



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

Report to the City Council

DRAFT

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

June 1, 2010 - Revision

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Executive Summary

This report transmits recommendations from the Citizens Technology Task Force (CTTF) to the Newport Beach City Council that could improve the effectiveness and efficiency of investments in technology.

The Citizens Technology Task Force was established by the Newport Beach City Council on March 23, 2010. After an application process, the Newport Beach City Council appointed seven citizens to the Task Force on April 27, 2010. The Task Force consists of local citizens that are knowledgeable about technology who are able to volunteer their time to work with City staff. The individuals on the Task Force possess a background in computers pertaining to outsourcing, networking, security, system administration, software, database or Enterprise Applications, and/or degrees in computer applications or computer science to provide expertise to the discussions.

The Technology Task Force convened its first meeting on May 4, 2010 and continued to meet regularly through the month of June. The final meeting will be scheduled for July 6, 2010.

Background

A Task Force and Its Purpose

The City relies on technology in all areas of City government – such as geographic information systems, public safety mobile data terminals, financial systems, personal computers, smart phones, social networking, and the City's website and intranet. The City invests approximately \$4.9 million annually in technology, including staffing, hardware and software purchases and maintenance. This is a significant investment, and further investments will be made annually. It is time for the City to evaluate its approach to technology, including planning for future investments and staffing the function.

The Task Force will be asked to provide input based on their experience with regards to the following areas:

- A. Process for creating a municipal technology strategic plan;
- B. Different models for managing, maintaining and staffing technology in complex organizations;
- C. Applications of technology that are proven to increase efficiency and effectiveness of business processes;
- D. Application of technology that can improve communication with residents, businesses, and visitors; and
- E. General cost estimates for ideas generated.

Establishment of the Citizens Technology Task Force

On March 9, 2010, Mayor Curry suggested that the City Council establish a seven-member Citizens Technology Task Force (“Task Force”) which would review the City’s use of technology and make recommendations that could improve the effectiveness and efficiency of our investments in technology.

On March 23, 2010 the City Council adopted Resolution No. 2010-24 (Appendix A). This resolution created the Citizens Technology Task Force establishing the purpose of reviewing the City’s use of technology.

On Saturday, April 12, 2010 the City Clerk advertised the vacancies for serving on the Task Force; the deadline to apply was Tuesday, April 20, 2010. Fifteen applications were received by this deadline.

On April 27, 2010, the City Council appointed seven members to the Citizens Technology Task Force as follows:

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

Froehlich Franz resigned due to scheduling conflicts.

Task Force Meeting Dates and Topics Discussed

The Task Force commenced its work on May 4, 2010. Table 2 below summarizes the Task Force’s meeting dates and the topic to be discussed at each meeting.

Table 2: Task Force Meetings Held and Topics Discussed

Task Force Meeting Date	Meeting Purpose
May 4	Share a variety of models for managing, maintaining and staffing technology in complex organizations
May 18	Discuss applications of technology that are proven to increase efficiency and effectiveness of business processes
June 1	Discuss applications of technology that can improve communication with residents, businesses, and visitors
June 15	Recommend process for creating a municipal technology strategic plan
July 6	Finalize report and discuss with the City Manager and Council if necessary

Citizens Technology Task Force Recommendations

Based on various staff presentations and a tour of the City data centers, the CTTF committee, in majority, agrees with the following broad recommendations:

1. ...
2. ...
3. ...
4.
5. ...

Acknowledgements

NOTE: This section would include any acknowledgements the Task Force wishes to make, if desired.

RESOLUTION NO. 2010-24

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF NEWPORT BEACH ESTABLISHING THE CITIZENS TECHNOLOGY TASK FORCE

WHEREAS, City relies on technology in all arenas of City government – such as geographic information systems, public safety mobile data terminals, financial systems, personal computers, smart phones, and the City's website and intranet; and

WHEREAS, the City invests approximately \$4.4 million annually in technology, including staffing and hardware and software purchases and maintenance; and

WHEREAS, it is time for the City to evaluate its approach to technology, including planning for future investments and staffing the function; and

WHEREAS, local citizens are available who could share their experiences with technology planning and use,

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF NEWPORT BEACH HEREBY RESOLVES AS FOLLOWS:

Section 1. Establishment

A Citizens Technology Task Force is hereby established for the purpose of reviewing the City's use of technology and making recommendations that could improve the effectiveness and efficiency of our investments in technology.

Section 2. Duties of the Task Force

- Provide input based on their experience regarding processes for creating municipal technology strategic plans;
- Share a variety of models for managing, maintaining and staffing technology in complex organizations;
- Discuss applications of technology that are proven to increase efficiency and effectiveness of business processes;
- Discuss applications of technology that can improve communication with residents, businesses, and visitors;
- Provide general cost estimates for ideas generated; and,
- Provide recommendations to the City Council and City Manager.

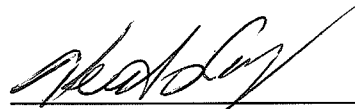
Section 3. Composition of the Task Force

The Task Force shall consist of seven community members appointed by the Mayor and ratified by the Council. Task Force members will be individuals with background in computers pertaining to networking, security, system administration, software (like Microsoft or Oracle), database or Enterprise Applications (such as financials, HR or billing systems), and/or degrees in computer applications or computer science to bring that level of expertise to the discussions.

Section 4. Duration of the Task Force

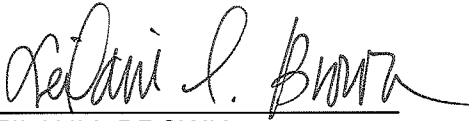
The Task Force shall expire at such time as it completes its listed responsibilities but no later than July 31, 2010.

ADOPTED this 23rd day of March, 2010.



KEITH D. CURRY
Mayor

ATTEST:



LEILANI I. BROWN
City Clerk



STATE OF CALIFORNIA }
COUNTY OF ORANGE }
CITY OF NEWPORT BEACH } ss.

I, Leilani I. Brown, City Clerk of the City of Newport Beach, California, do hereby certify that the whole number of members of the City Council is seven; that the foregoing resolution, being Resolution No. 2010-24 was duly and regularly introduced before and adopted by the City Council of said City at a regular meeting of said Council, duly and regularly held on the 23rd day of March, 2010, and that the same was so passed and adopted by the following vote, to wit:

Ayes: Selich, Rosansky, Henn, Webb, Gardner, Daigle, Mayor Curry

Noes: None

Absent: None

Abstain: None

IN WITNESS WHEREOF, I have hereunto subscribed my name and affixed the official seal of said City this 24th day of March, 2010.

Leilani I. Brown

City Clerk
Newport Beach, California

(Seal)



Appendix B

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IT SERVICE MODELS - OVERVIEW

IN-HOUSE MODELS (Also referred to as IN-SOURCE MODELS)

- IN-HOUSE 1
 - Centralized
 - All IT staff located centrally and dispatched as required.
 - All IT staff report to IT Manager.

- IN-HOUSE 2
 - Centralized-Modified 1
 - Core IT staff located centrally and dispatched as required.
 - Specialized IT staff located in specialized departments (i.e. PD; Fire; Library; Public Works; Utility; etc.).
 - All IT staff report to IT Manager

- IN-HOUSE 3
 - Centralized-Modified 2 (NB Model)
 - Core IT staff located centrally and dispatched as required.
 - Specialized IT staff located in specialized departments (i.e. PD; Fire; Library; Public Works; Utility; etc.).
 - Core IT staff report to IT Manager and specialized IT staff report to their specialized department heads.

- IN THE THREE MODELS ABOVE
 - Private sector contractors, consultants and vendors can be utilized to augment the City's IT resources.
 - Some IT infrastructure and applications may be located in City facilities and some (i.e. servers) may be located remotely in a vendor's facility.
 - Some IT infrastructure and applications may be owned by the City and some may be leased.
 - City is responsible for all costs and all risk.
 - City is responsible for personnel recruitment, training, various HR issues and Facilities.

OUTSOURCE MODELS

- OUTSOURCE 1
 - Private Sector Vendor (PSV) manages and operates all IT & Telecommunications infrastructure and Applications – PSV “owns” all associated staff.
 - PSV reports to City's IT Manager.

- OUTSOURCE 2
 - PSV manages and operates all IT & Telecommunications infrastructure – PSV “owns” associated staff.
 - City manages and operates all Applications – City “owns” associated staff.
 - PSV reports to City's IT Manager.

- OUTSOURCE 3
 - PSV manages and operates IT & Telecommunications infrastructure and Applications in core departments – PSV “owns” associated staff.
 - City manages and operates IT & Telecommunications infrastructure and Applications in specialized departments (i.e. PD, Fire, etc.) – City “owns” associated staff.
 - PSV reports to City’s IT Manager.
 - IT supervisors in the specialized departments can report to the City’s IT Manager or to their specialized department heads.
- IN THE THREE MODELS ABOVE
- Private sector contractors, consultants and vendors can be utilized to augment the City’s areas of responsibility, not the PSV’s.
 - Some IT infrastructure and applications may be located in City facilities and some may be located remotely in a vendor’s facility.
 - PSV may own none, some or all of the infrastructure and application assets, and the City would own or lease what the PSV doesn’t own.
 - PSV may own or share in the ownership of some or all of the IT facilities.
 - City is responsible for contractual costs.
 - PSV is responsible for personnel recruitment, training and various issues.
 - PSV generally wants to retain & hire all or most of City’s IT staff as it doesn’t want to lose the “knowledge workers” and it doesn’t want to incur the risk and cost of recruitment, relocation and training.
 - City generally retains the right of refusal of any of the PSV’s IT personnel.
 - City carries minimal risk.
 - PSV carries majority of the risk.

COMMENTS

- Of the approximate 25,000 cities and 3,000 counties in the U.S., less than 100 cities and counties (in total) outsource all or some their IT; this low percent is generally due to internal and external politics, pressure, philosophy, fear, intimidation and misunderstanding.
- Of the approximate 100 cities and counties that outsource IT, their degrees of overall satisfaction are “good” to “very good”, with a few “poor” and a few “excellent”.
- A “very good” city with a “very good” City Manager, “very good” IT Manager and “very good” elected officials will have “very good” satisfaction with its IT outsourcing model.
- A “very good” city will also have “very good” satisfaction with its in-house/in-source IT service model.

Numerous factors determine whether and when in-house, outsource or hybrid models are advisable. Key among the factors are as follows:

- Staffing
- Infrastructure
- Facilities
- Supplementary Resources
- Service Level Agreements (SLAs)
- Project Schedules
- Strategic Planning
- Governance
- Control

- Cost
- Risk
- Politics

Appendix C

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IT SERVICE MODELS - EVALUATION

Factor	In-House	Outsource
Staffing	<ul style="list-style-type: none"> • City owns & controls • City carries risk • City recruits, hires, fires & trains 	<ul style="list-style-type: none"> • Vendor owns & controls • Vendor carries risk • Vendor recruits, hires, fires & trains
Infrastructure	<ul style="list-style-type: none"> • City owns and/or leases • City maintains 	<ul style="list-style-type: none"> • City generally owns and/or leases, though vendor can own at the city's discretion • Vendor maintains
Facilities	<ul style="list-style-type: none"> • City generally owns 	<ul style="list-style-type: none"> • Vendor can own, but not normally
Supplementary Resources	<ul style="list-style-type: none"> • City has to purchase contracting/consulting services as needed 	<ul style="list-style-type: none"> • Vendor has pool of skilled resources available as needed/on demand – quickly
Service Level Agreements (SLAs)	<ul style="list-style-type: none"> • City cannot reasonably be held accountable for missing SLAs as it has no recourse 	<ul style="list-style-type: none"> • Vendor can be held accountable and can be penalized or rewarded for SLA outcomes
Project Schedules	<ul style="list-style-type: none"> • City cannot reasonably be held accountable for missing project schedules as it has no recourse 	<ul style="list-style-type: none"> • Vendor can be held accountable and can be penalized or rewarded for schedule outcomes
Strategic Planning	<ul style="list-style-type: none"> • City can develop IT strategic plans on its own or by contracting with a consultant 	<ul style="list-style-type: none"> • Vendor provides staff with expertise in IT strategic planning
Governance	<ul style="list-style-type: none"> • Mayor; Council; Manager; IT Manager; IT Advisory Council; IT Staff 	<ul style="list-style-type: none"> • Mayor; Council; Manager; IT Manager; IT Advisory Council; Vendor; Vendor Staff
City Control	<ul style="list-style-type: none"> • Well-managed City can maintain firm control 	<ul style="list-style-type: none"> • Well-managed City can maintain firm control
Cost	<ul style="list-style-type: none"> • Staffing cost variable • Infrastructure & applications cost variable 	<ul style="list-style-type: none"> • Staffing cost guaranteed • Infrastructure & applications cost variable
Risk	<ul style="list-style-type: none"> • High – City assumes most of the risk 	<ul style="list-style-type: none"> • Low – Vendor assumes most of the risk
Politics	<p>In general:</p> <ul style="list-style-type: none"> • City employees prefer in-house • Public safety personnel prefer in-house • Unions “demand” in-house • Media prefer in-house 	

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IT DEFICIENCIES NOTED BY STAFF

- Admin IT Deficiencies
- Police IT Deficiencies
- Fire IT Deficiencies
- Library IT Deficiencies

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Administrative Services Department IT Division

Prepared by: Jackie Luengas

Date: 05/18/2010

Deficiency	Priority	Possible solution	Cost Vs. Benefit
Off-site data recovery strategy – Implement an off-site data recovery strategy for our Enterprise Applications. – Currently, we have offsite backups but we do not have stand-by servers ready to go in case of disaster.	High (1/2011)	Our Enterprise Application servers are 4 years old; our plan is to replace them in January 2011. One of the options could be to use our current servers as stand-by servers in the utilities department data center. Another solution could be to utilize virtual technology and a storage solution as a fail over system in a data center.	TBD
Strategic plan development - At the moment we only have one year plan of IT projects; we would like to develop a three and five year strategic plan.	High	Develop a three and five year strategic plan using the recommendation of the IT Technology Task Force. Plan should be updated annually.	TBD
Higher level of Network segmentation at City Hall - Currently, City Hall is shown as one flat network using a Class B addresses.	High	IT would like to segment the network into a Class C addressing scheme and segment it by purpose, like Servers, workstations, printers, etc.	TBD
Implement a payroll system that will support performance-based budgeting.	Medium/ High	A partial solution could be achieved by enhancing or investigating ways to charge to projects using Sungard Pentamation. A complete implementation will call for replacement of Sungard for a new ERP solution that will provide complete activity costing to support performance-based budgeting. Should each city cost center be charged for its share of IT resources?	TBD
Email Archiving Solution - Currently we back up our email servers daily and we keep a copy of the backup for two weeks. If IT or another employee gets a request for emails through the Public Records Request Act, it is quite tedious to recover and find emails related to the request.	Medium	IT would like to implement a proper Email Archiving solution in order to make the discovery process easier and more efficient.	TBD
Secure Data Center - A more physically secure Data Center in our current location and in the new Civic Center.	High	TBD	TBD

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Newport Beach Police Department

City of Newport Beach IT Task Force Deficiency Report

Prepared by John Veale, Computer Systems Manager

Date: 05/18/2010

Deficiency	Priority	Possible solution	Cost Vs. Benefit
<p>Computer Aided Dispatch (CAD) and Records Management System (RMS) are both based on technology that is over 15 years old and need many upgrades to get to current technology. Also, because of the limitations of these systems various third party applications/solutions (e.g. Automatic Vehicle Location, Mobile Data Computer client software, Message Switch, Daily Field Activity Reports, etc.) have had to be used to meet the needs of the Police Department. The use of these third party systems result in various integration and support issues</p>	High	Currently researching other CAD and RMS systems.	TBD
<p>Mobile Video Systems (MVS) are over 6 years old and are in need of replacement. The current MVS uses DVD-ROMs for storing the video. The Police Department has had various issues and problems with the DVD media. The prevailing approach in new MVS systems is to store the video to hard drives and then wireless upload the video to a central repository. This approach would save time and money.</p>	High	Currently researching other MVS systems.	TBD
<p>Uninterruptible Power Supply (UPS) is near capacity and needs to be upgraded</p>	High	Currently getting quotes.	TBD
<p>The Document Imaging System has crashed several times and in some cases it has resulted in data corruption/loss that requires many hours of staff time to recover the data. The vendor has been unable to correct the problem. This system needs to be replaced.</p>	High	Have identified a possible replacement system.	TBD
<p>Currently the Computer Section has two unfilled positions (out of 8 possible positions). These 2 positions are lower level/salaried employees, but, their duties are essential to the ongoing operations of the Police Department (e.g. servicing and maintaining the Mobile Data Computers in the field</p>	High	Need approval to open up the hiring process for these 2 positions.	TBD

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units, end user support, etc.). As a result, the Computer Section is using higher salaried employees to perform the duties of these lower salaried employees and many of the duties and projects of the higher salaried employees are being delayed.			
License Plate Reader (LPR) systems can be used to identify stolen vehicles, vehicles owned by wanted persons, vehicles with excessive parking tickets, etc. Currently the Police Department is not using this technology. There are plans to begin deploying this technology on a limited basis using grant funds (2 units) and City funds (2 additional units). To increase the effectiveness of this technology it should be incorporated into all of the field vehicles and various stationary locations at high traffic areas in the City.	Medium	TBD	TBD
The Police Department does not have access to the video feed from the traffic intersection cameras . Also, the video from this system is not being recorded or stored. This information could be very helpful for investigating hit-and-run traffic collisions and other incidents.	Medium	TBD	TBD
Identify and deploy an Automated Field Reporting system for personnel to produce various reports in the field, submit them electronically to supervisory personnel and then be routed using work flow capabilities.	Medium	TBD	TBD
Replace the current Police Department phone system with a Voice over IP (VoIP) phone system . By replacing the current phone system with a VoIP phone system the Police Department employees would be able to utilize new capabilities such as unified communications, that would help them provide better service to the community.	Medium	TBD	TBD
Retrofit secondary server room with a raised floor, additional server racks, and storage cabinets.	Medium	TBD	TBD

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Newport Beach Fire Department

Office of the Chief

City of Newport Beach IT Task Force Deficiency Report

Prepared by Jonothon Cone, Fire Information Services Coordinator

Date: 05/18/2010

Deficiency	Priority	Possible solution	Cost Vs. Benefit
<p>Countwide ePCR – The current paper based “pre-hospital care report” (PCR) is slow and cumbersome since paper copies are delivered to the EMS office to be scanned and OCR’ed. On average it currently takes 2-3 weeks for processing of new PCRs. The county EMS authority has developed specifications for a new paperless ePCR system that would provide regional standards and access to data, and is currently evaluating vendor proposals for the replacement. The primary goals of the replacement are to decrease processing time (and costs) so that reimbursement billing can occur faster, to constantly improve and to allow countywide studies (or other data mining) to identify trends or outbreaks.</p>	High (1/2011)	<p>This is likely to have minimal capital costs to the City since the project is funded by the Orange County LEMSA (local EMS authority) and other grants. Identified City costs include custom import and export modules.</p>	<p>Any outlay should be offset by reductions in paper costs and labor necessary for scanning.</p>
<p>MDC/Fire Server Replacement Fund – Work with Accounting Division to setup internal service fund to adequately prepare for scheduled MDC/Server replacements instead of using the CIP process.</p>	Medium	<p>Adequately fund the fire apparatus technology lifecycle. There are 15 frontline apparatus plus reserves. Furthermore, we have standardized on Panasonic Toughbooks based on their proven reliability in the fire service and history of using the same mounting solution in subsequent models. Do something similar for servers.</p>	<p>Each ruggedized laptop and dock is approximately \$5K (exclusive of installation that is done in-house). Estimates are under \$12K/year to maintain hardware. Software maintenance is already budgeted.</p>
<p>Fire Inspection Program – In house developed system for maintaining and scheduling fire inspections is need of modifications but the personnel who did the original work are unwilling/resistant to maintain the software to work with current platform.</p>	Medium	<p>The City IT Applications group has agreed to evaluate the possibility of converting to a web-based version since it already relies on Oracle for its database. (It was developed this way originally to maintain consistency with GIS attributes.)</p>	TBD

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<p>HIPAA Security Enhancements – The Fire Department’s current systems and practices are not fully HIPAA security compliant. Fortunately, we have identified the problems areas and have a plan to resolve any concerns.</p>	<p>High (12/2010)</p>	<p>We have evaluated the solution of using digital certificates and encryption within the current Outlook/Exchange environment. We have concluded that a separate messaging system should be used for HIPAA matters to avoid potential confusion, possible disclosures, and provide better logging to mitigate the City’s exposure.</p> <p>We (Fire IT/EMS) are in the process of evaluating vendors and plan on making a decision in mid-June 2010.</p> <p>Replacement ePCR will be fully HIPAA compliant. The RSI legacy system, which is already virtualized, will be isolated from most access once the replacement system is deployed.</p>	<p>We expect the system to cost approximately \$60/year per user, or under \$6K since not all users will need HIPAA.</p>
<p>Mesh Network for Beach Observation and Tower Phone System – Install redundant IP mesh network along all City beaches for remote monitoring and lifeguard tower communications. Presently, the Fire Department spends roughly \$25,000 per year to operate the lifeguard tower phones, which are leased copper POTS lines buried in the sand that are subject to breakage and corrosion. Additionally, a previous Council approved beach video system, whose backbone network has frequently been unusable, would be added to the network,</p>	<p>Low (Funding)</p>	<p>This is a “nice to have” system that could be leveraged for several uses in addition to the public safety. This project seems to be an ideal candidate for Federal grant funding but there has not been City funding available for the matching funds.</p>	<p>Initial proposals put the project cost at \$500,000 with a projected useful life of 10 years.</p>
<p>Network Bandwidth – Most remote Fire Department locations (Stations, etc) are connected by a single T1 circuit for both voice and data. This is the same bandwidth they have had for over 15 years, but the number and complexity of the applications has grown significantly.</p>	<p>Medium</p>	<p>A combination of solutions could be used including fiber, cable, microwave could be used. An alternative that the Fire Department intends to deploy in the absence of increased bandwidth is an increased use of remote desktop virtualizations.</p>	<p>TBD</p>
<p>Mobile Broadband – Changes in MetroNet dispatch technology and other unrelated projects (such as Aculert) require broadband connections in the frontline apparatus. In addition, support for the current private 19.2Kb/sec DataTac network used by the MDCs for dispatch messaging will be dropped in late 2012.</p>	<p>Medium</p>	<p>We have already begun evaluating potential platforms for frontline apparatus and are trying to determine program costs.</p>	<p>TBD</p>
<p>Secondary Site Mirror Server – The</p>	<p>Medium</p>	<p>This has been part of the Fire</p>	<p>System is expected to be in the</p>

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Fire Department intends to put a single instance mirror of its computing virtualization infrastructure and SAN in the reinforced data facility at Utilities. In the event that the City Hall (new or old) facility is damaged or unavailable, a fully synchronized hot-system will be available to provide full access to FD systems.		Department's virtualization plan from inception. This is the final phase of the implementation. Declining budgets have delayed implementation.	range of \$25,000.
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In summary, every recognized deficiency is one that can easily be solved with funding. The difficulty lies in delivering additional services within consistent (or declining) budgets. Fortunately, skillful staff members are able to develop attractive solutions that leverage existing resources. Consequently, the recent budget cutbacks have not affected the daily operations of the Fire IT division and we continue to expand service despite reduced resources. Redeployment of usable technology as well as extending the useful life of existing hardware, and evaluating internal Fire Department IT practices and making appropriate changes have resulted in the Fire Department being able to deliver the same quality service to the public, as well as having the necessary IT infrastructure and support to accomplish that mission. Life is good.

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Newport Beach Public Library

City of Newport Beach IT Task Force Deficiency Report

Prepared by Sean Bearly, Library Information Services Coordinator

Date: 05/18/2010

Deficiency	Priority	Possible solution	Cost Vs. Benefit
ILS Test Server – Due to server and software licensing costs, the library does not have a test environment for Millennium, the dbms used by all library staff. A test environment, while not critical to library IT operations or customer service, is useful for testing upgrades before committing to them, testing large database changes that could be risky, and for training staff.	Medium	The server does not need to be at the library.	Cost of server and software licenses are approximately \$30k. However, it is possible that City IT staff could come up with a somewhat less expensive solution if we could fund an increase to existing server capacity at City Hall.
RFID – Radio Frequency ID tagging of library items allows quicker, more accurate and more secure checking out of materials. It also makes materials inventory easier and much less time-consuming. However the switch from barcodes to RFID tags is expensive because the entire collection (350,000 items) needs to be tagged, and current barcode scanners and security gates need to be replaced with RFID equivalents. Libraries across the country are making this change. But this is not a project that can be done within the normal library budget. The library is hoping to fund this project in time to go live by the time the new City Hall and Library expansion project is complete near December 2012.	Medium/High	The library will be meeting with vendors in the coming weeks to more clearly define this project as it is something we really need to do.	Approximate cost for RFID project would be \$350,000 and that cost could be higher if we also included materials handling equipment. The library could start the project with approximately \$150,000. This amount would pay for equipment and RFID tags so that staff could begin the tagging of all existing items and pay for our book vendors to begin tagging all newly ordered items.

Appendix E

IT Customer Satisfaction Survey Results - Summary

Total Respondents: 72

Date: 05/18/2010

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

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

RESPONDENT ID#	Question A			Question B		
	SATISFIED	UNSATISFIED	OTHER	SATISFIED	UNSATISFIED	OTHER
64995	x			x		
64990	x			x		
64936	x			x		
64931	x					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.
64909	x					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.
64869	x					Wish we didn't have glitches in some modules which can take up time trying to fix sometimes.
64832			Do not use because we have Cone.			no opinion
64829			In my position I rarely have contact with the City's IT Personnel.	x		
64789	x					Moderate. Common business applications (ie, MS Office) are satisfactory. Permits Plus is not user friendly.
64729	x			x		
64712	x			x		
64697	x			x		
64696	x			x		
64695	x			x		
64694			Overall the staff is fairly responsive to requests, however solving the problem often takes multiple requests/visits before becoming fully functional.			Repeated failure of microwave relay for all connectivity and backup T1 slows systems down to barely usable speeds.
64692			I do not have any interaction with this department in my position. Therefore I do not feel qualified to give an opinion.			N/A
64690	x			x		
64665	x			x		
64663	x			x		
64659	x			x		
64654	x			x		
64649	x			x		
64599	x			x		
64595	x			x		
64590	x			x		
64589	x			x		
64552	x			x		
64551			Since the Police Department maintains its own IT support team, I have had little interaction with the City's IT staff.	x		
64550	x					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.
64549			Good; however, limited exposure most related to telephone issues with Dan Auger.			N/A
64537			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.			Again, we rarely use the City's applications except the City web site.
64535			I am mostly satisfied with the quality and responsiveness of IT support. I wish someone would answer their phones during all business hours.			I think that the IT division is broken into to too many divisions and should be one.
64532	x			x		
64497	x					I am very satisfied with GIS services. The proprietary nature of Alchemy and Permits limits efficiency.
64495	x			x		

Appendix E

IT Customer Satisfaction Survey Results

Total Respondents: 72

Date: 05/18/2010

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

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

RESPONDENT ID#	Question A			Question B		
	SATISFIED	UNSATISFIED	OTHER	SATISFIED	UNSATISFIED	OTHER
64493	x					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.
64492	x			x		
64470	x			x		
64469	x					Getting better.
64468			N/A			The applications and infrastructure are good, however, FinancePlus is not very user friendly outside of the accounting module.
64462	x					somewhat, would like an improved payroll and reporting system
64460	x			x		
64456	x			x		
64455	x			x		
64452	x					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.
64450			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.			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.
64430			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.			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.
64429	x			x		
64428	x					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.
64427	x			x		
64415			Average	x		
64414	x			x		
64413	x			x		
64411	x					The application that I have a problem with is the Annual Employee Evaluation. I am not alone in my feelings that the format is repetative and not a good templet for our needs.
64407		x				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.
64397			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.			The EPE system is cumbersome and redundant, it should be overhauled or replaced
64394		x		x		
64390	x			x		
64389	x			x		
64388	x					I think the performance evaluation system needs to be updated.
64382	x			x		
64381	x					I bought a laptop so I could use the Internet on my breaks but the public wi-fi seems to be a little slow.
64378	x			x		
64376			I dont have an opinion one way or the other.	x		
64373			Don't typically have contact with the City's IT department.	x		
64372	x					Seems fine from my limited view. Except the software "Alchemy" seems to be in trouble.
64370	x			x		
64369	x			x		

Appendix E

IT Customer Satisfaction Survey Results

Total Respondents: 72

Date: 05/18/2010

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

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

RESPONDENT ID#	Question A			Question B		
	SATISFIED	UNSATISFIED	OTHER	SATISFIED	UNSATISFIED	OTHER
64367	x				x	
64366	x			x		
64359	x					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?
64352	x			x		
TOTAL	55	2	15	44	1	27

Appendix F

IT Survey Results – Detail

Total Respondents: 72

Date: 05/18/2010

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 Hetherton 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 & forum 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 resposnds 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 Jonathon 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.

Shirley Oborny, City Manager's Office, 949-644-3000.

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

https://www5.newportbeachca.gov/surveys/itsurvey_results.aspx

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.

Susan McCourt, Building Department - 644-3289

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.

Appendix G
Citizens Technology Task Force
Parking Lot List - 5/18/2010

#	Date	City Manager Questions	Proposed Resolution	Status
A	05-May	What is the private and public sector doing in terms of "cutting edge" (and a little back from cutting edge) IT?	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
B	05-May	What do the experts think the next 1, 3, and 5 years will bring?	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
C	05-May	Less servers in-house and more "cloud" servers?	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
D	05-May	What modern programs for Finance, GIS, Project Management, Performance Measurement, Police, Staff Scheduling (like Fire, PD), Payroll, etc. are out there?	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
E	05-May	How do we stay abreast of what's modern without driving off a cliff trying to be too modern?	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
F	05-May	Infrastructure - Laptops v desktops v iPads? Traditional land-line phones versus cell phones and VOIP computer-based phones?	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
G	05-May	Is there an industry standard for staffing levels per user or per program?	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
H	05-May	How should we modernize our communications efforts with the community – social networking, agenda production/distribution, etc.	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
I	05-May	What should we do in the new City Hall?	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
J	05-May	What kinds of records management software should we get now to assist in minimizing hauling a bunch of old paper to the new City Hall?	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
K	05-May	What kinds of A/V and hardware technologies should the new Council chambers have for staff, Council, the public?	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
L	05-May	What should we do regarding teleconferencing and Go To Meeting capabilities – now and in the new City Hall?	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
M	05-May	What's the standard for IT Management?	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
N	05-May	We have separate IT now in separate places, managed by non-IT people (PD, Fire, a GIS guy in Planning) – what's the best way of managing IT today?	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
O	05-May	In-house versus outsourced IT everything – or whatever in-between? Like in-house IT plus an outside manager.	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
P	05-May	Review of our internal service funds for scheduled replacement of programs, hardware.	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
#	Date	Committee Questions	Proposed Resolution	Status
1	02-May	Tech. Tours	City Hall & Traffic Monitors - May 4th, Police, Fire & Library - May 18	Closed
2	02-May	Off-site back up?	Discuss @ Jun 15 - Strategy Meeting	Open
3	02-May	Disaster recovery plan, periodic drill and business continuity plan?	Discuss @ Jun 15 - Strategy Meeting	Open
4	02-May	Customer/user satisfaction survey?	Web Survey	Closed
5	02-May	Training for IT personnel?	Present @ May 4th - Svc Model Meeting	Closed
6	02-May	Tenure of each IT person?	Present @ May 4th - Svc Model Meeting	Closed
7	02-May	IT FTE headcount at the end of 2007 and 2008?	Present @ May 4th - Svc Model Meeting	Closed
8	02-May	Annual turnover percent of IT staff?	Present @ May 4th - Svc Model Meeting	Closed
9	02-May	Webmaster (is there one or does each department have one, or some combination of both, etc.)?	Discussed May 3rd	Closed
10	02-May	SLAs (service level agreements) and MASLs (minimum acceptable service levels)?	None Exists. Discuss at Jun 15 Strategic Planning Meeting?	Closed
11	02-May	Five-year IT strategic plan with annual updates?	None Exists. Discuss at Jun 15 Strategic Planning Meeting?	Closed
12	02-May	Annual IT work plan including project prioritization, capital requirements, etc.?	Discuss @ Jun 15 - Strategy Meeting	Closed
13	02-May	IT governance committee, IT advisory committee, etc.?	Discuss @ Jun 15 - Strategy Meeting	Open
14	02-May	Risk mitigation register?	Discuss @ Jun 15 - Strategy Meeting	Open
15	04-May	How long is acceptable to be off-line do to a catastrophic event; How long would it take to bring system on-line?	Discuss @ Jun 15 - Strategy Meeting	Open
16	04-May	Possibility of sharing infrastructure (email, network, etc.) & IT resources across departments?	Discuss @ Jun 15 - Strategy Meeting	Open
17	04-May	Redundancy for power and cooling for data centers?	Discuss @ Jun 15 - Strategy Meeting	Open
18	05-May	Do IT Managers get together as a group?	No.	Closed
19	05-May	IT Standards?	No.	Closed
20	05-May	Is there one IT budget?	No, Admin. Services, Police, Fire & Library have separate budgets.	Closed
21	05-May	Do you have IT grants or Federal stimulus?	Public Safety and Library Capital Grants are Periodically Available - No Grant Writer On Staff	Closed
22	05-May	Has there ever been a network architecture study?	Solicited but quotes have been costly	Closed
23	05-May	Does City Lease equipment?	Generally, no.	Closed
24	05-May	What planning function exists?	Little Cross Department Strategic Planning Currently Occurs	Closed
25	05-May	What are other Cities doing?	Strategic Plans Solicited from Other Cities	Closed
26	05-May	Centralization/ de-centralization?	Strategic Plans Solicited from Other Cities	Closed
27	05-May	Who backs-up Fire? Admin. Services?	Admin backs up Fire. Admin Staff have depth to back Admin Services Staff	Closed
28	05-May	Shared service model?	Committee Discussion.	Closed
29	05-May	Off-site back up.	Partially Done - Further Development Needed.	Open
30	05-May	Increase collaboration between all IT departments.	Yes, needed.	Open
31	11-May	Can all depts. update their reports to include the same info./categories/sections as each other for comparison?	Committee Direction	Closed
32	11-May	Department costs by cost type i.e. labor development, labor support, contracts, maintenance, equipment etc.?	Committee Direction	Closed
33	11-May	Number of requests handled by type i.e. development vs. maintance?	Committee Direction	Open
34	11-May	Summary of pending request?	Committee Direction	Open
35	11-May	Recent applications implemented should have hours & cost to implement, date implemented and justification showing department and support department.	Committee Direction	Open

Appendix G
Citizens Technology Task Force
 Parking Lot List - 5/18/2010

#	Date	City Manager Questions	Proposed Resolution	Status
36	11-May	Technology Health status/report for each department serviced. i.e. projects completed, service report, age of systems, supported by contact or IT, etc.	Committee Direction	Closed
37	11-May	List of all city services and current and potential future business applications i.e. an inventory and health report. This should be broken out from software that is supported. Should have one chart of all software and # of licenses by department.	Committee Direction	Closed
38	11-May	Department heads should get together quickly and: Give us their recommendations. What areas need standards and which don't but not the detail standards yet. Also include a guideline on developed vs. buy.	Committee Direction	Closed
39	11-May	Can we come up with a projected funding model for the other departments similar to friends of the Library i.e. business in the city that could lend support, challenge, funds and/or buying power? Also the grant process...	Committee Direction	Open
40	11-May	What does a beach city of the future have to support and what the various departments heads feel will be needed to support that given less revenue and less people. This will be real relevant when we challenge processes from a re-engineering standpoint before applying technology.	Committee Direction	Open
41	11-May	Is there a proposed IT project plan by each IT manager for each department serviced?	Annual Work Plans prepared by individual departments (Form varies by individual)	Open

Appendix H
Citizens Technology Task Force
Administrative Services IT Software/Hardware Health Status - 05/18/10

Software	Manufacturer	Version	Hardware	Type	CPU	RAM	Description	Licensed Users	H/W Purchased
Exchange 2003	Microsoft	2003 SP2	Dell Poweredge 2950	Physical	Single Xeon 3.0 GHz	4GB	Email	402	06/14/2007
Websense Enterprise	Websense	6.3.2	IBM xSeries 345	Physical	Single Xeon 2.4GHz	2GB	Internet Monitoring Tool	600	10/18/2004
Finplus	Sunguard Public Sector Pentamation	4.3	HP1 - RP3340	Physical		12GB	Financials software	80 concurrent	06/01/2007
CommPlus	Sunguard Public Sector Pentamation	8.3	HP1 - RP3340	Physical		12GB	Revenue software	80 concurrent	06/01/2007
PermitsPlus	Accela Inc.	V5.5.10					Permits and Project Tracking	32 concurrent	
Aims - Parking System	Electronic Data Collection Corp.	8		Virtual		1.5GB	Citation System	20 concurrent	
Oracle Database	Oracle USA Inc.	10g	HP2 - RP3340	Physical		12GB	Relational Database	40 concurrent	
Altiris	Symantec	6.9	IBM xSeries 335	Physical	(2) Xeon 3.2 GHz	2GB	Desktop Management Software	430	05/28/2004
SQL 2005	Microsoft		IBM x3550	Physical	(2) Dual-core 3.7GHz	4GB	SQL Server for Various Applications	402	07/11/2006
Alchemy	Alchemy	8.2		Virtual		2GB	Document Imaging Software	Unlimited	
Microsoft IIS 6.0	Microsoft	6		Virtual		1GB	Public Internet Server	Unlimited	
Windows Server 2003	Microsoft	2003 R2 SP2		Virtual		3GB	City's Primary File Server	402	
BrightStor Arcserve	Computer Associates	11.5 SP4	IBM xSeries 306	Physical	Pentium 4 1.4 GHz	1GB	Primary Windows Server Backup	Multiple	07/22/2005

Virtualization Cluster Information

Name	Model	RAM	CPU	RAM Usage	CPU Usage	Purchased
Server1	Dell PowerEdge 2950	32 GB	8x2.99 GHz, XEON x5450	9.82 GB	1651 MHz	Jun-08
Server2	Dell PowerEdge 2950	32 GB	8x2.99 GHz, XEON x5450	8.96 GB	1377 MHz	Jun-08
Server3	Dell PowerEdge R710	32 GB	8x2.53 GHz, Xeon E5540	10.8 GB	3110 MHz	Jul-09

NOTE: RAM and CPU Usages are averages.

Appendix I
Citizens Technology Task Force
2010-2011 IT BUDGET - 05/18/2010

EXPENDITURE	ADM SRVS	LIBRARY	PD-SUPPORT SVCS	FIRE-ADMIN	FIRE-EMS	FIRE-OPS	Grand Total
S & B	\$ 1,791,773	\$ 136,800	\$ 947,307	\$ 157,997	\$ -	\$ -	\$ 3,033,877
M & O	\$ 620,768	\$ 148,121	\$ 471,234	\$ 63,400	\$ 24,627	\$ -	\$ 1,328,150
CAPITAL	\$ 239,719	\$ 72,100	\$ 203,317	\$ 20,150	\$ -	\$ 1,050	\$ 536,336
Total	\$ 2,652,260	\$ 357,021	\$ 1,621,858	\$ 241,547	\$ 24,627	\$ 1,050	\$ 4,898,363

IT Budget by Department 2010-11						
	Name	ADM SRVS	LIBRARY	Police	Fire	Grand Total
Salary & Benefits	SALARIES - MISC	1,301,116	99,466	896,243	156,083	2,452,907
	SALARIES - PERM PART TIME	14,650	-	-	-	14,650
	OVERTIME, MISC & 1/2 TIME	12,180	-	51,064	1,914	65,159
	CERTIFICATION PAY	5,307	-	-	-	5,307
	EARLY RETIREMENT PROG	-	-	-	-	-
	SALARY SAVINGS	(55,000)	-	-	-	(55,000)
	HEALTH/DENTAL/VISION	194,124	13,866	-	-	207,990
	MERP \$2.50 CONTRIB	12,980	-	-	-	12,980
	LIFE INSURANCE	1,470	105	-	-	1,575
	EMP ASSISTANCE PROGRAM	321	23	-	-	344
	WORKERS' COMP, MISC	25,740	1,913	-	-	27,653
	COMPENSATED ABSENCES	45,539	3,481	-	-	49,020
	MEDICARE FRINGES	17,440	1,550	-	-	18,991
	PERS EMPLOYEE CNTRBN	97,851	7,450	-	-	105,301
	PERS EMPLOYER CNTRBN	117,505	8,946	-	-	126,452
	RETIREMENT PART TIME/TEMP	549	-	-	-	549
M & O	AUTOMOTIVE SERVICE	2,200	-	-	-	2,200
	EQUIP MAINT ISF	10,857	-	-	-	10,857
	VEHICLE REPLACE ISF	8,377	-	-	-	8,377
	MAINT & REPAIR - EQUIP	275,000	1,800	-	-	276,800
	MAINT - PRINTERS	2,850	350	-	-	3,200
	PSTGE,FREIGHT,EXPRESS NOC	1,000	-	-	-	1,000
	PUBLICATIONS & DUES NOC	1,400	-	-	-	1,400
	SERVICES-PROF & TECH NOC	2,000	-	-	-	2,000
	SERVICES-COMPUTER CONSULT	-	5,000	79,353	-	84,353
	TRAVEL & MEETINGS NOC	5,000	-	-	-	5,000
	TRAINING	15,000	-	-	-	15,000
	TELECOMM-CENTRAL LIBRARY	-	19,400	-	-	19,400
	UTILITIES - TELEPHONE	150,000	-	-	-	150,000
	SUPPLIES- OFFICE NOC	3,000	-	-	-	3,000
	SUPPLIES- COMP SOFTWARE	-	-	5,000	75,127	80,127
	SUPPLIES- COMPUTER	-	20,444	28,500	-	48,944
	MAINT & REPAIR NOC	4,000	-	-	-	4,000
	MAINT-COMP SOFTWARE	-	73,000	337,281	-	410,281
	MAINT-COMP HARDWARE	-	17,000	21,100	-	38,100
	SPECIAL DEPT SUPPLIES NOC	55,000	-	-	-	55,000
	COMPUTER SUPPLIES	-	-	-	12,900	12,900
	TOOLS, INSTRUMENTS, ETC	2,000	-	-	-	2,000
	SPECIAL DEPT EXPENSE NOC	40,000	-	-	-	40,000
GENERAL INSURANCE	43,084	11,127	-	-	54,211	
CAPITAL	OFFICE EQUIPMENT	26,619	-	-	-	26,619
	PC REPLACEMENT PROGRAM	76,500	63,100	188,317	15,100	343,017
	SOFTWARE LICENSES	135,000	-	-	-	135,000
	COMPUTER EQUIPMENT	-	9,000	15,000	6,100	30,100
	OFFICE FURNITURE/FIXTURES	1,600	-	-	-	1,600
		2,652,260	357,021	1,621,858	267,224	4,898,363

Amounts may not include all costs that may be partially commingled in department-wide accounts including items such as training, office supplies, utilities or other miscellaneous expenditures.