and it was fascinating. She suggested that a demonstration be provided to the Committee at a future meeting.

CUSP (Customer Relationship Management, Utility Billing System, Partner Relationship Management)

Wandzia stated that the CUSP project status report would come before the Committee on March 10.

Geographic Information System (GIS) Integration Plan

Joe Horwedel, Planning, Building and Code Enforcement stated that the Department is still trying to fill the position, which would oversee the GIS project. Currently Public Works and Planning, Building and Code Enforcement are sharing this. Staff is moving forward with the rubbersheeting project and is expecting to be done by the middle of March. Parts of it are already posted on the web (aerial photos and street information).

Councilmember Cortese asked for an example of how the GIS would be used.

Joe answered that the GIS would allow the City to exchange information with other agencies. For example, the City is currently working with the Water District on projects related to the King Road Bridge and Penitencia (the endangered species at these locations). GIS allowed the different departments to share and compile their information.

Councilmember Cortese made 2 suggestions for future use. The first suggestion is to map out water utilities. This would help when repairs are needed. The second suggestion is to map out the location of City trees.

Recreation and E-Commerce System (RECS)

Sara Hensley, Director, Parks, Recreation and Neighborhood Services stated that the department is not moving forward with the RECS project at this time. There may be an existing system within the City that can perform the same function and staff is looking into this further. This project has been pushed back to January 2005.

Wandzia added that the IT Infrastructure Planning effort now part of the New Civic Center project.

Information Technology Planning Board (ITPB)

Wandzia stated that a review of the New Civic Center Technology was given to the ITPB. There was also a presentation of the CUSP Project as well as the Police Department's Wireless project. Updates to the City's standards are routinely presented to the Board.

Councilmember Reed asked if minutes were taken at the ITPB meetings.

Wandzia replied that official minutes are not done but an action list (meeting highlights) is maintained.

Councilmember Reed stated that the IT Master Plan and consultant analysis does not mention the New City Hall technology needs.

Kay responded that the IT Master Plan was never intended to list projects but was meant to be a vision and direction on how investments would be made. Past Master Plans were not actual master plans as much as they were project plans. Projects were purposely left out of the IT Master Plan.

Wandzia added that there were strategic initiatives identified in the Master Plan. The New Civic Center actually falls within the scope of a number of the strategic initiatives, such as in the setting of standards. The New Civic Center project will drive those standards even further than they are today. Although the Civic Center is not called out specifically in the Master Plan, it does in fact drive to the strategic initiatives that were identified in it.

Councilmember Reed stated that the items in the Master Plan add up to \$6 Million. How did the amount of \$25 Million come up?

Wandzia replied that the Master Plan was not intended to be a tactical plan. What is going on with the New Civic Center is really a tactical investment that has strategic benefits. This would not be found in the Master Plan.

Councilmember Reed stated that he felt the \$25 Million should be addressed in the Master Plan.

Kay responded that staff would review the \$6 Million and provide an Information Memo to Councilmembers. Some of the \$6 Million was probably infrastructure for the current City Hall building.

Upon motion of Councilmember Cortese, seconded by Councilmember Reed, the Committee accepted the staff report.

b. Discussion of Neighborhood Development Center Audit Outcomes (Parks, Recreation and Neighborhood Services)

Cynthia Bojorquez, Acting Deputy Director, Parks, Recreation and Neighborhood Services stated that this report is a follow-up to the Neighborhood Development Center Audit recommendations. There were 6 recommendations made with a projected General Fund savings of \$448,000. After implementing these recommendations, the actual savings realized are \$465,362.

Shirley Mata, Community Coordinator, Parks, Recreation and Neighborhood Services gave an overview of the Neighborhood Development Center's (NDC) service review process and the changes that occurred as a result. These changes helped improve the NDC's service delivery system, enhanced the ability to optimize resources and created a renewed sense of collaboration with partners both within the City organization and the neighborhoods that are served.

Councilmember Reed asked what is specifically being done with United Neighborhoods and their 40+ organizations.

Shirley answered that a Grant Funders' Roundtable is being organized with them now. They have found that there are too many grant funding opportunities and training going on at different times. The Roundtable will help consolidate these efforts.

Councilmember Reed asked how communication systems are being promoted.

Cynthia answered that the Neighborhood Development Center and the Strong Neighborhoods Initiative is being promoted together to save time and money.

Councilmember Cortese asked what could be done to help groups get organized and proactive.

Cynthia answered that outreach into the neighborhoods is important. Referrals from Councilmembers as well as members of the public also help to initiate organization. Another way is to tap into existing organizations.

Chair Campos stated that Project Blossom, in her district, serves one function and has different features from the NDC. Maintenance of Nancy Lane, Virginia Place and Grammercy for example were all part of Project Blossom. Those particular neighborhoods are

very different from neighborhoods such as Arbuckle and Mount Pleasant. She asked if these will be brought into the same department and if so, how will staff keep from losing track of the specific function of high gang activity and tenants. She asked for clarification.

Mike Hannon, Deputy Director, Code Enforcement answered that the landlord training, traditionally done through Code Enforcement, will remain in Code Enforcement. Staff will still get landlords together who share common issues in their neighborhoods (such as gang activity and graffiti or upkeep of their property). Neighborhood Development Service staff will help with these efforts.

Chair Campos stated that according to the report, the City would freeze any additional Project Blossom areas.

Cynthia replied that in the traditional sense of Project Blossom only. Staff will continue to maintain the sites and provide the neighborhood organizers support on a requested basis.

Chair Campos asked if Project Blossom is going away.

Cynthia answered that it would be incorporated under the umbrella.

Chair Campos asked how this would be done. The activity that is going on in this particular area requires something that is more focused on gangs and tenants. She stated that she worked on Project Blossom from the beginning. Organizing a neighborhood association is very different from Project Blossom. She asked if, in the future, the City will be able to unfreeze some of these areas and focus some of its resources once again in areas that tend to have high gang activity. She stated that her concern is that if Project Blossom is merged, its purpose will get lost.

Mike Hannon answered that this will not happen. Code Enforcement will retain funding and budgetary responsibility for the landlord training program.

Chair Campos asked if there is other funding for Project Blossom (in addition to City funding).

Cynthia answered that there are two sources of funding. Within the NDC, it is General Fund. For the property owners' workshops, the funding comes from the multiple housing user fees.

Mike added that is a stable funding source.

Chair Campos asked how a neighborhood association representative would obtain help from the City.

Cynthia answered that NDC staff really wants to tailor its response to the individual needs. If a representative from Nancy Lane where there are code violations or gang activity, the NDC's

responsibility would be to bring the group together, call in Code Enforcement and develop a plan that is specific to that Neighborhood.

Chair Campos asked if there would still be a target group that works with the residents.

Cynthia answered that NDC services would be adjusted to provide that service if it were necessary.

Chair Campos stated that this is important to her and that she will be watching what happens.

Upon motion of Councilmember Reed, seconded by Councilmember Cortese, the Committee accepted the staff report.

c. Discussion of the Procedures and Policies Regarding City-Owned Land (General Services, Department of Housing, Department of Transportation)

Jose Obregon, Director, General Services gave some background information on this report and an overview of Property Management. He stated that the function of property management is to acquire property, manage & operate property and dispose of property.

Councilmember Reed stated that the audit was expanded to produce a list of all City-owned property. Is General Services managing all of them?

Jose answered yes that General Services oversees most City-owned property; however, Housing, Transportation and the Redevelopment Agency manage the properties. General Services will be working towards a centralization of responsibilities.

Councilmember Cortese asked if the list of City-owned property was distributed to Councilmembers. He also asked if surplus property had been sold.

Jose answered that a list was distributed a few months ago with 9 properties listed as surplus.

Councilmember Cortese requested that an updated list be distributed to Councilmembers on a regular basis. He then asked about property that is park-like but is not actually a City park. He expressed his concern for the maintenance of such property as well as the lack of signage.

Jose responded that he would incorporate the suggestion to consolidate all properties in order to provide one contact point into the property management plan. Staff will report back at a future committee meeting.

Chair Campos expressed her concern about City property that no longer seems to have any value. It costs more than its worth to keep the property clean. She suggested that this also be looked at further.

Councilmember Reed suggested that staff also look into a possible “give away” process for property that is of no value to the City.

Upon motion of Councilmember Cortese, seconded by Councilmember Reed, the Committee accepted the staff report with the direction that staff report back at a future MGWB Committee meeting. The report should include the status of consolidation of properties, the single point of contact and the possibility of a “give away” policy.

d. Investment Report (Finance Department)

Andy Heath, Deputy Director, Finance Department gave an overview of the investment activity for the quarter ending December 31, 2003.

Scott Johnson, Director, Finance Department gave an overview of the State of California reporting requirements and current methodology. He stated that the Finance Department is recommending that City Council adopt a resolution to change the frequency of the reporting of the investment activity from monthly to quarterly. He noted that this would not affect the current investment program.

The Committee discussed the Investment Committee. Currently, 3 of the members are from the Finance Department and 1 from the City Manager's Office with 3 vacancies for representatives from the public. Recommendations to fill these positions have been made to the Mayor's Office and are being reviewed now. The Committee also discussed the possibility of having elected officials on the Investment Committee.

Councilmember Cortese expressed his concern with public access to this information.

Scott stated that the Investment Committee minutes could be posted on the web.

Meghan Horrigan, Deputy Director of Budget, Mayor's Office stated that the Mayor's Office would prefer that Finance continue distributing the Investment Report monthly, especially in the current economic environment. She suggested that staff could look into submitting these reports electronically. She added that it is very important that the public be involved in the Investment Committee and that quarterly public hearings (in the form of reports to the MGWB Committee) occur.

Upon motion of Councilmember Cortese, seconded by Councilmember Reed, the Committee accepted the staff report without implementing the recommendation. Staff was also directed to return with suggestions for electronic reporting.

e. Annual Debt Report (Finance Department) – Deferred from January

Scott gave an overview of the past 10 years of debt issuance within the City. He stated that the City's credit rating ranks higher than the State and the County.

Julia Cooper, Deputy Director, Finance Department gave an overview of debt issuance, debt administration and the debt portfolio.

Scott summarized the report stating that Fiscal Year 2002-03 had the highest volume of debt issuance in the City's history.

With only two members present, the Committee accepted the staff report.

f. Oral Petitions

None

g. Adjournment

The Committee was adjourned at 5:00 P.M.

Councilmember Nora Campos, Chair,
Making Government Work Better Committee