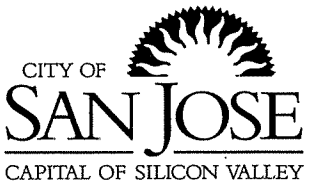
COUNCIL AGENDA: 10-21-03
ITEM: 3.3



MAKING GOVERNMENT WORK BETTER COMMITTEE

Meeting Report
October 8, 2003

PRESENT: Chair Nora Campos, Councilmember Chuck Reed, Councilmember Linda J. Le Zotte

ABSENT: Councilmember David Cortese

STAFF: Kay Winer, Danielle Kenealey, Meghan Horrigan, Jerry Silva, Sharon Landers, Helen Duong, David Baum, Laurel Prevetti, Theresa Hayes, Wandzia Grycz, Sara Hensley, Cecil Lawson, Cameron Smith, Dave Bopf, Dan Kadomoto, Michael Ho, Carl Mosher, Joe Horwedel, Peter Jensen, Larry Lisenbee, Scott Johnson, Mike Ryder, Mark Burton, Jose Garcia, Adonna Amoroso

The meeting was convened at 2:30 PM

a. Follow-up on Review of Effectiveness of Current City and RDA Community Outreach and Accessibility (City/Agency – Report was initially presented at the 4/9/03 MGWB Committee)

Sharon Landers, Assistant Executive Director, Redevelopment Agency gave an overview of the report. She talked about the City's communication challenges and stated that the two largest ethnic groups in San José are Hispanic and Vietnamese. According to study results, the Hispanic population tends to get more of their information from radio and television while the Vietnamese population prefers written material. She noted that staff is still cognizant of the needs of other ethnic groups within the City.

Helen Duong, Communications Assistant, Redevelopment Agency added that in 2002, the Agency took a more active approach to Outreach efforts in the community. She used two events as an example: The Fiesta de Navidad and the Soccer event. Because these events were successful, business associations decided to develop their own marketing events (utilizing the Agency's support and cooperation). Next year, the Agency will be promoting the first Tamale Festival. The area is getting more community oriented as a result of these efforts.

Helen stated that, within the Vietnamese Community, implementation of the Strong Neighborhoods Initiative (SNI) caused some confusion. The Agency responded by providing services that encouraged cross-community participation and collaboration. At this point, staff is working one-on-one with a representative from the Vietnamese Community to provide written material and it is working well.

Sharon gave an overview of the Agency's Communication Plan Initiatives. She stated that staff has identified who the various partners and stakeholders are now.

Laurel Prevetti, Deputy Director, Planning, Building and Code Enforcement talked about the Citywide Public Outreach Policy, which was adopted in 1999. She stated that since January 2003, Planning staff has been working with a subcommittee of the SNI Project Area Committee to identify potential revisions. She gave an overview of the key proposed revisions and the schedule for implementation.

Sharon added that City and Agency staff are sensitive to improving communication needs within the community and are also working at keeping costs low by utilizing existing resources.

Councilmember Reed stated that the General Plan meetings have consistently been the least attended by the community. Since many important decisions, impacting the City's communities, are made at these meetings, he would like to see attendance improved. He asked if this issue is being addressed.

Laurel responded that staff recognizes the need to be more proactive in getting the word out and the revisions to the Public Outreach Policy will also apply to the General Plan meetings.

Councilmember Reed noted that, in his district, there is a unique community organization and e-mail works best when communicating with them.

Kay Winer, Deputy City Manager suggested that staff talk with each Council District in order to obtain suggestions and ideas for communicating with the diverse neighborhood associations. She also added that the outreach policy could have broader citywide application.

Councilmember Le Zotte added that the Councilmembers could also provide information on the various ethnic groups that populate each district.

Theresa Hayes, Marketing and Communications Officer, Housing Department added that staff in the Housing Department could also be used as a resource.

Chair Campos asked for a description of the Communication Team.

Sharon replied that the Communication Team consisted of three people but that the entire Agency workforce is used as a resource.

Chair Campos asked what the timeline is for the revised Public Outreach Policy.

Sharon answered that the timeline is included in the review but that staff can come back at the end of the fiscal year with an update. When an update is provided, Tom Manheim, Public Outreach Manager in the City Manager's Office, will also participate for a citywide discussion and presentation of ideas.

Chair Campos suggested that a breakdown of the percentages of people who prefer radio, TV and written information be included in the update.

Upon motion of Councilmember Reed, seconded by Councilmember Le Zotte, the Committee accepted the staff report and requested that staff return with an update on the Citywide Public Outreach Policy at the end of the fiscal year.

b. IT Major Projects Update (Information Technology)

Wandzia Grycz, Chief Information Office, Information Technology Department gave an introduction to the report. She stated that there are eight different projects covered in the report and that the project manager from each project would give a brief update.

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

Sara Hensley, Director, Parks, Recreation and Neighborhood Services (PRNS) gave an update. She stated that the project is moving right along. The project manager has been working with PRNS staff to analyze internal work, particularly in the area of process improvements. Before going out to bid staff is evaluating the current process to determine what works and also what improvements can be made. The project charter has been completed and there are two groups, one made up of Department Heads and the other consisting of Senior Manager's from three different departments that will work on citywide logistics. Staff has been working on the business processes and are making "quick-fixes" where they can, since it will take some time to get a more permanent system in place. The infrastructure also needs to be in place before the new system can be installed.

Automated Information System/Automated Reporting System

Cecil Lawson, CIO, Police Department gave an update. He stated that 220 out of 436 cars now have the in-car computer (MDC) systems installed. About 3 cars are completed per day. Communicating wireless reports will be done through software, which should be deployed in a couple of weeks (as scheduled). Interfacing with the existing system is also running on schedule.

Computer Aided Dispatch/Automatic Vehicle Location Project

Cameron Smith, Communications Manager, Police Department gave an updated. He stated that the project is going well with a few milestones reached ahead of schedule. The first

training session is scheduled for this weekend. He added that there have been no major problems since the switch to a commercial, off-the-shelf software program.

San José Permits On-line

Dave Bopf, Project Manager, Planning, Building and Code Enforcement gave an update. He stated that 1,300 permits have been issued since the program launch and it is now possible to search for status and permit activity. Staff has received positive feedback from the public and is hoping to begin a public outreach campaign in a couple of weeks. Eventually the system will allow customers to request inspections online. The department currently receives 500 to 800 requests per day. Having the option of requesting inspections online would mean the ability to redeploy two employees, who currently answer phones, to other areas of the department.

Councilmember Reed asked what percentage of the permits are now issued on-line.

Dave answered that the 1, 300 permits is a little less than 10% of the volume. The department is still accepting mail-in and walk-in applications. It is estimated that 20-30% will eventually be done on-line.

Integrated Human Resource/Payroll System

Dan Kadomoto, Business Systems Manager, Finance Department gave an update. He stated that in early May 2003, the Executive Steering Committee approved moving forward with the Electronic Time Capture project. This is not yet implemented but staff is moving forward.

Councilmember Reed asked what impact the J.D. Edwards acquisition (of PeopleSoft) would have on the project.

Dan replied that there will be some impact but how much is not yet known.

Wandzia added that the merger would probably affect the upgrades somewhat.

CIP Database Enhancement Project Phase I

Michael Ho, Assistant to the Director, Public Works gave an update. He stated that the CIP database was successfully migrated to the Oracle platform last year. The CIP Database enhancement master plan was completed in April. Due to recent budget constraints, it will be implemented in-house utilizing existing staff resources. Phase II of the Enhancement Project is in progress. One new feature is the posting of solicitations for consulting services on the Internet. Consultants may also subscribe to the hotline and receive e-mail notifications of any posting on the website. The Database team is currently working on linking the CIP Database to the City's FMS system. Upon completion, budget information may be downloaded to the project level. CIP project owner and project staff will be able to monitor project budget and expenditures online.

Customer Relationship Management, Utility Billing System, Partner Relationship Management

Carl Mosher, Director, Environmental Services gave an update. He stated that two major milestones have been completed: The Council approved the RFP and twelve proposals have been received. The next step is for the vendors to provide another demonstration. Recommendations will go to Council in November. He added that the next CUSP Status report (included in the next quarterly IT Status Report) will focus on implementation.

Geographic Information System Integration Plan

Joe Horwedel, Deputy Director, Planning, Building and Code Enforcement gave an update. He stated that the project experienced a few setbacks when a couple of staff left the City but a consulting firm has been brought on board. The project is moving forward now.

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

c. Auditor's Recommendations Follow-up report for Six Months Ended June 30, 2003 (Auditor)

Jerry Silva, City Auditor gave an overview of the status report. He stated that during the semi-annual period covering January 1 through June 30, 2003, there were 105 outstanding recommendations. 22 recommendations were implemented, 67 recommendations were partly implemented and 16 were not. He added that, as of June 30, 2003, there are 83 recommendations which remain open. Of these, 2 recommendations are Priority 1. Of the sixteen recommendations which were not implemented, 1 recommendation was Priority 1.

Councilmember Reed asked if the Fire Department would submit a report regarding the non-implemented Hazardous Materials Storage recommendation (Priority 1).

Larry Lisenbee, Budget Director, City Manager's Office replied that the Budget Office will be provide the Fire Department with some assistance to complete an updated analyses for consideration in the upcoming budget process.

Councilmember Le Zotte asked what work has been done to update the 1993 revenue figures.

Larry replied that the real problem is developing a fee schedule.

Peter Jensen, Assistant to the City Manager added that an Urban Management Fellow would be rotated in to help with this project.

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

d. City Clerk One-Stop Shop follow-up report

The Committee deferred this item to the November 12 Making Government Work Better Committee.

e. Comprehensive Annual Financial Report (CAFR) (Finance)

Scott Johnson, Director, Finance Department acknowledged the hard work of the staff involved and gave an overview of the CAFR report.

Mark Burton, Deputy Director, Finance Department gave an overview of the Goals and Accomplishments, the CAFR Submission/Completion Dates and the new GASB 34 Reporting Model.

Scott then gave an overview of the document itself. He stated that the language is geared towards the general public. He noted that the Auditor (Macias, Gini & Company) has given the City of San José a "clean" opinion which is the highest rating they can give. He ended his presentation with a brief comment of Financial Barometers including the City's financial condition and financial position.

Cindy Pong, Macias, Gini and Company, gave a brief presentation which covered the Scope of Services of financial audits and other audit services, the result of the CAFR Audit (an unqualified or "Clean" Opinion was issued) and Reporting Changes. She stated that the changes were minimal this year.

Councilmember Reed asked why there was a difference between the CAFR Report figures and the General Fund Annual Report (which is going to Council next week).

Scott replied that there is a chart in the CAFR, which shows the difference. He added that staff would provide a written explanation next week.

Councilmember Reed asked what the weaknesses are in the GASB 34 New system.

Jerry answered that the problems are really in the private sector not the government sector. He added that a risk assessment pertinent to the City's financial system has not been done but he does know that testing is done on internal controls.

Councilmember Reed asked if the Agency was aware of the fiber optics development item that is listed under "Non-Governmental Funds".

Scott replied that staff would follow-up on this issue.

Councilmember Reed asked if staff has done a calculation of the cost associated to a possible bond-rating drop.

Scott answered yes, staff has done this and will provide this information.

David Baum, Director, Redevelopment Agency stated that the Agency prepares its own CAFR report which is a culmination of financial statements that the agency gives to the Board all year long. He added that staff is still working on the Agency CAFR and is currently waiting for the Auditor's opinion. He noted that the Agency's information is summarized in the City's CAFR.

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

f. School Crossing Guard Program Audit Report (Auditor)

Jerry Silva gave some background information on the audit. He stated that the audit has started and stopped several times. Last June the audit began again. The memo presented to the Committee is not an audit but rather identifies the budget associated with the program.

Chair Campos stated that she is an advocate for crossing guards and has called the Police Department several times about the need for more. She is frustrated because Police personnel told her that there was no funding for crossing guards. She has since learned that this is not the case.

Adonna Amoroso, Deputy Chief, Police Department replied that there are really two reasons why additional crossing guards have not been placed. The first is that the number of crossing guards placed at intersections is based on specific, qualifying criteria and that crossing guards have been placed at all intersections meeting these criteria. The second reason is that the funding that is allocated to the Crossing Guard Program has been used for the Hire Ahead Program, which does not have sufficient funding. She added that the Hire Ahead Program is also a Council priority.

Councilmember Le Zotte stated that, although she agrees that both programs are a high priority, it is really the Council's role to make policy decisions. She requested that the Auditor includes an analysis of the current criteria for intersections qualifying for crossing guards. There may be a need to revise the criteria, since they were established back in the 1970's and reviewed periodically.

Upon motion of Councilmember Le Zotte, seconded by Councilmember Reed, the Committee accepted the staff report with the direction that the Auditor includes an analysis of the current criteria for intersections qualifying for crossing guards.

g. Oral Petitions

None

h. Adjournment

The Committee was adjourned at 5:10 P.M.

Councilmember Nora Campos, Chair,
Making Government Work Better Committee