



MAKING GOVERNMENT WORK BETTER COMMITTEE

Meeting Report
June 11, 2003

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

ABSENT: None

STAFF: Kay Winer, Danielle Kenealey, Meghan Horrigan, Paul Krutko, Mark Burton, Dottie Disher, Pat O'Hearn

The meeting was convened at 2:30 PM

a. Follow-up on Memorandum on Internal Controls (Finance) (role clarification: City/WIA Board oversight roles) – Continued Discussion

Paul Krutko, Director, Economic Development, provided an overview of the report. He stated that the Workforce Investment program has been operating since July 2000 and includes not only San José but 7 other cities as well. The Mayor of San José is identified as the Chief Local Official. Under federal legislation, the majority of the board members must be from the private sector. There are 19 mandated partners who participate. These individuals all serve 2 to 3-year terms. He then gave an overview of the WIA Board's responsibilities and covered the City, Mayor and City Council roles as well. He stated that the Workforce Board has oversight of policy and program direction, while the City oversees the fiscal aspect. He stated that the single audit report had identified a lack of detailed monitoring on this program. The audit recommendation to add a "Sub Recipient Monitoring Program" has been implemented and there is now 100% field monitoring of all contractors.

Councilmember Reed asked how the 7 other cities relate to the WIA Board, specifically with regards to statutory obligations.

Paul answered that there is no contractual relationship. We provide services in their jurisdiction but San José is the only grant recipient from the federal government.

Mark Burton, Deputy Director, Finance added that when San José first set up the WIA Program, several cities joined, with 1 city withdrawing later.

Councilmember Cortese asked if there would be value in providing status reports to the other cities at the City/County regular meetings.

Paul answered that he felt this was a good idea. He stated that staff currently works with the Chambers of Commerce of the various cities to identify potential employment opportunities for the program participants.

The Committee recommended that status reports be presented at the beginning of the Cities and County Association monthly board meetings.

Councilmember Cortese stated that, as the San José representative at the Cities and County Association, he would work with Paul to implement this recommendation.

Chair Campos noted the improvements that have been made to WIA Program.

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

b. Report on Call Center's Service Delivery (Call Center)

Dottie Disher, Customer Service Manager, Call Center stated that there have been 2 audits of the Call Center. The first one, which was conducted a year ago, recommended using an answering service for calls that come in during the off-peak hours. That recommendation was implemented and using an answering service has worked out very well. The second audit focused on procedures for handling service requests. The recommendations made in that audit have also been implemented.

Councilmember Reed noted that the report states that the Call Center receives approximately 120 e-mails a day. He asked how that compares with the phone calls received.

Dottie answered that the Call Center handles the City's "generic" e-mails and stated that the Call Center receives about 450 to 500 calls a day.

Councilmember Reed asked which method is more efficient with regards to the Call Center's response time.

Dottie answered that responses to phone calls are usually quicker.

Chair Campos asked what the follow-up procedure is.

Dottie answered that if it is a request for information, staff can respond immediately. If the call or e-mail is more complex (involving multiple players or complaints for example) it

becomes a Service Request and is entered into the tracking system, then it is sent to the appropriate department. Call Center staff monitors the request and updates are provided to everyone involved. Dottie added that if a routine request comes in, it is forwarded to the proper department. If it is not handled correctly or promptly the first time, then it becomes a service request and is tracked by staff.

Councilmember Reed asked if the Call Center is saving the City time, effort and money in the long-term.

Dottie answered that there is no easy way to track where these calls were going before and where they are going now but she stated that when the City moves in to the new Civic Center, it will be a good opportunity for departments to update phone numbers. The main Call Center number can be used for general information

Chair Campos recommended that staff contact each Councilmember to inform them of this opportunity.

Dottie agreed and added that staff is also looking in to the cost of reprinting the informational pamphlets that were used to promote the Call Center when it opened.

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

c. Transportation Cycle Times Audit Report – Recommend Deferral to August

No Committee action taken. This item was deferred to August.

d. San José Fire Department Bureau of Fire Prevention Audit Report (Auditor) – Recommend Deferral to August

No Committee action taken. This item was deferred to August.

e. City Clerk One-Stop shop (Clerk)

Pat O’Hearn, City Clerk gave an overview of the report, which included the results of a survey conducted in April 2003. The purpose of the survey was to have customers rate the overall performance and efficiency of the City Clerk’s Office. She stated that, overall, the results were very positive.

Councilmember Reed stated that he felt that producing Council minutes was too labor intensive. Since the meetings are video taped, he feels that minutes are unnecessary.

Councilmember LeZotte stated that she has relied on minutes in the past and would not like to see them go away.

Councilmember Cortese stated that the law requires that written documentation be available to the public upon request but added that this could be in the form of a transcript rather than minutes. He also added that he finds Committee minutes useful and would want staff to continue providing them.

Chair Campos asked if staff has looked into using a laptop computer at Council meetings in order to speed up the minute taking process.

Pat answered that staff is looking in to using laptops but that “on-the-spot” minutes would still not be possible. Transcripts are available immediately but they are not always accurate because the transcriber may miss a word or a name.

Chair Campos requested that Pat contact other cities to find out if any of them use laptops at Council meetings and if so, how that process works.

Chair Campos stated that providing this survey to the Committee was a great beginning. She suggested that staff contact Councilmembers to determine what questions they would like to see on the survey. She then asked if cross training of staff would be feasible.

Pat answered that staff was unable to proceed with cross training last year due to the loss of pool positions but she feels that the new employees can be cross-trained. She added that cross training has already begun.

The Committee requested that staff return with a status report in October.

Chair Campos asked if there were still a lot of walk-ins in the Clerk’s Office.

Pat answered that there were not as many now since the Call Center opened. She added that there has been a slight increase in “generic” City Clerk e-mail (about 6 to 10 per day).

Upon motion of Councilmember LeZotte, seconded by Councilmember Cortese, the Committee accepted the staff report with the request that staff return in October with an update that would include the results of contacts with other cities regarding use of laptops for taking minutes.

f. Oral Petitions

None

g. Adjournment

The Committee was adjourned at 3:30 P.M.

A handwritten signature in black ink, appearing to read "Nora Campos". The signature is fluid and cursive, with the first name "Nora" and last name "Campos" clearly distinguishable.

Councilmember Nora Campos, Chair,
Making Government Work Better Committee