



MAKING GOVERNMENT WORK BETTER COMMITTEE

Meeting Report
February 19, 2003

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

ABSENT: None

STAFF: Kay Winer, Danielle Kenealey, Dale Foster, Robert Piper, Dana Reed, John McMillan, Larry Lisenbee, Leon Nix, Wandzia Grycz, Tom Manheim, Jerry Silva, Jose Obregon, David Baum, Peter Jensen, Mike Hannon, Chief Bill Lansdowne

The meeting was convened at 10:00 AM

1. Report on Park Ranger Staffing (PRNS) – Recommend deferral to March 12, 2003

Upon motion of Councilmember Reed, seconded by Councilmember LeZotte, the Committee deferred the report to March 12, 2003.

2. Fire Paramedics Staffing and Costs (Budget/Fire)

Dale Foster, Acting Fire Chief gave a presentation on the Paramedic Staffing which included the program's history, a review of the County EMS contract performance standards, current Firefighter staffing, restoring staffing balance by meeting Paramedic shortage, support Paramedic staffing, previous staffing strategies and current staffing strategies. He stated that there were some variables that would need to be taken into consideration such as promotions, retirements, City fiscal issues and hiring schedule. The administration's next steps would be to report back to the MGWB Committee on future plans and issues, continue coordination with City Manager's Office on future hiring and promotional needs and confer with Local 230 and other stakeholders on strategies to meet service demands and budget.

Councilmember Reed asked if any changes had been made to the way the Fire Department responds to non-emergency calls.

Robert Piper, Battalion Chief replied that a policy is not in place yet but the San José Fire Department is working with the County (who is the overall provider for EMS services) to develop a Medic Priority Dispatch System. New language will be included in the next contract.

Councilmember LeZotte asked how the Dual Role issue was being addressed.

Dale answered that in the past if the support medic was also the driver, they would be asked to perform both functions (possibly simultaneously). The Department feels that it would be better for the community, as well as the crew, if the support medic was not asked to fill both roles. The department provided driver training to firefighters which allows the support medic to fill in for the primary medic as necessary.

Chair Campos asked if there is a cost savings associated with the shortened accreditation process.

Dana Reed, Deputy Fire Chief answered that with the accelerated accreditation process, approximately 1/3 of last July's academy completed their accreditation in 60 days. Another 1/3 completed accreditation in 90 days and the final third (with the exception of one person) completed it within 120 days. This means that positions can be filled much sooner. In the past, accreditation has taken anywhere from 3 to 9 months to complete. The current goal is 120 days.

Councilmember Cortese asked if there were any concerns about removing requests for new equipment from next year's budget.

Dale answered that the request for a back-up vehicle (truck) has been deleted from the budget. In the short term, giving up the truck is fine and will not affect the Department's performance. He stated that the Department hopes the economic situation improves and the truck can be purchased in the future. This seems like the best choice based on the current situation.

John McMillan, Deputy Fire Chief added that there are no other capitol reductions being proposed at this time. He feels that giving up the back-up truck will not negatively affect the Department at this time as the fleet is top-notch.

Upon motion of Councilmember Cortese, seconded by Councilmember Reed, the Committee accepted the staff report and directed the staff to bring back additional information to the committee at a future meeting.

3. Discussion of the City/RDA Budget Document Reduction (City Manager) – Discussion only

Chair Campos stated that this item was added to the Workplan at her request. She would like staff to look at possible budget reductions.

Councilmember Reed stated that the budget has gotten more complicated. He is interested in knowing how many people access it online.

Chair Campos asked if it were possible to combine the budget and CSA sections.

Larry Lisenbee, Budget Director replied that the CSA portion is more of a policy discussion while the rest of the budget provides the details and documentation. It is possible in the future that only the CSA portion will be distributed. He added that staff would always have the details and documentation available to anyone at their request.

Councilmember Reed asked what the printing costs were for the budget document.

Larry answered that it cost approximately \$20 or \$30 thousand. He stated that the document is now online and is also available on CD.

Councilmember Reed asked if the online document provided search capabilities.

Leon Nix, Customer Support Manager, Information Technology Department answered that the document has been available online for three years now. Key word search has been available during the last two years.

Wandzia Grycz, Chief Information Officer added that upgrading the search capabilities will require the entire budget process evolving into a newer, more advanced web based program.

Larry added that, at this time, the City is focused on the budget shortfall and is not planning to upgrade its Internet posting process.

No Committee action taken. This item was for discussion only.

4. E-Government Policy (IT)

Wandzia gave an overview of the report. She stated that the consultant, DMG Maximus, has recommended focusing on four areas: 1) privacy, 2) security, 3) electronic payments and 4) advertising. A proposed policy has been drafted and reviewed by the IT Planning Board. Staff recommends that the Committee forward this policy to the Council for approval.

Brian Doyle, Senior Deputy City Attorney summarized the key points in the report including the purpose of the City's web page, the use of City's web site for political speech as well as commercial speech, advertising and linking, privacy and disclosure issues, electronic signatures, disclaimers and disabled access.

Councilmember Cortese stated that the City of San José does not attempt to stop oral petitions in other areas so why wouldn't it be accepted on the web page.

Brian answered that staff is not trying to stop public opinion, just need a place designated for it. Management and screening become the issues when a forum is established on the web.

Chair Campos asked how ADA issues are addressed on the web.

Tom Manheim, Public Outreach Manager answered that the document is formatted to allow visually impaired people to use their screen readers.

Chair Campos asked if the document is available in languages other than English.

Tom answered that it was not available in other languages at this time but there are other engines that can translate. He added that staff would look into this further.

Councilmember LeZotte requested that the Attorney's Office provide information with regard to contract provisions used to protect data given to contractors who perform E-government services for the City.

Brian answered that staff could look into what other City's are doing.

Upon motion of Councilmember Reed, seconded by Councilmember LeZotte, the Committee accepted the staff report for forwarding to the Council. Staff will prepare an Info Memo to respond to the issues raised by Councilmember LeZotte.

5. Survey of Citywide Real Property Inventory (Auditor)

Jerry Silva, City Auditor gave an overview of the report.

Councilmember Reed asked if the 54 leases (excluding airport and non-profit leases) would be reviewed by staff to see if they can be brought up to current market level.

Jose Obregon, Director of General Services answered that staff can touch base with each department and renegotiate the leases that will soon expire.

Councilmember Reed asked if the department had any interest in contracting the management of leases to a property management service.

Jose replied that staff would need to look further into this, taking cost vs. revenue (along with existing resources) into consideration.

Kay added that it is really General Services' responsibility to manage these leases but that the Manager's Office would continue to work with the department on this issue.

Councilmember Reed asked what the status of the San José Rep is.

Danielle Kenealey, Senior Deputy City Attorney answered that the property has not been transferred from the Redevelopment Agency yet.

Upon motion of Councilmember Cortese, seconded by Councilmember Reed, the Committee accepted the staff report and directed staff to prepare an info memo indicating which properties (excluding airport and non-profit leases) were being leased at Market Rate.

6. An Audit of the West Valley-Mission Community College District and the Santa Clara County Black Chamber of Commerce (Auditor)

Jerry gave an overview of the report. He stated that, although the Chamber exceeded the overall target for the number of participants in the training sessions (as specified in the grant agreement), there were a number deficiencies in the project administration. The chamber has proposed remedies to the deficiencies.

Joel Wyrick, Santa Clara County Black Chamber of Commerce stated that, under the new contract with Parks, Recreation and Neighborhood Services, all findings have been resolved. A formal offering compromise has been submitted to the IRS with regards to the \$80,000 in back payroll taxes. An offer has been made to the Redevelopment Agency and they have countered. The Chamber expects to have a rental payment agreement soon. Additionally, the contract with the Lam center has now been taken care of. As of this year, the Chamber's budget is balanced. The missing equipment will have to be addressed in next year's budget.

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

7. Targeted Neighborhood Clean-Up Program Audit Report (Auditor)

Jerry gave an overview of the report. He stated that the Audit Finding was that the program could be expanded and enhanced. There is currently excess bin capacity available as well as an excess budget capacity of \$143,000. He added that the \$161,000 in yearly overtime charges could be addressed through contracting Youth Services or hiring part-time staff and/or altering Code Enforcement work schedules to limit the use of overtime.

Councilmember Reed stated that clean-up costs went from \$9 per household in 2001-02 to \$15 per household.

Jerry replied that that was primarily due to changes in the program staff and to the addition of some non-personal cost elements.

Councilmember LeZotte asked what efforts would be made to expand involvement with the community-based organizations.

Mike Hannon, Deputy Director of Code Enforcement answered that staff would work with the haulers directly to encourage them to contract with the community organizations. He added that future advertising could focus more on what can be dumped and what items can be donated, as well as how to dispose of household hazardous waste.

The Committee discussed the audit recommendation of increasing bins and lowering costs. They also discussed options for lowering the amount of time required to cover all of the districts.

Chair Campos asked what the expected timeline was for this program.

Jerry answered that a status report would be included in the Auditor's six-month recommendation follow-up report.

The Committee discussed the hazardous waste drop-off program. Committee members requested that staff look into the possibility of making drop-off sites available without appointments.

Upon motion of Councilmember Reed, seconded by Councilmember Cortese, the Committee accepted the staff report and directed staff to prepare an info memo indicating whether or not hazardous waste drop-off sites could be made available without appointments. The Committee also requested that an update regarding number of bins per clean up and efforts to achieve program equity throughout the City be brought back as part of the Auditor's Semi-Annual Recommendation Follow-up Report.

8. General Services Vehicle Replacement Audit Report (Auditor)

Jerry gave an overview of the report. He stated that there were three findings with 15 recommendations and the department has concurred with all of them.

Chair Campos asked if recommendation #15, "Better coordinate the exchange of vehicle information to ensure that additions to the City's vehicle fleet are appropriate" will result in potential savings. She asked if the department would begin purchasing less expensive vehicles.

Councilmember LeZotte expressed grave concerns regarding the findings of the audit.

Jose answered the department strives for uniformity among the fleet for better management but costs do need to be taken into account.

Councilmember Reed asked for a definition of a covert vehicle.

Chief Lansdowne, Police Department answered that covert vehicles are units that are used for narcotics and prostitution stings as well as other undercover work. Since the vehicle becomes recognizable to the public, it is necessary to replace it often.

Upon motion of Councilmember Reed, seconded by Councilmember Cortese, the Committee accepted the staff report and requested that issues discussed as part of the Auditor's report on General Services Vehicle Replacement be brought back to the committee as part of the Auditor's Semi-Annual Recommendation Follow-up Report.

9. An Audit of Hayes Renaissance, L.P.'s Compliance with the Lease Agreement for the Hayes Mansion Conference Center (Auditor)

Kay stated that, although there were no representatives present from Hayes Renaissance, L.P., they did express their concurrence with all of the audit recommendations.

Jerry gave an overview of the report.

Councilmember LeZotte asked if Hayes has agreed to renegotiate their lease.

Scott Johnson, Director of Finance added that it is not in the City's best interest to renegotiate the lease at this time. Additionally, a status report on the Hayes will be presented to Council in March.

Upon motion of Councilmember Cortes, seconded by Councilmember LeZotte, the Committee accepted the staff report.

10. Oral Petitions

None

11. Adjournment

The Committee was adjourned at 12:55 P.M.

A handwritten signature in black ink, reading "Nora Campos". The signature is written in a cursive style with a large initial "N" and a long, sweeping underline.

Councilmember Nora Campos, Chair,
Making Government Work Better Committee