



CITY OF
HAYWARD
HEART OF THE BAY

**COUNCIL TECHNOLOGY
APPLICATION COMMITTEE
FEBRUARY 18, 2015**

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**CITY COUNCIL TECHNOLOGY APPLICATION COMMITTEE MEETING
WEDNESDAY, FEBRUARY 18, 2015
CONFERENCE ROOM 4A 4:30P.M. – 6:00P.M.**

CALL TO ORDER

ROLL CALL

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.)*

1. Approval of Minutes of November 19, 2014
[Minutes](#)
2. Enterprise Resource Planning (ERP) System Update
[Staff Report](#)
3. Social Media Presence Update - Oral Presentation
4. Staff and Committee Member Status Reports/Updates
5. Review Future Agenda Items

COMMITTEE MEMBER ANNOUNCEMENTS AND REFERRALS

ADJOURNMENT

NEXT REGULAR MEETING – APRIL 15, 2015

****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, 4th Floor, Hayward, during normal business hours. An online version of this agenda and staff reports are available on the City's website.****

Assistance will be provided to those requiring accommodations for disabilities in compliance with the Americans Disabilities Act of 1990. Interested persons must request the accommodation at least 48 hours in advance of the meeting by contacting the Assistant City Manager at (510) 583-4300 or TDD (510) 247-3340.

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[HTTP://WWW.HAYWARD-CA.GOV](http://www.hayward-ca.gov)



Council Technology Application Committee (CTAC)

Meeting Minutes of November 19, 2014

Members Present: Al Mendall, Sara Lamnin, Elisa Marquez

Staff: Kelly McAdoo, Garrett Contreras, Mark Guenther, Steve Walsh, Frank Holland, Nathaniel Roush, John Stefanski, Micah Hinkle, Joe Ochinerero

Guests: Jake McGowan, Rolling Orange

Public Comments: None

1. Approval of Minutes:

Minutes of November 19, 2014 Approved

2. Automated License Plate Reader (ALPR) Recommendations

Technology Solutions Analyst, Nathaniel Roush gave the Committee an update on the discussion from the meeting of November 19, 2014. The Automated License Plate Reader (ALPR) is optical recognition software that scans the license plates, captures the date, time, and location of the plate. This is all the information that is captured and no other personal data is captured or stored. During the trial period, readers were only placed in two patrol cars and this is what staff is proposing today. Vigilant Solutions was the preferred vendor of our patrol officers and the recommendation from Public Safety Technology Committee, which is a cross section of staff from the Police Department and IT. Based on the officer's feedback as well as the results of the trial, Vigilant Solutions out performed 3M in each measured category.

Features of the system were then discussed, including the fact that if a stolen vehicle "hit" occurs, an audible alarm as well as a visual indication is shown immediately on the computer screen in the patrol car. Two patrol cars will provide adequate coverage, one patrol car in the North and one in the South, both operating 24/7. Adding patrol cars in a city our size would result in duplicate plates recorded, and the vendor and staff anticipate that two is ideal for a city our size.

All feedback received at the community meeting was positive. Neighboring agencies in San Leandro, Oakland and Piedmont are using similar technology, and staff from San Leandro has shared that they've had continued success with it.

No data was shared with other agencies during the trial period. If we were to determine that we wanted to collaborate with other agencies in terms of sharing information, our internal agency administrator would request data sharing through system configuration settings that we control. All data collected would then be shared with the outside agency. Prior to sharing data, privacy policies of the other agencies should be considered. There are policy questions that should be addressed at the Council level, which are different from internal Police Department policies.

These higher policy questions might include who has access to data, how long it is retained, and whether the city should share with other agencies.

The system vendor will provide onsite training to groups of officers using a “train-the-trainer” format. Those officers would then show other officers and authorized staff how to use the system.

The cameras are located on the light bar on the outside of the vehicle. Staff will ask Council to appropriate funds from the Information Technology Internal Service available fund balance. The costs for subsequent fiscal years will be added to the operating budget of the IT department.

3. Primary Website Development Recommendation

Community and Media Relations Officer Frank Holland updated the Committee on the need for a primary web presence that is dramatically different from what we currently have. There are a number of reasons for this that require us to go far beyond the current design and address issues such as marketing the city and using it as an economic development tool. The new design will also address the way people conduct their lives on line now. This requires something that’s flexible and allows people to interact and take that content and make use of it. We are really looking for a platform that’s going to give us a tremendous amount of flexibility and that’s just not flexibility for what we’re doing right now, but what we’re doing next year, five years from now, ten years from now. Part of the problem is that there is a lot of turnover when it comes to any type of technology and if you choose the wrong kind of platform, you can essentially put yourself down a path where you become more and more dependent on that platform and you lose latitude to move in another direction. There are some really interesting things going on online where people are having great conversations, making use of the information provided by public agencies and you can’t get there because you’ve essentially locked yourself into a very narrow platform.

This is why we agreed to begin looking for a great open source solution. What you’re looking at, instead of a proprietary framework, is an entire universe of developers that are contributing towards that platform stability, but also the different tools that they are embedded in. We really wanted to find a partner in this process that is going to give us that type of platform and also give us that flexibility going forward.

Jake McGowan of Rolling Orange was introduced to the committee and gave a brief slide presentation regarding his firm and their proposal.

This project would kick off on January 25th and there are a number of steps that need to be done before we do visuals on it. Staff support of the live website would be decentralized, with departmental staff responsible for updating their content. As part of the development process, building internal staff capacity to support the new website should be included

Rolling Orange will support and maintain the actual build itself and through its relationship with Acquia, support the security patches, module updates and things like that which are specific to the drupal CMS itself. For additional new items as they come up or integration of a new component, it is usually treated as maintenance, however if there is substantial new work there are typically conversations about that and Rolling Orange is usually pretty flexible. There’s a fine line between a new feature and what would be considered maintenance, but RO usually works with its partners to make sure that we are proactive with that. The entire new site will be launched at once, there will not be a “rolling launch.”

4. Staff and Committee Member Status Reports/Updates

Information Technology Director Mark Guenther updated the Committee on projects that were discussed at the September CTAC meeting. On the project for Fire connectivity, the new routers have been ordered. We've been told that they're scheduled to be delivered on November 25th. Definitive Network Inc. (DNI) will bench test them and then installation work will begin.

There have been continual discussions with Lit San Leandro regarding the High Speed Hayward project,; we have a proposed agreement but those discussions ended in July. We were told at that time that they're reviewing the project with their investors and subsequently, we were told that they were finalizing partnership arrangements. Micah Hinkle, the City's Economic Development Manager, had a meeting with Lit San Leandro on September 12th. They discussed the fiber expansion project and they ultimately want to expand and hook into schools. Discussions are ongoing with other vendors, such as AT&T, Zayo, Comcast and TW Telecom, regarding what they are doing in Hayward and how staff wants to be part of those conversations. The importance of high speed fiber was stressed, especially its importance to the development of a Technology Innovation corridor.

Information Technology Director Mark Guenther gave the Committee an ERP update. As mentioned in last night's work session, the permit module went live on November 13th. There are still outstanding issues, but the system is working. Payroll will be live with the first paycheck in January 2015. Direct deposit vouchers will no longer be printed starting January 2nd; employees will need to go on line and access it themselves.

5. Suggestions for Future Topics (Standing Item)

- Update on Social Media Presence
- Plan to make the City more technologically nimble
- Update on Fire connectivity
- Replacement for New World
- Update on Network Infrastructure Upgrades
- Policy Level discussions
- Stem Education – Skill development in our Community
(High Schools/Colleges)

Member comments: None.

Next Meeting: February 18th @ 4:30pm

Meeting adjourned at 5:59pm



DATE: February 18, 2015

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 September 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. The Business License module went live in August 2014, followed by Utility Billing in September 2014, the Permit module in November 2014, and the Human Resources/Payroll module in January 2015. Staff is working to address outstanding post go-live issues.

DISCUSSION

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

Human Resources/Payroll - January 2015 Go-Live

Finance and Human Resources staff, working alongside Tyler Payroll consultants, processed the first live payroll in the new module and issued paychecks on January 2, 2015. On the heels of this success however, work continues to implement additional HR modules, primarily the ability for employees to change benefit elections using Employee Self Service in late 2015 during the benefit open enrollment period.

Utility Billing – September 2014 Go-Live

As staff reported previously, the first batch of approximately 3,000 utility bills was mailed on September 4, 2014. Progress on subsequent billings was slowed by various issues that arose as a result of this first customer billing in Munis that was based on data converted from the City's legacy system, and at one point staff was approximately 7 weeks behind schedule in billing. As the City moves to the second customer billing in Munis, the number of issues has dropped dramatically, and with additional staff temporarily assigned to assist, it is now estimated that staff is approximately 3 - 4 weeks behind schedule. It is anticipated that we will be back on schedule near the end of March 2015.

As with the HR/Payroll module, staff is working to implement additional Self Service features, such as the ability to enter service requests and sign up for new utility service online. Approximately 11,000 utility accounts have been linked to user accounts created in Hayward Self Service since the September go-live. (For reference, there were approximately 15,000 active user/login accounts in the legacy on-line utility bill pay system.) Additionally, in keeping with Council's priority to be more "green," expanding the number of utility bills delivered electronically is a priority.

Work Orders – November 2014 Go-Live

Custom integration with the Permits module has been 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 began at the same time that the Permit module went live. Maintenance Services department staff is still working on the configuration of service requests and work order processes for internal staff.

Permits – November 2014 Go-Live

The Permit module began issuing permits in November 2014. The online Hayward Self Service system allowing access to permit information and scheduling of inspections went live at the same time. Staff has requested a modification from Tyler that will streamline the current inefficient process required to schedule multiple inspections online. This was discovered post go-live and staff is pressing the vendor to provide a better online process. Work to configure Hayward Self Service to allow application entry and fee payments will begin shortly.

Business License – August 2014 Go-Live

The implementation team for the Business License module met its projected go-live date of August 1, 2014. Since that time, annual renewals have been processed and mailed to business license holders. As with other modules, the capability to renew and pay online will be implemented in 2015, well in advance of mailing the 2016 annual renewals.

Hayward Self Service – September 2014 Go-Live

As mentioned previously, live use of the new Hayward Self Service (HSS) website coincided with the mailing of the first batch of utility bills. The Utility Billing module of Hayward Self Service allows customers to create login accounts, link them to their utility account, and review their bills, see their consumption history and schedule payments. Coinciding with the first live use of the permit module, the self-service links that allow access to permit information and inspection scheduling were activated. At a later time, self-service application entry and fee payments will be configured and activated. The Vendor Self Service online module 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. Because of modifications to Hayward Self Service, some minor additional funding will be requested as part of the CIP budget process. Staff intends to bring an updated budget to this committee at its next meeting.

Prepared and Recommended by: Mark Guenther, Information Technology Director

Approved by:



Fran David, City Manager