



CITY OF  
**HAYWARD**  
HEART OF THE BAY

**COUNCIL TECHNOLOGY  
APPLICATION COMMITTEE  
SEPTEMBER 17, 2014**

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**CITY COUNCIL TECHNOLOGY APPLICATION COMMITTEE MEETING  
WEDNESDAY, SEPTEMBER 17, 2014  
CONFERENCE ROOM 3F 4:30 PM – 5:30PM**

**CALL TO ORDER**

**ROLL CALL**

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**PUBLIC COMMENTS:** *(The Public Comment section provides an opportunity to address the City Council Committee on items not listed on the agenda. The Committee welcomes your comments and requests that speakers present their remarks in a respectful manner, within established time limits, and focus on issues which directly affect the City or are within the jurisdiction of the City. As the Committee is prohibited by State law from discussing items not listed on the agenda, your item will be taken under consideration and may be referred to staff.)*

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1. Selection of Chair...
2. Approval of Minutes of June 11, 2014  
[Minutes](#)
3. Public Security Camera Pilot Program Update  
[Staff Report](#)
4. Enterprise Resource Planning (ERP) System Update  
[Staff Report](#)

**COMMITTEE MEMBER ANNOUNCEMENTS AND REFERRALS**

**ADJOURNMENT**

**NEXT REGULAR MEETING – NOVEMBER 19, 2014**

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*\*\*\*Materials related to an item on the agenda submitted to the Council after distribution of the agenda packet are available for public inspection in the City Clerk's Office, City Hall, 777 B Street, 4<sup>th</sup> Floor, Hayward, during normal business hours. An online version of this agenda and staff reports are available on the City's website.\*\*\**

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HAYWARD CITY COUNCIL, 777 B STREET, HAYWARD, CA 94541

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## **Council Technology Application Committee (CTAC)**

### **Meeting Minutes of June 11, 2014**

**Members Present:** Greg Jones, Al Mendall

**Staff:** Mark Guenther, Frank Holland, Kelly McAdoo, Diane Urban, Steve Walsh, Jeff Smith, Nathaniel Roush

**Guests:** None

**Public Comments:** None

#### **1. Approval of Minutes:**

Minutes of April 16, 2014 Approved

#### **2. Body Worn Camera and Digital Evidence Management System (DEMS) Vendor Recommendation**

Information Technology Analyst Nathaniel Roush presented the Committee with a summary of the yearlong study that was done on Body Worn Camera and Digital Evidence Management Systems. Four vendors were evaluated during this process. The vendor that was selected by the evaluating Police Officers, Public Safety Technology Committee as well as Police Chief's Staff was Taser Solutions for both the digital evidence management system and body worn cameras. One of the reasons that Taser Solutions was preferred was that their system will have a cost time savings of approximately \$300k per year to the City because Police Officers can dock their cameras at the end of their shift, walk away and by the next day when they come in their videos are uploaded. The Taser Solution will also allow officers to place the cameras in a variety of spots. Issues around informing the community and updating internal policy have been discussed, with the City Attorney's Office assisting in this process. Funds obtained from asset forfeitures have been set aside for the project. The ongoing remaining fiscal impact will be approximately \$131,000 per year which will be included starting in the FY 2016 budget. This will be presented to Council on July 1<sup>st</sup> for approval.

#### **3. Primary Website Development Progress**

Community and Media Relations Officer Frank Holland gave a brief overview. A very detailed RFP went out, and 13 proposals were received. A handful of qualified firms were selected to make presentations. After their references were checked the decision was made to go back and review some of the other proposals that included open source development to see if there's a way to bring down the cost by clarifying our requirements, and this is where we currently are with this process.

#### **4. Information Technology Project Work Plan Discussion**

Information Technology Director Mark Guenther continued the discussion from the last meeting regarding the ongoing workload and staffing study that is underway, including the number of projects that are anticipated and the staffing needed to implement those projects. As outlined at the June 10<sup>th</sup> Council meeting budget worksession, a workload and staffing study was done and the results are not in yet, and a request was made for an additional Technology position to help get the projects going. When the results of the study are in, Information Technology will go back to Council with further recommendations for staffing. A list of projects for the next 2 years was included in the report for further discussion with CTAC and whether this fits with what the Committee sees as the list of priorities and also to add additional items that may have been missed. There was a brief discussion including completing the ERP implementation, getting the online modules up and functioning and to hopefully refine them through the design of the primary website. The Capital Improvement Program (CIP) includes funding to do a complete network infrastructure upgrade, implementation of body worn cameras, funding for an upgrade to the Telestaff System that the Fire Department uses for scheduling with the potential to expand that to the Police Department, as well as implementing license plate recognition technology. The larger projects won't all be completed in 2015.

**Member comments:** None

**Next Meeting:** September 17<sup>th</sup> @ 4:30pm

**Meeting adjourned at 5:57pm**



DATE: September 17, 2014  
TO: Council Technology Application Committee  
FROM: Information Technology Director  
SUBJECT: Public Security Camera Pilot Program Update

### **RECOMMENDATION**

That the Committee reviews and comments on this report.

### **BACKGROUND**

Toward the goal of providing a safe community, the Capital Improvement Program Budget for FY 2015 provides funding for a pilot project totaling \$200,000 that serves to investigate the viability of public security cameras. Staff members from the Police and Information Technology Departments have identified a product for beta testing in selected areas in the downtown.

### **DISCUSSION**

V5 Systems offers a wireless surveillance camera system unlike any other currently in the marketplace. The first key differentiator is that the cameras operate on solar power and transmit data wirelessly. This translates to lower costs for powering the units than other vendors and eliminates the costly need to trench data lines under the street to transmit data back to the where the video is stored.

Because these cameras operate on solar power and transmit data wirelessly, this leads to the second key differentiator: The ease and flexibility of deploying the cameras in the field to fight crime. A series of straps secure the lightweight design to a number of surfaces including light poles. If crime abates in the area being monitored by the camera, the straps can be removed and the camera can be re-deployed using the same straps to another crime area quickly and efficiently. This eliminates the cost of having to purchase additional units to cover these new crime areas and allows public safety agencies tremendous flexibility to deploy cameras in problem areas.

Another important aspect of V5's camera system is how it alerts public safety personnel of an event occurring at a location being monitored by the system. Using V5 Systems camera software, a zone is setup on the camera's viewing area and when an object enters this zone, an alert is triggered that can be sent to an email address or text messaged to a smart phone. The personnel will receive a message that contains a picture of what caused the zone violation to occur and can then click on the

link in the message to view the video live. This feature has the potential to cut down on false alarms in the monitored areas as well as the ability to quickly respond if the zone violation captures a crime in progress.

### **FISCAL IMPACT**

At the conclusion of the beta testing period, the City of Hayward will have the opportunity to purchase the cameras along with a service and maintenance contract using CIP funds. V5 Systems has agreed to provide the cameras and support for the beta testing period at no cost to the City of Hayward and the City is not under any obligation to purchase the system at the conclusion of the beta testing period. The CIP funding for this pilot program was based on current estimates for a four camera system, including backend data transmission and server storage costs.

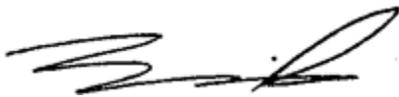
### **NEXT STEPS**

V5 Systems has agreed to provide six cameras for beta testing in the downtown area. Pilot locations will be determined based on analysis and information provided by the Police Department's Crime Analyst and downtown officers to determine the best place/places to use them. If this camera technology is deemed viable, staff will return to the Committee with more detailed information and results from the beta testing and the technology's potential effectiveness.

*Prepared by:* Nathaniel Roush, Technology Solutions Analyst

*Recommended by:* Mark Guenther, Information Technology Director

Approved by:



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Fran David, City Manager



DATE: September 17, 2014  
TO: Council Technology Application Committee  
FROM: Information Technology Director  
SUBJECT: Enterprise Resource Planning (ERP) System Update

### **RECOMMENDATION**

That the Committee reviews and comments on this report.

### **BACKGROUND**

At the Committee's meeting in April 2014, staff reported progress on the City's comprehensive ERP implementation. The Munis ERP project implementation for the core financials began in June 2012, and subsequently, in July 2013, core financial modules went live. In July 2014 the Business License module went live, and on September 4, 2014 the first batch of live utility bills were mailed to customers. Staff is working diligently on the complex implementation of the remaining modules.

### **DISCUSSION**

An update on the status of the implementation for the various ERP modules is provided below.

#### **Human Resources/Payroll - Projected Go-Live of January 2015**

Finance and Human Resources staff have been working with the Tyler Payroll consultants on revising our system setup as well as working to resolve issues. Go-live is now scheduled for the first pay day in January 2015.

#### **Utility Billing – Live use began with September 4, 2014 billing**

Data from our legacy utility billing system for all active accounts was loaded into Munis on August 28, and staff performed final verification of the converted data and began preparations for the first billing in the new system. As noted above, the first batch of approximately 3,000 bills was mailed on September 4.

With the new Utility Billing Module, our customers will have greater and easier access to information. The new system will enable customers to receive their water bills by email and to make automatic payments. Through the new Hayward Self Service (HSS) website, customers will also be able to review their bills, see their consumption history, make service requests, and schedule payments. In addition, payments may still be made using other online bill payment services or by telephone via an interactive voice response (IVR) system.

The implementation of the Utility Billing Modules has also allowed the Revenue Division to move the processing of customers' payments in-house, which saves on bank fees and shortens the processing time. Additionally, in keeping with the City Council's priority to be more "green," MUNIS will allow for many billing and collection processes to be paperless.

#### **Work Orders – Projected Go-Live TBD**

Maintenance Services Department functional leads and subject matter experts continue working with Tyler implementation consultants on configuration of the Work Order module. Custom integration with the Permits module is also being configured in order to allow for more efficient tracking of the use of developer deposits to reimburse for City staff time spent reviewing development projects. Live use of the Work Order Module is projected to coincide with the scheduled go-live of the permit module, tentatively set for October 2014..

#### **Permits – Projected Go-Live in October 2014**

The implementation project is well underway, with a currently scheduled mid-October go-live. Key issues that caused the change in the scheduled go-live have been resolved and the project is on track for data conversion, loading, and live use in October 2014. At that time the online Hayward Self Service system will also include access to permit information and scheduling of inspections.

#### **Business License – Live use began August 1, 2014**

The implementation team for the Business License module met its projected go-live date of August 1, 2014 when the final pass of converted data was loaded into Munis. Since go-live, approximately 1,500 billings for annual fees have been generated, in addition to new business licenses.

#### **Hayward Self Service – Live use began September 5, 2014**

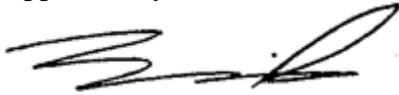
As mentioned previously, live use of the new Hayward Self Service (HSS) website coincided with the mailing of the first batch of utility bills. At this time only the Utility Billing module of Hayward Self Service is live, and customers can create login accounts, link them to their utility account, and review their bills, see their consumption history, make service requests, and schedule payments. Coinciding with the first live use of the permit module, we will activate the self-service links that allow access to permit information and inspection scheduling. At a later time, self-service application entry and fee payments will be configured and activated. City Employee, Business License and Vendor Self Service modules will be implemented in the coming months as well.

## **FISCAL IMPACT**

Council authorized a \$4.1 million project budget (comprised of General Fund and enterprise fund allocations) as contained in the Capital Improvement Program budget. Total estimated actual project expenses continue to be within the authorized budget. However, as adjustments are made to the project, including software modifications and temporary staffing, it is possible that additional funds may be necessary.

*Prepared and Recommended by:* Mark Guenther, Information Technology Director

Approved by:



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Fran David, City Manager