

Council Technology Application Committee Meeting

Wednesday, December 5, 2007
5:00 P.M. to 6:30 P.M.
Hayward City Hall
777 B St. Hayward
Conference Room 4A
Hayward, CA 94541

AGENDA

Public Comments: (Note: For matters not otherwise listed on the agenda. The Committee welcomes your comments under this section but is prohibited by State Law from discussing items not listed on the agenda. Your item will be taken under consideration and referred to staff.)

1. Minutes of September 19, 2007 (Attached)
2. Status of PD Laptop Upgrades
3. Packetbase Protest Response
4. Council Chambers Technology Update
5. Online Payment System Discussion
6. CRM Update
7. VoIP Update
8. Meeting Times
9. Member Comments

Distribution:

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City Manager
Assistant City Manager
Assistant to the City Manager
Community & Economic Development Director
City Attorney
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Assistance will be provided to those requiring accommodations for disabilities in compliance with the Americans with Disabilities Act of 1990. Interested persons must request accommodation at least 48 hours in advance of the meeting by contacting the Assistant City Manager at (510) 583-4302 or TDD (510) 247-3340

**Council Technology Application Committee (CTAC)
Meeting Minutes of September 19, 2007**

Members Present: Bill Quirk and Bill Ward

Staff: Fran David and Clancy Priest

Others: None.

I. Public Comments: None.

II. Approval of Minutes

The Committee accepted the minutes of July 18, 2007.

III. Constituent Relations Management (CRM) briefing.

Clancy briefed committee on CRM system. Incoming complaint calls are consolidated into a software system and a tracking number is assigned. Tracking system can locate complaints via name, telephone number, address or tracking number assigned by system. Interested Council members will be provided a "Dummy" case number to test out system when available. Multiple issues from one constituent can be entered into tracking system and be assigned an individual tracking number for each specific issue. The specific issue can then be handled by the appropriate department. Addresses and areas of concern can be linked to the G.I.S. system to locate an area with reported problem.

Council members inquired about the status reports and if they can be run with this program. This tracking system is only 10% of the software available and can be improved upon. The CTAC committee will be informed of the cost and availability of a demo.

IV. Document Imaging System Upgrade status

Clancy reported that Laserfische system upgrade is complete from Version 5 to Version 7, the expanded system is now enterprise wide. City Clerk's Office will begin training tomorrow, September 20, 2007. Council member Bill Ward asked if at some point in the future the City will have no more documents to scan. Fran informed Committee that old records in City Clerk's Office are all scanned to date. Human Resources is next in line to have all their old documents scanned. Building Permits/Plans, Fire/HazMat will take approximately 2-3 years to complete. There will always be documents to scan as they are received from outside the City. Documents can be searched by date and name and currently go back 20 years. Council member Bill Quirk would like to use this feature at home, Clancy will work on it. Fran indicated this would be a huge savings for the City in the long run and this system can also be used with G.I.S. and were moving in this direction. Council member Bill Ward would like to know the cost savings for the City.

Version 8 will include daily documents with electronic signatures for distribution and will be available in early 2008.

V. VOIP Implementation Status (verbal report)

Clancy gave an update on the lease documentation with Cisco. The document is in the City Manager's Office to be completed this week or next week. The next step is to order the product, so far no delays and to be expected in 4-6 weeks. There are delays concerning time line, anticipate first week in December 2007. Committee will brief Council members from now until December on the status. Technology Services Dept. was moved over today and will be the "Guinea Pigs" testing the system.

VI. Discussion concerning future meeting schedule

Fran and Clancy proposed that the Committee meet every other month for six months instead of quarterly and to involve Council members in the strategic plan. Council member Bill Ward and Bill Quirk agreed and the next tentative meeting will be Wednesday, November 21, 2007 at 5:00pm. They will check with Olden Henson if he can make 5:00pm or 5:30pm.

VII. Member Comments

Council member Bill Quirk questioned the City getting an automated water billing system. Fran informed him that the City is thinking about it and the problem is the financial system.

Council member Bill Quirk questioned the City's Reverse 911 System and upgrading to the 21st Century. Fran indicated this may be difficult because new features for this system have not been budgeted for, estimated cost is \$50,000. Council member Bill Ward and Bill Quirk said that Olden will support this.

Council member Bill Quirk would like to use "Streetview" from home, Clancy will check into it.

Meeting was adjourned at 5:50pm

VIII. Next Meeting

Wednesday, November 21, 2007 – Time to be determined