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**MAKING GOVERNMENT WORK BETTER COMMITTEE**

Meeting Report  
April 9, 2003

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

**ABSENT:** None

**STAFF:** Kay Winer, Danielle Kenealey, Meghan Horrigan, Jerry Silva, Wandzia Grycz, Cecil Lawson, Cameron Smith, Dave Bopf, Dan Kadomoto, Scott Johnson, Dave Sykes, Soraya Serajeddini, Joe Horwedel, Sarah Hensley, Sharon Landers, Stephen Haase, Joe Hedges, Mark Burton, Dottie Disher

The meeting was convened at 2:30 PM

a. Semi-Annual Recommendation Follow-up Report (Auditor)

Jerry Silva, City Auditor gave an overview of the report. He stated that of the thirteen recommendations that are not implemented, one is a Priority 1. This is the recommendation that the Fire Department include in its cost recovery system, the cost of the Hazardous Incident Team activities that relate to the City's Hazardous Materials program. The Department is currently preparing an updated proposal regarding these fees that will be reviewed for inclusion in the 2003-04 proposed Operating Budget. The increased revenues are estimated at \$1,170,000. He concluded by stating that 94% of the recommendations made by the Auditor's Office are now implemented and the other 6% are in the process of being implemented.

Kay added that this proposal is being developed now and will be included in the proposed budget. If adopted it will take some time to talk to the businesses and inform them about this fee. Consequently, the first year may not generate revenues in the million-dollar range but, ultimately, it should be in that range.

Councilmember Reed asked if staff has developed a system for calculating the actual cost recovery yet.

Jerry answered that the estimated increased collections amount was calculated by taking the difference between the program cost and the fees collected. Staff believes this will provide cost recovery.

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

b. Update of Major Information Technology Projects & E-Government Due Diligence (Information Technology)

Wandzia Grycz, Chief Information Officer gave a brief introduction to the report. She stated that there are eight major technology projects that are being tracked. The individual project managers will present an update of each project to the Committee.

Automated Information System – Automated Reporting System

Cecil Lawson, Chief Information Officer, Police Department stated that there are three components to the Automated Information System (AIS). The first is the hardware purchase, which was approved by Council in January. The second component is the in-field reporting software purchase and the third is the installation, which has been agendaized for City Council on April 29, 2003. The MDC Installation timeline has been updated to show an installation date of May 2003. The bids on this project have come in and a vendor has been selected which will be presented at the Council meeting. With regards to the In-Field Reporting (IFR) project, staff had its first vendor meeting this morning to talk about the interface and the timeline of the project. Based on the preliminary timeline, staff is looking at deployment in October.

Councilmember Reed asked if the current budget crisis would affect the management of this project.

William “Dewey” Hosmer, Police Department answered that once the program is installed it will mostly operate on “auto pilot”. He does not feel that budget reductions will cause a problem for the project.

Computer Aided Dispatch/Automated Vehicle Location Project

Cameron Smith, Communications Manager, Police Department stated that the vendor has been selected now (Intergraph Public Safety) and the funding issue with the State has been resolved. Receivers for the he Automatic Vehicle Location portion of the system have been purchased and will be installed soon. The “Go Live” date for this project is June 15, 2004.

San José Permits On-line

Dave Bopf, Project Manager, Code Enforcement stated that staff has completed the inspection results portion and is now using an inspection form. Approximately 600 forms are being

scanned per day and the system has a 70% success rate in capturing the scanned data (this reduces data input). Staff can now view inspection results and track inspectors in the field. Staff is hoping to launch the Internet inspections portion in 4 – 6 weeks. This would allow contractors to schedule their inspections online. He noted one correction in the report. The on-line permitting is behind but should be completed by next week. The delay is due to issues with the web server and digital signaturing. On-line permit searches can now be done for single family homes now, but this will soon be expanded to include multi-family as well.

#### Upgrade of the Integrated Human Resource/Payroll System

Dan Kadomoto, Business Systems Manager, Finance Department stated that the first implementation of the upgrade was completed in April 2002. The system is now stable. The steering committee has now given their approval to start the implementation of the automated time capture for the 3,000 plus employees who are still using paper timecards.

Chair Campos asked if there was still funding available for this project.

Dan answered that there is still \$400,000 remaining from the original budget.

Kay added that there is still a long list of enhancements to the PeopleSoft system. The issue will be which of the high priority items to focus on with the remainder of the money.

Councilmember LeZotte asked what safeguards would be in place on the “override provision” that is given to timekeepers.

Scott Johnson, Finance Director answered that reports are currently available to managers that show what and how employees were paid. This is a good way for managers to double check timecard accuracy.

#### CIP Database Enhancement Project Phase I

Dave Sykes, CIP Action Team, City Manager’s Office stated that there are two primary objectives for this project. The first is to provide project oversight and project tracking. The second is to provide a budget management tool. A lot has been accomplished since the last report to the Finance and Infrastructure Committee last September. The budget team has been formalized and a project manager from Public Works has been selected. There is also a Functional Requirements Team, which has representatives from all the departments. The bar charts of schedule elements have been completed, as has the migration to Oracle. Citywide deployment is, for the most part, also completed, which means that all employees working in the Capital program citywide have access to the database. Staff has recently drafted its Master Plan for future enhancements. In the near future, staff will be working on prioritizing elements from this Master Plan and assigning budget components to them. Staff is almost finished with establishing a link to SNI database and to providing budget information/project cost elements. There are some enhancements that will be coming out on a bid hotline that will allow contractors to be automatically notified about future projects going out to bid.

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

Soraya Serajeddini, CRM/DB Project Manager, Environmental Services Department stated that staff is preparing the RFP now and has started planning the Unified Customer database.

Geographic Information System (GIS) Integration Plan

Joe Horwedel, Deputy Director, Planning, Building and Code Enforcement stated that the contract with the Gartner Group expired in December and was not renewed. Due to the problems with Gartner, the project lost a year but no money was paid to the contractor so it was not a financial loss. The City is now working with the County of Santa Clara and the Santa Clara Valley Water District on several major GIS initiatives. The goal is to take the aerial photos of the county to match up property lines. The County as well as Public Works staff has put together proposals that are being reviewed now. A steering committee has been formed to deal with some of the ownership issues and alternative funding for the GIS (which is now funded solely from the Capitol budget).

Chair Campos asked if the project would continue to move forward in light of the budget crisis.

Joe answered that the infrastructure staff in Public Works is moving forward on a number of initiatives using existing funding and the three major organizations in the county are all moving in the same direction. It's a joint effort.

Wandzia added that this project is a good example of the ways the various systems can integrate together.

Class Registration and Payments On-line (e-Government Project)

Sarah Hensley, Director, Parks, Recreation and Neighborhood Services stated that with regards to the Class Registration system, PRNS staff is working with IT to hire a project manager. Once the manager comes on board, a program plan will be developed and will come before council around August. In PRNS, staff is reviewing the current processes and procedures for registering class participants in an effort to determine the needs for converting to an automated registration program.

Councilmember LeZotte stated that she was happy to see that this project was being tested first as her concern has always been for members of the public who do not have online access.

Chair Campos asked what the budget impact would be.

Sarah answered that the money is there to hire a project manager and to do the RFP. She stated that this system is value added in that it provides efficiencies with the registration

process and in reducing mistakes in data entry but there is a cost associated with it. Staff will have to look into this further as the project moves along.

Councilmember LeZotte commented that, in her district, library efficiencies have increased with the implementation of online checkout.

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

- c. Review the scope of supervision for City Departments and Council Appointees (City Manager/City Attorney/City Auditor/Independent Police Auditor/City Clerk/Redevelopment Agency) – Recommend Deferral to May 14

**No Committee action taken. This item was deferred to May 14.**

- d. Review the Effectiveness of Current City and RDA Community Outreach and Accessibility (City Manager/Redevelopment Agency)

Kay introduced the key players involved in current City and Redevelopment Agency (RDA) community outreach and accessibility. She stated that the intent of this report was to look beyond just the Brown Act requirements and legal noticing requirements. The focus of this report was on the best ways to engage the community, specifically, how to make them aware and allow them opportunities to participate and ways in which to communicate with Councilmembers as well. The key areas of community interface are identified and separated in the report. The key person in each area presented a summary of each area to the Committee. The areas included: SNI, Planning and Development, Public Art, Airport and SJRA projects and initiatives.

#### Strong Neighborhood Initiative (SNI)

Sarah Hensley stated that it was recommended by Councilmember LeZotte that a “tool kit” be developed that would help notify community members in a timely fashion of various public meetings. The City worked together with RDA and staff feels it has been fairly successful so far.

Sharon Landers, Assistant Executive Director, Redevelopment Agency stated that this is meant to be a citizen led project with the City and RDA providing guidance. The two most important elements are: 1) How to get the notification out and 2) How to engage the public during the meetings.

Chair Campos asked if staff have been given this information.

Sara answered yes, it is designed to be a tool kit that provides instructions and information.

### Advanced Planning

Stephen Haase, Director, Planning, Building and Code Enforcement stated that City staff is working with San José State University (SJSU) to develop a training guide that would help the neighborhoods understand all the complex issues surrounding land use and planning and code enforcement.

Chair Campos asked what the timeline is.

Stephen answered that staff has had a couple of conversations with SJSU about accessing some of their resources. The goal is to have a program in place by the end of this calendar year.

### Public Art

Jim McBride, Acting Director, Convention, Arts and Entertainment stated that Council is key to this process and is involved throughout. The meetings that are usually held for each project include meetings on project theme, on the selection of the artist, an artist/community meeting to discuss ideas and a final project meeting.

Councilmember Reed asked what the attendance levels have been like. He stated that his own community meetings on public art have not been well attended.

Councilmember LeZotte stated that attendance on Civic Center/Library art has also been sparse.

Jim replied that including public art as part of the agenda for the total project is more effective.

Chair Campos asked if there is a way to measure outreach.

Jim answered that the department has attendance rosters from past meetings and can look at into this further.

Chair Campos asked if noticing was provided in different languages.

Stephen suggested that City resources be pooled to provide information in different languages. The community can provide specific information as to what they need (including ADA requirements).

Sharon added that RDA has been successful in working with the various ethnic medias to promote public meetings.

Chair Campos requested a follow-up report on outreach efforts, including the effectiveness of using the ethnic media, in six months.

**Upon motion of Councilmember Reed, seconded by Councilmember LeZotte, the Committee accepted the staff report with the request that a follow-up report on outreach efforts, including the effectiveness of using the ethnic media, in six months.**

e. Single Audit Reports (Finance) –Deferred from March 12

**Item e and f were presented together.**

f. Memorandum on Internal Controls (Finance) - Deferred from March 12

Scott Johnson gave a brief introduction to the two reports and introduced Kevin O’Connell from Macias, Gini & Company.

Kevin gave an overview of the Single Audit Report. He stated that single audits are required if Federal Awards are \$300,000 or more and in FY 2002, San José’s Federal Awards totaled \$67.5 million. The five major programs that were audited were CDBG, Community Policing Grants, Workforce Investment Act, Airport Improvement Program and the Hazard Mitigation Grant. The results of this audit were an unqualified “Clean” opinion with one Finding noted in the Workforce Investment Act (WIA) program. The Office of Economic Development (OED) concurs with this Finding and is taking corrective action.

Kevin then gave an overview of Audit Communications (Memorandum on Internal Controls). He stated that there are two components to this report. Part 1 is required communications and Part 2 is the recommendations.

Councilmember Cortese asked for clarification of the City’s role, as well as the WIA Board’s role with regards to overseeing the WIA program.

Kevin answered that the City is responsible for monitoring the money but he was unable to define the roles more specifically.

Joe Hedges, Program Manager, OED stated that the City has the ultimate responsibility but the board members have the authority to manage the program through appointments from Council.

Councilmember Cortese asked what the solution is. He asked if a complete “housecleaning” of the WIA Board is necessary.

Joe responded that enhanced communication would be the next step. The Board meets quarterly (with their next meeting being next Thursday). Subcommittees meet monthly.

The committee requested a follow-up report on May 14 that clarifies the roles of the City and the WIA Board with regards to the WIA program including handling issues of non-compliance.

Mark Burton, Deputy Director, Finance Department added that the Finance Department is providing technical assistance to OED.

**Upon motion of Councilmember LeZotte, seconded by Councilmember Cortese, the Committee accepted the staff report and requested a follow-up report on May 14 that clarifies the roles of the City and the WIA Board with regards to the WIA program including handling issues of non-compliance.**

g. Call Center Handling of Service Requests Audit Report (Auditor) - Deferred from March 12

Jerry Silva gave an overview of the audit report. He stated that there were 5 recommendations for procedural improvements made and that the administration concurs with them.

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

h. Santa Clara County Cities Association Audit Report (Auditor) – Recommend Deferral to May 14

**No Committee action taken. This item was deferred to May 14.**

i. Oral Petitions

Ross Signorino spoke on the Making Government Work Better Committee's name and mission.

j. Adjournment

The Committee was adjourned at 4:00 P.M.



Councilmember Nora Campos, Chair,  
Making Government Work Better Committee