

Attachment D

IT Survey Results - Detail

IT Survey Results (5/7/2010 - 5/13/2010)

Total Respondents: 70

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

satisfied

B. Your degree of satisfaction with the City's applications and infrastructure.

sometimes satisfied. there are a number of applications that could be replaced or improved

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

new document management system, web based permit issuance solution

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

a new document management system and a web based permit issuance program would allow the Building Department to make records more easily accessible over the web. I feel that we do good job of this now, but improved technology would make the experience easier and better.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Lanny Krage Building Department 949-644-3293

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

The PD's IT staff is very responsive to our needs and they are very helpful. They are always willing to drop what they are doing to help out. I have not had any real dealings with other City IT staff.

B. Your degree of satisfaction with the City's applications and infrastructure.

Generally, all of the systems seem to work pretty well. However, the EPE system is cumbersome and not particularly user friendly. Many steps are required to work through the various fields to input, edit and submit an EPE. The RMS and CAD systems at the PD seem to be outdated and some seemingly simple info gathering often requires a lot of manual manipulation.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

The IT staff seem like they could use some help managing the numerous complex systems they maintain and keep running.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

None that I am aware of that we are not already trying.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Dennis Birch, PD X3778

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

I am completely satisfied with the responsiveness and support the City's IT staff provide on a daily basis. The staff is very good at keeping the user informed of network issues

and usually resolve those issues relatively quickly.

B. Your degree of satisfaction with the City's applications and infrastructure.

The City maintains several applications that assist staff in their day to day operations and run on a pretty sophisticated and complex infrastructure. However, there are a few applications that should be seamlessly integrated to avoid duplication of efforts.

Example: The City's document imaging system (Alchemy) and GIS. Permits Plus and Finance Plus.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

See Above

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

1. User-friendly document retrieval interface 2. Digital Plan Check submittal

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Very satisfied.

B. Your degree of satisfaction with the City's applications and infrastructure.

Wish we didn't have glitches in some modules which can take up time trying to fix sometimes.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

More refined reports.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

It already does.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Do not use because we have Cone

B. Your degree of satisfaction with the City's applications and infrastructure.

no opinion

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

faster speed

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

no opinion

E. Your name, department and contact information. If you prefer to remain

anonymous, that will be acceptable.

Restadius, Ralph Fire

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

I my position I rarely have contact with the City's IT Personnel

B. Your degree of satisfaction with the City's applications and infrastructure.

The City Website and Intranet are very useful.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

I am satisfied with the resources I currently use.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

None

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Overall, I have a high degree of satisfaction. Our systems operate reliably.

B. Your degree of satisfaction with the City's applications and infrastructure.

Moderate. Common business applications (ie, MS Office) are satisfactory. Permits Plus is not user friendly.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

I would like to see more project management and collaboration tools integrated into Outlook or similar PIM.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Excellent although I sometimes hesitate to call because I know they are very busy.

B. Your degree of satisfaction with the City's applications and infrastructure.

Extremely high

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

Of course, better/faster/newer come to mind, but in all honesty, we have great equipment and even better IT personnel

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

I think it is imperative that we make it VERY easy for our constituents/customers to use our technology to enhance their experience in connecting with us as City employees. They need to receive answers to their questions quickly and easily rather than feeling like they're getting the runaround.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Cynthia Cowell, Library Director CCowell@newportbeachca.gov 949-717-3800

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Very satisfied.

B. Your degree of satisfaction with the City's applications and infrastructure.

Very satisfied.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

Can't think of any right this minute.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

They are extremely quick and efficient in handling any problems we have in the Print Shop.

B. Your degree of satisfaction with the City's applications and infrastructure.

I am very pleased with the applications and infrastructure that I use on a daily basis.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

None that I can think of at this time.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

I feel our technology and communication is very up to date and effective in meeting the residents, businesses and visitors.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Richard Flores. Administrative Services. Ext. 3009

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Over a long period of time (18 years), I've been very satisfied with the quality and responsiveness of all of our IT staff. They are both technically proficient and responsive.

B. Your degree of satisfaction with the City's applications and infrastructure.

Generally, I find that the City of Newport Beach is ahead of the curve compared to almost any other we have encountered. Other cities often visit us who are interested in solutions we've developed/implemented.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

Our ERP system (Sunguard Pentamation) is a fairly low budget system and we are on the larger size of their client base. We generally receive unsatisfactory support and responsiveness from the vendor. The only reason we've been able to limp along with this solution for the past 20 Years has been to the credit of our applications staff who have been able to resolve sytem bugs and shortcomings on their own. As the years go by, Pentamation tends to follow our lead often implementing our mods into their baseline system. Unfortunately, it may take years before our mods make it into their product.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

Although not specifically communications, I find that many residents, including myself, prefer to do as much city business online. Continuing to develop online applications for routine business matters is a great service to the community.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Dan Matusiewicz, Administrative Services Department, 949.644.3126 or danm@newportbeachca.gov

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Fairly satisfied. When I call the help line I'm always hopeful that Joey will answer because his customer service skills are superior to the others.

B. Your degree of satisfaction with the City's applications and infrastructure.

Satisfied

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

It would be helpful to have training sessions offered.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

No.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Overall the staff is fairly responsive to requests, however solving the problem often takes multiple requests/visits before becoming fully functional.

B. Your degree of satisfaction with the City's applications and infrastructure.

Repeated failure of microwave relay for all connectivity and backup T1 slows systems down to barely usable speeds.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

Reliable connection to servers and more frequent replacement schedule for hardware as well as more usable bandwidth.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

Reverse 911, twitter, online surf reports and weather info

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Lifeguards

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

I do not have any interaction with this department in my position. Therefore I do not feel qualified to give an opinion.

B. Your degree of satisfaction with the City's applications and infrastructure.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Judith Pavlik Clerk II Mariners Library Circulation

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

I am satisfied with the level of support I receive from the IT Department. I rarely interact with them or call upon their assistance, so they must be doing a great job because all of the applications I normally use rarely have any issues which require their assistance.

B. Your degree of satisfaction with the City's applications and infrastructure.

The City's applications and infrastructure are straightforward, and generally easy to use. Based on my observation and interactions with other coworkers using the myriad programs and applications we use on a daily basis, I would conclude that the level of satisfaction, functionality, and accessibility of the City's applications and infrastructure is of a high quality.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

I do not have enough knowledge of emerging technologies to determine whether or not there are IT resources that would enable me to perform my job more efficiently and effectively.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

I often hear comments from elderly customers informing me that they miss the automated calls they used to receive, many years ago when this technology was used by NBPL, regarding hold requests. They mention that many in their age group do not have computers, and often they do not get their hold request notices through the mail,

informing them that their items are ready to pick up, in time to pick up their items.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Outstanding effort and support of my needs.

B. Your degree of satisfaction with the City's applications and infrastructure.

It's getting better and easier to use each year.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Rob Beuch Fire Department 644-3377

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Our I.T. staff at the police department is excellent. No issues or concerns.

B. Your degree of satisfaction with the City's applications and infrastructure.

Extremely satisfied

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

None known

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

I would like the voice mail on my assigned phone extension pushed to my email as a wav file. The police department is looking at this right now.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Rob Morton Police Department (949) 279-4816

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

The Police Department's IT section provides excellent customer service. They are very responsive to the Department's needs even with a shortage of two MIS techs.

B. Your degree of satisfaction with the City's applications and infrastructure.

The Police Department's current applications and interstructure are superior based on the challenge of ever changing technology advances and operating platforms.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

Unfortunately, money is the resource the Department and the City need to keep pace with ever changing technology. Currently, the Department is on an XP platform. In the near future, XP will no longer be supported by Microsoft the City and the Department will need to anticipate this change.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

The City's alert system through email and Alert OC is satisfactory to meet the City's needs. I am sure other systems are available through twitter and facebook and they should be explored.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Bill Hartford, Police, 644-3660

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

My exposure to the City IT is limited. The Police Department provides in house service which is excellent and meets the department's needs quite well.

B. Your degree of satisfaction with the City's applications and infrastructure.

Again, the Police Department IT unit is excellent. They deal with job specific hardware and software needs for our 24 hour a day operation. Many of the systems are controlled by the Department of Justice or other governmental agencies and requires unique knowledge and clearance to access and/or administer. The service is excellent and the staff is outstanding.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

Law enforcement technology is highly specialized and is always progressing and evolving. The police department IT staff maintains our current systems and stays informed on the changes and opportunities that new technology offers.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

Continued use of web based technology to improve information sharing throughout the city.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Dale Johnson, Captain Newport Beach Police Department Patrol/Traffic Division
Commander 949-644-3720

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Very satisfied.

B. Your degree of satisfaction with the City's applications and infrastructure.

Very satisfied.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

None.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

None.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

I receive great service from the PD's IT group.

B. Your degree of satisfaction with the City's applications and infrastructure.

I have everything I need to complete my assignments.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

I am satisfied with my resources.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

None.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

I am satisfied as they have always been very responsive when I have needed their assistance.

B. Your degree of satisfaction with the City's applications and infrastructure.

For the degree/level that I use it seems to be fine and I am satisfied with it.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

None that I can think of at this time.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

I cannot think of anything at this time.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Elaine McMillion 717-3809

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

The EMS Division relies heavily on IT for record keeping, documentation and billing for ambulance transportation, which is 90% of what we do. Having our software and computers functioning is vital to our operations. Over the years, it's been more efficient and efficient to have an IT person that is an expert in our systems to assist when we have any technical problems. Also, most of our data is HIPAA protected and limiting access to data is preferred. I strongly prefer and am satisfied having a IT person that is dedicated solely to Fire.

B. Your degree of satisfaction with the City's applications and infrastructure.

I am very satisfied with the current software applications supplied by the City. Our

offices are currently at LG HQ. Our systems generally run slower due to our locale which can be very frustrating.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

I recommend that we move forward in procuring an electronic prehospital care record (ePCR) data system. There is a federal mandate that requires healthcare to go paperless by 2014. The county is securing a contract with a vendor to provide a county-wide solution for EMS responses. If we partner with the county on this venture, there could be substantial savings to the City than if we were to secure a vendor on our own. No decisions have been made, since we are still awaiting the terms for individual fire provider agencies.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

I liked when Chief Lewis did the NB Live broadcasts for Fire that was available on the City website and City station. I often heard positive feedback regarding the productions.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Always knowledgeable and quick to respond

B. Your degree of satisfaction with the City's applications and infrastructure.

I have no problem

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

Can't think of any.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

I've only received positive response from the community.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

I am very satisfied with the quality and responsiveness of our IT staff.

B. Your degree of satisfaction with the City's applications and infrastructure.

I do not know much about what, specifically, they do, but the technology infrastructure and the applications available all seem to work very well so, as an end user, I am very satisfied. There seems to be numerous passwords and log-in scripts that we have to remember for the various applications and systems we use. Some consistency in this area may be helpful.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

Updated and improved digital audio/video recording system in police units. In particular, improved audio capturing capability.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

E-mail distribution lists for particular community associations, business associations, particular types of businesses, or areas of the city may be helpful to have; we may already have some of these. Facebook and Twitter already seem to have a following. The Alert OC system is very useful and should be maintained and, where possible, improved over time.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Than you. Jeff Lu, PD

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Since the Police Department maintains its own IT support team, I have had little interaction with the City's IT staff.

B. Your degree of satisfaction with the City's applications and infrastructure.

The City's technologies that I use, seem to be functional and user friendly; however, the majority of applications and technologies I utilize in the course of my daily duties are maintained at the PD.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

At the Police Department, we are very fortunate to have up to date technologies and an excellent IT staff. Our requests for service are responded to very quickly, and the IT staff is always friendly, knowledgeable, and professional.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

The City's upgraded website and electronic services are excellent. I believe the City offers a great deal of electronic information resources to the Community.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Lieutenant Craig Fox, Executive Officer Police Department x3710

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

The current staff is highly responsive and knowledgeable. My department is very satisfied with their quality of work and responsiveness.

B. Your degree of satisfaction with the City's applications and infrastructure.

This City Hall does not possess the best infrastructure for the technology the IT staff deals with, so the fact that they can keep everyone working is a miracle and mystery to me. To that regard, I think they are exceptional in what they do and perform their jobs admirably for what they have to work with.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

I am currently working with the Acting IT Manager in researching software that will make the agenda process more efficient, reduce unnecessary copying, and eliminate duplication of effort. Additionally, it would improve the current document imaging system that is not user-friendly.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

In an age where most people have an email address, the implementation of e-Notifications is helpful. Placing as much information on the web, without overwhelming the reader, is also a useful tool.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Leilani I. Brown, City Clerk 949-644-3005

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Good; however, limited exposure most related to telephone issues with Dan Auger.

B. Your degree of satisfaction with the City's applications and infrastructure.

n/a

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

Our Support Services here at the PD seem to have the resources to readily assist us.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

Not well versed in this area to comment.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

We do not rely on City IT support as we generally receive service from our inhouse staff of Technicians. I can tell you that I have not been impressed with the information available from the City in the area of financial tracking.

B. Your degree of satisfaction with the City's applications and infrastructure.

Again, we rarely use the City's applications except the City web site.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

Yes, I beleive we should have a more robust personnel and payroll system.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

Perhaps partnering with other cities to cover more items of interest in the broader area. As an example, crimes that have occured in the HB, Costa Mesa, Irvine and Newport Beach areas.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Bob Luman, Police, 664-3701.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

I am mostly satisfied with the quality and responsiveness of IT support. I wish someone would answer their phones during all business hours.

B. Your degree of satisfaction with the City's applications and infrastructure.

I think that the IT division is broken into to too many divisions and should be one.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

None

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

No. The IT Division has made themselves readily available for callers who has had problems with downloading information.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Lillian Washington City Clerk's Office (949) 644-3005

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Highly satisfied

B. Your degree of satisfaction with the City's applications and infrastructure.

Highly staisfied

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

Having the abilty to view quick time movies would be helpful

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

None

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Capt. Carlos Medina Fire Department cmedina@nbfd.net (949) 644-3299 x2101

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

I have generally very happy with the quality and responsiveness of IT support services. Personnel have always been timely, professional and courteous.

B. Your degree of satisfaction with the City's applications and infrastructure.

I am very satisfied with GIS services. The proprietary nature of Alchemy and Permits limits efficiency.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

Link the finance system, Permits, Alchemy and GIS.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

Eliminate Alchemy in favor of a non-proprietary system where staff can use the windows based folders for ease of input. Staff and the public can then use simple internet browser applications to view any information placed in public folders.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

James Campbell, Principal Planner

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Very satisfied.

B. Your degree of satisfaction with the City's applications and infrastructure.

Satisfied. I love the GIS applications. Permits Plus and Finance Plus are much less user-friendly.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Katie Bowden, Economic Development, 644-3230

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Very good.

B. Your degree of satisfaction with the City's applications and infrastructure.

Fair. There needs to be some type of system in which Permits Plus and Finance Plus could interact so we are not going back and forth between the two systems to process information on our deposit accounts, time accounting, invoices paid, deposit funds received, etc.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

It would be most helpful if IT could notify us when there is a problem with our system. There have been several times that I had to call to find out if there was a system wide problem.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Gaylene Olson, Planning Dept. ext 3225, golson@newportbeachca.gov

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

The hotline is awesome! Somebody always picks up the phone. If they can't solve a problem at the moment over the phone, they schedule a time that works best around my schedule to stop by. Very helpful.

B. Your degree of satisfaction with the City's applications and infrastructure.

Pretty good.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

Currently, we use different screens and software for billing, project updates, keeping our supervisor up-to-date, project actions. Permits Plus and Basecamp aren't very easy to use and we need to enter the same information in a couple different screens. Not efficient.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

A program that could do all the above (in "C") and be visible for the public. I would recommend speaking with Dan Campagnolo; he's the man!

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Russell Bunim Planning Department x3233

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Very satisfied.

B. Your degree of satisfaction with the City's applications and infrastructure.

Moderately satisfied.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

IT is assisting the Building Department with selecting the software to switch to web base permits system.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

I do not know if IT has a web master at this time to maintain information on the city web pages.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Faisal Jurdi, building Department. (ext. 3277)

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

excellent

B. Your degree of satisfaction with the City's applications and infrastructure.

getting better

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

i really wish we could stream music. background music helps me get through my work.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

B. Your degree of satisfaction with the City's applications and infrastructure.

The applications and infrastructure are good, however, FinancePlus is not very user friendly outside of the accounting module.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

automated email clean up of some kind

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Excellent

B. Your degree of satisfaction with the City's applications and infrastructure.

somewhat, would like an improved payroll and reporting system

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

would like more admin service staff to assist with improved financial reporting (payroll, etc)

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

not at this time

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Tracy McCraner Director of Admin Services

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Very satisfied - the IT staff is extremely responsive to requests for service.

B. Your degree of satisfaction with the City's applications and infrastructure.

Again, very satisfied. The library works very closely with City IT and the customers and staff benefit.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

I'm not aware of anything at this time.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

The library is always exploring ways to offer virtual services to our customers. I think City IT does this as well, and it is great to see the City move in this direction.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Tim Hetheron Library Services Manager Circulation & Technical Processing Coordinator
Newport Beach Public Library 1000 Avocado Ave., Newport Beach, 92660 (949) 717-3819, FAX: (949) 640-5681

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

IT personnel are always friendly and prompt.

B. Your degree of satisfaction with the City's applications and infrastructure.

The City provides all of the tools necessary to complete my work.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

None.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Heather Hart, Mariners Branch Library 949.717.3840

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Very high. I have always found the staff to be responsive, helpful and pleasant. They respond to our problems as quickly as possible. They are willing to take on a challenge when we ask for help. I have always felt that the IT department is a partner with the Library and they are willing to support of our different needs.

B. Your degree of satisfaction with the City's applications and infrastructure.

What I use works well.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

I do miss the old training classes that the City used to offer. Intellectually I know that there are other avenues of training/learning open to me, but it was a format & fourm that I beneficial to me.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

I think that the current website and the news alerts are great. I like the video clips that give us updates on what is happening, especially Dave's and the ones from Public Works. I think that we need to be sure that people know that they are there. I hope that there will be video (or at least pictures) of the Civic Center construction progress.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Melissa Kelly Library ext. 3852

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Our IT staff has always been very responsive.

B. Your degree of satisfaction with the City's applications and infrastructure.

Many times software applications are missing a feature that would improve job

performance. Our IT staff has often helped to create customs or queries to solve our issues. IT staff responds quickly when there is equipment failure and can usually resolve problem.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

Only that occasionally there just isn't enough IT staff to meet high demands quickly.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

Our city seems to be far ahead of other cities in using technology to serve the public. I would suggest anything we are not offering yet through the internet should be offered if possible.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Caryl Bryant Revenue x 3149

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

The quality of the service is excellent. However, it sometimes takes awhile to get work done in particular fire stations. I assume that with the increased workload this could just be a scheduling problem.

B. Your degree of satisfaction with the City's applications and infrastructure.

The navigation of the applications have improved drastically. I still believe that the performance evaluation is not suited for the fire service and is redundant in several areas. It seems that we answer the same question throughout the evaluation. Also, I would like to see the Grievance application put onto the HR website so an employee doesn't need to walk into HR and pick up the form. I found as a past VP of the Firefighters Association members would shy away from walking in because the fear of public rumors and ridicule.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

Please change the employee evaluation format.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

None noted. I deal with Fire Prevention and my businesses have mentioned it is a friendly website to navigate.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Keith Winokur, Fire Operations. 644-3377 until May 12th. 644-3375 Station 5 CDM.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

I have worked with J. Cone projects and he has helped with getting the project done. We have not work with the City IT personnel in a long time. So to the answer is fine.

B. Your degree of satisfaction with the City's applications and infrastructure.

I think the City should have one IT support service to improve service and bring the collective of the experts together to solve problems and provide more resources to the city staff.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

We need a Web design person to square away a particular web site. It would enable us to get out to the public and our employees more efficient and professionally. Staff who is not properly schooled should not waste time trying to accomplish such projects.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

I am not a tech person, but we need to improve our web service to include Twitter, and Facebook. It seems to be the wave of the future.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Satisfied

B. Your degree of satisfaction with the City's applications and infrastructure.

satisfied

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

none

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

none

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Very satisfied with the quality for the City's IT support. When Jonothon is not available I have had quick and immediate response from Mike Wojciechowski fixing the problem at Station #6 and Station #2.

B. Your degree of satisfaction with the City's applications and infrastructure.

Does the City's applications or infrastructure create problems being experienced at some of the fire stations? i.e. PC seems to be running slower with alot of new windows popping up in MSN each time I log on. Further, it will not accept "Yahoo as server" for e-mail.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

More help with IT systems for FD since Jonothon has other jobs assigned to him i.e. radios in rigs, light bar hookups etc. it takes awhile to get computers up and running.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

No. City website looks good enough for this communication.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Captain Robert Masonis. Fire Station #2 NT62.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Quality of work has been satisfactory.

B. Your degree of satisfaction with the City's applications and infrastructure.

Applications and infrastructure seem to be appropriate.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

Not my area of expertise.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

Personal contact is still the most effective way to approach our residents and visitors.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Jon Mitchell Lifeguard Captain - Fire Department (949)718-3452 jmitchell@nbfd.net

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Average

B. Your degree of satisfaction with the City's applications and infrastructure.

Good

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

No

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

No

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Brett Sutherland--Fire

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

We have Jonothon Cone as the Fire Department IT representative and I am overall satisfied with his level of responsiveness and quality.

B. Your degree of satisfaction with the City's applications and infrastructure.

Given my limited knowledge of the City's applications and computer infrastructure, I am satisfied with our systems and how they work.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

None.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

None that we arent already doing.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Capatin Jeff Boyles Newport Beach Fire Department Fire Station 2

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

As you know Jonothon Cone is our lead in the Fire Department. I know at times he coordinates his activities with the city IT. We use technology every day to complete our jobs and I think it is essential that we have one person assigned to our Department due to the amount of work, the nature of the work, and our needs as 24/7 first responders for emergencies in the city. In a nutshell though, yes we are currently happy with the IT service.

B. Your degree of satisfaction with the City's applications and infrastructure.

I have no problem with the applications and infrastructure except the occasional problem at Lifeguard HQ with the system going down. Usually this occurs during weather events.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

I am just concerned that we could lose our dedicated IT person. A Department our size needs a full time person to address not only the day to day IT operations but the emergency repairs that must take place off hours and on weekends.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

NO ideas here. I like what you have done with the city website. I would just say keep improving and stay flexible as it seems like technology is moving quicker than we can adapt to it. I would survey the residents at some point.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

David Mais. Deputy Chief of Operations for the Fire Department. Thanks to your group for your dedication and diligence related to IT.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

I am happy with the response and service.

B. Your degree of satisfaction with the City's applications and infrastructure.

The application that I have a problem with is the Annual Employee Evaluation. I am not alone in my feelins that the format is repetative and not a good templet for our needs.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

Faster communication between fire station one and and city hall.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

None.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

A. Your degree of satisfaction with the quality and responsiveness of IT

support services you receive from the City's IT personnel.

My degree of satisfaction with the quality and responsiveness of IT support services has been unsatisfactory.

B. Your degree of satisfaction with the City's applications and infrastructure.

I've been able to deal with the city's applications and infrastructure. I think it should be cleaned up so it's easier to access information.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

I don't know of any IT resources.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

IT personnel should be more aggressive and respond faster on the field if there is a request for them. The IT personnel that I've met seem to roam around on their own schedule without any accountability. Give them the same structure and press their supervisor to make them work more.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Due to the Fire Department's unique needs we have our own IT person. Prior to establishing our IT, we utilized the the city's IT division and there many difficulties using this format.

B. Your degree of satisfaction with the City's applications and infrastructure.

The EPE system is cumbersome and redundant, it should be overhauled or replaced

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

N/A

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

N/A

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Battalion Chief Chip Duncan (949) 289-4315

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Low. because of the length of time it takes to get a response or fix to problems.

B. Your degree of satisfaction with the City's applications and infrastructure.

Most if not all applications are superior to most cities. They are easy to use and have very little overall problems.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

They're major delays in retrieving information off the server.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

No

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

At my level as a supervisor in the fire Department I am satisfied with the IT services

B. Your degree of satisfaction with the City's applications and infrastructure.

Scale of 1 to 10, 9

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

NA

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

NA

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Never had any problems. Always helpful and able to explain in laymen's terms to get the solution needed.

B. Your degree of satisfaction with the City's applications and infrastructure.

no problems

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

Internet access on the fire apparatus to go along with new tested software for communication with dispatch and routing to calls. The software is internet based with access to a server in Anaheim. This is to replace old technology and give us up to date information with real time tracking of units.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

The latest change in regards to having businesses update their individual information for Hazardous Materials has been beneficial. My contact with various businesses who use this have been very pleasant. They all say that the system is easy to follow and use.
Thank you

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Capt. Jim Boland Fire Operations 644-3377 Station 7A

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Very Satisfied.

B. Your degree of satisfaction with the City's applications and infrastructure.

I think the performance evaluation system needs to be updated .

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

I think rather than taking units out of service and out of their areas for a training class (lecture) the class could be given over the internet.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

no

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Ernie Miller-Fire Captain, Fire Station 4,644-3364

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Great

B. Your degree of satisfaction with the City's applications and infrastructure.

Great

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

None

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

None

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Justin Kime, Fire Department, Station 2

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

I think our IT staff is very responsive, helpful and knowledgeable.

B. Your degree of satisfaction with the City's applications and infrastructure.

I bought a laptop so I could use the Internet on my breaks but the public wi-fi seems to be a little slow.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

Classes like Jenny Ellsworth used to offer.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

I receive a lot of calls where people attempting to pay a citation or water bill can't for whatever reason, ie. don't know what their citation number is or Master Id.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Excellent.

B. Your degree of satisfaction with the City's applications and infrastructure.

Excellent. They are always looking at ways to improve our systems and are open to new ideas.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

They are readily available to my Department. Current work is taking place to upgrade our registration software to Active.net and convert our payroll systems which will improve efficiencies.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

This is currently being worked on to upgrade our registration software with Active.net

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Laura Detweiler, Recreation and Senior Services 644-3157
ldetweiler@newportbeachca.gov

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

I dont have an opinion one way or the other.

B. Your degree of satisfaction with the City's applications and infrastructure.

Seems to work fine

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

Sorry, dont know enough about IT to give an educated response

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

Nope...sorry

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Don't typically have contact with the City's IT department

B. Your degree of satisfaction with the City's applications and infrastructure.

high

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

Don't really know what's available

D. Any ideas in which the application of technology can improve communication

with residents, businesses and visitors.

Don't know

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

the IT service has always been good, but lately it has become excellent, even quicker and more efficient.

B. Your degree of satisfaction with the City's applications and infrastructure.

seems fine from my limited view. Except the software "Alchemy" seems to be in trouble.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

the NB city IT staff are incredibly smart - I can compare to other cities I have either worked for or had experience in that area with. our staff is many levels above those other cities in "computer applications", at least in my experience. We, Building Dept., will need IT's assistance when "Alchemy software" will be changed to another data software since we have all our records loaded on that ailing software.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

Perhaps have an input area for our residents on the front page of our city webpage where viewers can input their suggestions if they have any.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Monika Goodwin, Building Dept., x 3276

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Fire has in-house IT that provides excellent service for a wide range of electronic issues. In his absence, City IT is only able to assist us with computer issues. Their assistance with computer issues is very good.

B. Your degree of satisfaction with the City's applications and infrastructure.

High. I appreciate the ability to work remotely when away from the office. I also appreciate the Blackberry PDA system that we use.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

A pool of small portable printers for use when traveling.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

None

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Steve Bunting X3353

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

We have our own IT and don't typically have to interact with ITSS. However, our previous interaction with ITSS, was good.

B. Your degree of satisfaction with the City's applications and infrastructure.

Ok

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

Yes, when the employee evaluation form comes up, make it so it crashes and disables the system. Also, is it possible to create video links to send messages or conferences via computer or cable?

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

No

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Thank you for your efforts and concern to do a good job. Keep it up.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Satisfactory.

B. Your degree of satisfaction with the City's applications and infrastructure.

Below satisfactory.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

Increased server speed and capacity.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

N/A

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

I have been extremely happy with the quality and responsiveness that I have received from our IT department. All of the IT staff are friendly and always willing to help.

B. Your degree of satisfaction with the City's applications and infrastructure.

Excellent!!

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

Clone Wayning!!

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

Go to a web based permit system.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

Very satisfied. The responses are fast and almost always solve whatever problem I have created or imagined.

B. Your degree of satisfaction with the City's applications and infrastructure.

Somewhat satisfied. I think some of our programs should be more user-friendly, like our budgeting program and our permit tracking system. I wonder too if our GIS System, as good as it is, will be overtaken or rendered less than useful by Google Earth. I doubt it, because of the robust layers that we have. Would there ever be a way to overlay Google Earth's photo quality on our GIS to get the best of both?

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

I could see myself wanting (v needing) an i-Pad to accomplish more stuff while I'm in a meeting away from my desktop. The blackberry just isn't quite that functional.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

I am intrigued by the ability to use Facebook and Twitter more, and to allow folks to submit questions or concerns (potholes, nuisance properties, etc) by an i-Phone app.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

Dave Kiff, City Manager

A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

IT staff have been very timely, knowledgeable, and helpful.

B. Your degree of satisfaction with the City's applications and infrastructure.

i'm not very technical. IT staff has always provided me with instructions when i needed them on the applications and / or programs.

C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.

the City used to offer in-house training on programs and such... that would be much appreciated again.

D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.

hm... our website has the calendar and events for public use, and Revenue has evision... i think the City makes a good effort in informing the public.

E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.

marie lindeman, gs, ext 3061.



**CITY OF NEWPORT BEACH
CITIZENS TECHNOLOGY TASK FORCE**

DRAFT

Report to the City Council

Ted Cooper, Chairperson
Bruce Brandenburg
Timothy Britt
Philip Drachman
Froelich Franz
David Lown
David Scheeff

Non-Voting Council Liaisons
Mayor Pro Tem Michael F. Henn

Task Force Meeting – May 4, 2010