



Memorandum

TO: RULES COMMITTEE

FROM: Randall Murphy, Interim
Chief Information Officer

SUBJECT: COUNCIL ASSISTANT SESSIONS

DATE: 8-17-06

Approved

Date

8/17/06

RECOMMENDATION

Rules Committee approve two Council briefing sessions for Staff to deliver a combined update on internet posting of Mayor and Council calendars as well as an update on the City's consolidated Call Center, as follows:

<u>Date</u>	<u>Time</u>	<u>Location</u>
August 30, 2006	12-1P.M.	T-1150
September 7, 2006	12-1P.M.	T-1150

BACKGROUND AND ANALYSIS

Internet Posting of Mayor and Council Calendars

As a result of Sunshine Reforms, the Information Technology Department (ITD) has worked closely with the City Manager's Office to design and implement an online calendar for Mayor and Council in order to "Disclose the calendars of the Mayor and Councilmembers quarterly, redacted for personal information," in response to Public Information Reforms #6 of "Reforms Referred for Implementation" dated May 23, 2006.

The CIO would like to provide Council Assistants the opportunity to view the proposed format of the online calendar and ask any questions regarding this new system. In addition, we welcome the valued input of Council.

Consolidated Call Center

On July 12, 2006, the Consolidated Utility Billing System (C-UBS) and Call Center went "live." Although a certain transitional period would be expected in the Call Center, by the end of July, staff continued to receive a higher call volume than it could effectively handle. The Chief

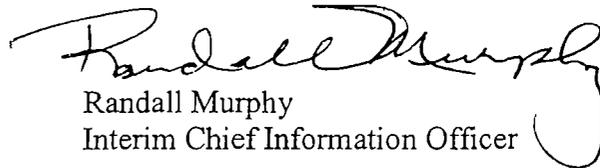
Information Officer (CIO) assumed responsibility for the Call Center and initiated a series of actions which is steadily improving the customer response environment.

Further, the CIO would like Council to remain updated on the changes and improvements being addressed at the Call Center. We recognize the importance of our Call Centers as the initial line of communication between San José's residents and City Hall, and continually strive to provide the best possible customer response environment through on-going quality controls.

Each Council briefing session referred to above will include a combined update on both the internet posting of Mayor and Council calendars, and the Consolidated Call Center. Council staff will select only one session.

COORDINATION

This memorandum was coordinated with the City Manager's Office.


Randall Murphy
Interim Chief Information Officer

For questions please contact Randy Murphy at 408-535-3560