



logged
6/30 MPA

June 25, 2014

The Honorable John Laettner
Presiding Judge of the Contra Costa Superior Court
A.F. Bray Court House, Department 25
1020 Ward Street, Martinez CA 94553

**Re: Contra Costa County Grand Jury Report: "Planning for Technology"
(Report No. 1404)**

Dear Judge Laettner:

On behalf of the Antioch City Council, this letter responds to Contra Costa County Grand Jury Report: "Planning for Technology." The City Council authorized this response at its meeting on June 24, 2014.

Pursuant to California Penal Code section 933.05, the City will respond to each finding and to each recommendation individually.

Findings:

Finding #1: "Demand for technology in all aspects of local government has exploded over the past 20 years and is expected to continue to increase."

The respondent agrees with the finding.

Findings #2: "City budgets often identify the need for technology improvements to achieve greater efficiency in the government services."

The respondent agrees with the finding.

Findings #3: "Technology expenditures represent a significant part of many city budgets."

The respondent partially disagrees with the finding. The term "significant" is not a specific term and the City is not in a position to comment on other cities' budgets. Technology expenditures, while essential, do not currently represent a significant part of our budget.

OFFICE OF THE MAYOR

Mayor Wade Harper • Mayor Pro Tem Mary Rocha • Council Members Monica E. Wilson, Tony Tiscareno, Gary S. Agopian
P.O. Box 5007, Antioch, California 94531-5007 • Telephone: 925-779-7011 • Fax: 925-779-7003 • www.ci.antioch.ca.us

Findings #4: “Technology project implementation is often a multi-year investment.”

The respondent agrees with the finding.

Findings #5: “Technology in city government is rapidly changing. Industry associations and technology research groups are a good source of information on emerging trends.”

The respondent agrees with the finding.

Findings #6: “A city with a long-range plan for technology, including a budget, has a road map of priorities that provides clarity to city personnel and public.”

The respondent agrees with the finding.

Recommendations

Recommendation #1: “Each city within the County should consider creating and implementing a strategic technology plan, and identifying funds to do so.”

The recommendation has been implemented. The City has a Strategic Management Plan, one section of which is focused on Information Systems. This Information Systems section of the Strategic Plan is a strategic technology plan and the basis for a more detailed technology implementation plan, which is in the works. There is no identifiable cost to the planning, as it is a staff function. With current budget and staffing constraints, the goal is to have a technology implementation plan in place before the end of fiscal year 2014-2015.

Recommendation #2: “Each city should consider identifying the technology needs of the city over a minimum of a five-year period in the strategic technology plan.”

The recommendation has not yet been implemented, but will be implemented in the future. The goal is to complete a five-year needs assessment before the end of fiscal year 2014-2015.

Recommendation #3: “Each city should consider identifying technology projects and costs in the city budget.”

The recommendation has been implemented. Technology projects are included in the City’s budget.

Recommendation #4: "Each city should consider identifying any technological objectives and needs that are common to multiple departments within the city in the technology plan and developing integrated programs to increase efficiency and cost savings."

The recommendation has not yet been implemented, but will be implemented in the future. The City routinely considers the technological needs of all departments and develops integrated solutions that increase efficiency and cost savings. The City plans to increase interdepartmental collaboration on technology solutions and be more deliberate in the process through a technology implementation plan, which is planned to be complete before the end of fiscal year 2014-2015.

Recommendation #5: "Each city should consider reviewing its technology plan on an annual basis and updating it as appropriate."

The recommendation has not yet been implemented, but will be implemented in the future. The goal for the first review is before the end of fiscal year 2014-2015.

We trust that the Grand Jury will find these responses helpful to its endeavor.

Sincerely yours,



Wade Harper
Mayor

cc: Stephen D. Conlin, Contra Costa County Grand Jury Foreperson,
725 Court Street, Martinez, CA 94553
Steve Duran, City Manager
Lynn Tracy Nerland, City Attorney

MAILING ADDRESS:
City Hall
150 City Park Way
Brentwood, CA 94513
Phone: 925-516-5400
Fax: 925-516-5401
www.ci.brentwood.ca.us

CITY ADMINISTRATION
150 City Park Way
Phone: 925-516-5440
Fax: 925-516-5441

COMMUNITY DEVELOPMENT
150 City Park Way
Phone: 925-516-5405
Fax: 925-516-5407

**FINANCE & INFORMATION
SYSTEMS**
150 City Park Way
Phone: 925-516-5460
Fax: 925-516-5401

PARKS AND RECREATION
35 Oak Street
Phone: 925-516-5444
Fax: 925-516-5445

POLICE
9100 Brentwood Boulevard
Phone: 925-634-6911
24 Hr. Dispatch: 925-778-2441
Fax: 925-809-7799

PUBLIC WORKS

Operations Division
2201 Elkins Way
Phone: 925-516-6000
Fax: 925-516-6001

Engineering Division
150 City Park Way
Phone: 925-516-5420
Fax: 925-516-5421

June 24, 2014

The Honorable John T. Laettner
Judges of the Superior Court of Contra Costa County
A.F. Bray Court House, Department 25
1020 Ward Street
Martinez, CA 94553

Dear Judge Laettner:

This letter is in response to the questions asked in Grand Jury Report No. 1404, "Planning for Technology," released on May 6, 2014. In accordance with Section 933.05 of the California Penal Code, the City provides the attached required responses to Findings 1-6 and Recommendations 1-5 as identified in the Grand Jury Report.

Please feel free to contact me at 925.516.5440 should you need additional information.

Sincerely,



Paul R. Eldredge
City Manager
City of Brentwood

cc: Stephen D. Conlin, 2013-2014 Contra Costa County Grand Jury Foreperson
725 Court Street, Martinez, CA 94553

Honorable Mayor and City Council of the City of Brentwood

Damien Brower, City Attorney

logged
7/1
MB

City of Brentwood's Required Responses to Grand Jury Findings

Grand Jury Finding #1

Demand for technology in all aspects of local government has exploded over the past 20 years and is expected to continue to increase.

City Response: The City agrees with the finding.

Grand Jury Finding #2

City budgets often identify the need for technology improvements to achieve greater efficiency in government services.

City Response: The City agrees with the finding.

Grand Jury Finding #3

Technology expenditures represent a significant part of many city budgets.

City Response: The City agrees with the finding.

Grand Jury Finding #4

Technology project implementation is often a multi-year investment.

City Response: The City agrees with the finding.

Grand Jury Finding #5

Technology in city government is rapidly changing. Industry associations and technology research groups are a good source of information on emerging trends.

City Response: The City agrees with the finding.

Grand Jury Finding #6

A city with a long-range plan for technology, including a budget, has a road map of priorities that provides clarity to city personnel and the public.

City Response: The City agrees with this finding.

City of Brentwood's Required Responses to Grand Jury Recommendations

Grand Jury Recommendation #1: Each city within the County should consider creating and implementing a strategic technology plan, and identifying funds to do so.

City Response: This recommendation has been implemented. The City funded and adopted a Strategic Technology Master Plan in 2007. A copy of this Plan has been included in this response. Funding for individual technology projects is identified in its five year Capital Improvement Program Budget.

Grand Jury Recommendation #2: Each city should consider identifying the technology needs of the city over a minimum of a five-year period

City Response: This recommendation has been implemented. The City's Strategic Technology Master Plan identifies the technology needs of the City over a ten-year time period.

Grand Jury Recommendation #3: Each city should consider identifying technology projects and costs in the city budget.

City Response: This recommendation has been implemented. The City includes the costs of technology projects in its five-year Capital Improvement Program Budget. The ongoing operating, maintenance and replacement costs associated with new technological projects and assets are included in the City's Operating Budget.

Grand Jury Recommendation #4: Each city should consider identifying any technological objectives and needs that are common to multiple departments within the city in the technology plan and developing integrated programs to increase efficiency and cost savings.

City Response: This recommendation has been implemented. The City's Strategic Technology Master Plan identified several multi-departmental technology needs along with recommendations to increase efficiency and reduce costs, including a new Voice Over Internet Protocol (VOIP) citywide phone system and a comprehensive citywide disaster recovery plan for the City's electronic and technology systems.

Grand Jury Recommendation #5: Each city should consider reviewing its technology plan on an annual basis and updating it as appropriate.

City Response: This recommendation has been implemented. Although a formal revision of the City's Strategic Technology Master Plan is not issued on a routine basis, staff reviews the Plan on an annual basis and incorporates any necessary projects into the City's Capital Improvement Program and Operating Budgets (the "Budgets"). The Budgets are reviewed and approved by the City Council annually.

Funding for technology projects is not limited to items in the Strategic Technology Master Plan. Necessary projects identified during the annual review of the Plan are also included in the Budgets as needed. Additionally, the City Council's 2013-2015 Strategic Plan identified and prioritized technology projects. City staff anticipates producing a fully updated ten year Strategic Technology Master Plan within the next few years.



Logged
7/23
MAB

COMMUNITY
DEVELOPMENT (925) 673-7340
ENGINEERING (925) 363-7433

6000 HERITAGE TRAIL • CLAYTON, CALIFORNIA 94517-1250
TELEPHONE (925) 673-7300 FAX (925) 672-4917

City Council
HANK STRATFORD, *MAYOR*
DAVID T. SHUEY, *VICE MAYOR*
JIM DIAZ
HOWARD GELLER
JULIE K. PIERCE

July 16, 2014

VIA U.S. REGULAR MAIL AND
REQUESTED EMAIL TO: clope2@contracosta.courts.ca.gov

Stephen D. Conlin, Foreperson
Contra Costa County Civil Grand Jury, 2013-14
725 Court Street
P O Box 431
Martinez, CA 94553-0091

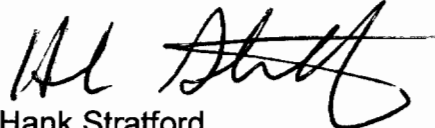
**Re: City Response to Civil Grand Jury Report No. 1404
"Planning For Technology"**

Dear Mr. Conlin:

Pursuant to the May 6, 2014 letter regarding release of Report No. 1404 by the Contra Costa County Civil Grand Jury for 2013-14, the City of Clayton provides its attached Response as required by California Penal Code section 933.05(a). At its regular public meeting of July 15, 2014, the Clayton City Council reviewed, considered and then approved its attached Response.

Should any questions arise regarding our reply, please do not hesitate to contact us or our city manager at 925.673-7300.

Sincerely,



Hank Stratford
Mayor

Attachment: 1. City Response to Civil Grand Jury Report No. 1404 [3 pp.]

cc: Honorable Clayton City Council Members



Agenda Date: 7-15-2014

Agenda Item: 3h

Approved: _____

Gary A. Napper
City Manager

AGENDA REPORT

TO: HONORABLE MAYOR AND COUNCILMEMBERS
FROM: CITY MANAGER
DATE: 15 JULY 2014
SUBJECT: CITY RESPONSE TO CIVIL GRAND JURY REPORT NO. 1404

RECOMMENDATION

It is recommended the City Council review the prepared City response letter regarding Civil Grand Jury Report No. 1404, "Planning For Technology, Towards an Integrated Strategic Approach"; and then subject to any Council modifications to the proposed response, by minute motion approve the letter as the City's official response and authorize Mayor Stratford to sign.

BACKGROUND

A Civil Grand Jury is commissioned annually in Contra Costa County to investigate city and county governments, special districts and certain non-profit corporations to ensure functions are performed in a lawful, economical and efficient manner. Pursuant to *California Government Code* Section 933.5(a), whenever a civil grand jury issues a report that involves matters within a particular municipality's jurisdiction or area of responsibility, the respective city is required to respond in writing and in accord with a specific response format.

On 06 May 2014, the FY 2013-14 Contra Costa Civil Grand Jury released a Report directed to all nineteen cities within Contra Costa County. Report No. 1404 considered recent technological advancements have increased dramatically over the past 20 years and postulated the need for cities to develop integrated technology plans to strategically address technological implementations.

Civil Grand Jury Report No. 1404 concluded with six (6) Findings and five (5) Recommendations requiring structured responses by each of the listed respondents. Attached is staff's recommended draft letter for the City Council to consider and approve constituting our City's response to Civil Grand Jury Report No. 1404. The City's response to this particular Report is due by 06 August 2014. As the City Council regular meeting scheduled for August 5th has been canceled, this Agenda is the last opportunity to approve the City's Response to this Report.

FISCAL IMPACT

None directly. However, there are certainly indirect staff costs and direct time incurred in responding to Civil Grand Jury Reports, Findings and Recommendations.

Exhibits: A. Proposed City Response and Cover Letter [4 pp.]

B. Civil Grand Jury Report No. 1404 and Cover Letter [9 pp.]



**CITY OF CLAYTON RESPONSE TO
CIVIL GRAND JURY REPORT NO. 1404
"PLANNING FOR TECHNOLOGY"**

2013-14 CONTRA COSTA COUNTY CIVIL GRAND JURY

The City of Clayton, California provides the following response to Civil Grand Jury Report No. 1404, "Planning For Technology", issued by the 2013-14 Contra Costa County Civil Grand Jury on 06 May 2014. Pursuant to page 5 of the Report, the City is required to respond to Findings 1 through 6 and Recommendations 1 through 5 adhering to format guidelines prescribed by the California Penal Code (Section 933.05).

FINDINGS

1. *Demand for technology in all aspects of local government has exploded over the past 20 years and is expected to continue to increase.*

City Response

Notwithstanding hyperbole contained in the Finding (i.e. "exploded"), the City generally agrees with this Finding.

2. *City budgets often identify the need for technology improvements to achieve greater efficiency in government services.*

City Response

The City agrees with this Finding.

3. *Technology expenditures represent a significant part of many city budgets.*

City Response

The City partially disagrees with the Finding as expenditures on technology vary vastly between local governments and municipal needs/size. The City considers a more accurate Finding would have concluded technology expenditures "can" represent sizeable portions of city budgets.

4. *Technology project implementation is often a multi-year investment.*

City Response

The City agrees with this Finding.

5. *Technology in city government is rapidly changing. Industry associations and technology research groups are a good source of information on emerging trends.*

City Response

The City agrees with this Finding, noting other resources for municipal applications and practicalities also exist (e.g. ICMA; League of CA Cities).

6. *A city with a long-range plan for technology, including a budget, has a road map of priorities that provides clarity to city personnel and the public.*

City Response

The City agrees with this Finding, noting such is an optimal plan constrained by basic competing priorities.

#

RECOMMENDATIONS

1. *Each city within the County should consider creating and implementing a strategic technology plan, and identifying funds to do so.*

City Response

The recommendation will not be implemented because in the City of Clayton's case and circumstance it is not warranted and is not reasonable.

The City prefers to expend its limited taxpayer monies on the actual purchase of technology equipment and software in contrast to spending sparse funds on already-impacted staff time or on an outside consultant contract to create such a strategic plan, and then monitor and update it periodically. As noted on page 1 of the Civil Grand Jury's Report, "Strategic planning is essential for the largest cities, which offer a variety of services...." As the smallest city in the County, Clayton's fiscal challenges are tasked to basic municipal services to its community, not to a plethora of additional paper plans.

2. *Each city should consider identifying the technology needs of the city over a minimum of a five-year period in the strategic technology plan.*

City Response

The recommendation will not be implemented because in the City of Clayton's case and circumstance it is not warranted and is not reasonable. Please see City Response above to Recommendation No. 1.

3. *Each city should consider identifying technology projects and costs in the city budget.*

City Response

The recommendation has been implemented as the City employs its annual review of the Capital Equipment Replacement Fund (CERF) during the City Budget process, through which the City amortizes [funds] replacement technology equipment and needs over a five year period.

4. *Each city should consider identifying any technological objectives and needs that are common to multiple departments within the city in the technology plan and developing integrated programs to increase efficiency and cost savings.*

City Response

The recommendation will not be implemented because in the City of Clayton's case and circumstance it is not warranted or is not reasonable. The City does not need the formality of a "technology plan" document to employ such basic managerial principles when determining technology expenditures in our small municipal organization.

5. *Each city should consider reviewing its technology plan on an annual basis and updating it as appropriate.*

City Response

The recommendation will not be implemented because in the City of Clayton's case and circumstance it is not warranted or is not reasonable. The City already uses its annual CERF review process to accomplish the same proposed objectives.

#

7/30/14

CITY OF CONCORD
1950 Parkside Drive
Concord, California 94519-2578
FAX: (925) 798-0636

CITY COUNCIL
Timothy S. Grayson, Mayor
Ronald E. Leone, Vice Mayor
Edi E. Birsan
Daniel C. Helix
Laura M. Hoffmeister

OFFICE OF THE CITY MANAGER
Telephone: (925) 671-3150



Thomas J. Wentling, City Treasurer
Valerie J. Barone, City Manager

July 29, 2014

Stephen D. Conlin, Foreperson
Contra Costa Grand Jury
725 Court Street
P. O. Box 431
Martinez, CA 94553-0091

Re: City of Concord Response to May 6, 2014 Grand Jury Request
Planning for Technology

Dear Mr. Conlin:

This letter serves as the City of Concord's response to the Contra Costa Grand Jury's findings and recommendations set forth in Report No. 1404, entitled "Planning for Technology."

I. FINDINGS

Finding No. 1: "Demand for technology in all aspects of local government has exploded over the past 20 years and is expected to continue to increase."

Response to Finding No. 1: The City of Concord agrees with the finding.

Finding No. 2: "City budgets often identify the need for technology improvements to achieve greater efficiency in government services."

Response to Finding No. 2: The City of Concord agrees with the finding.

Finding No. 3: "Technology expenditures represent a significant part of many city budgets."

Response to Finding No. 3: The City of Concord agrees with the finding.

Letter to Stephen Conlin
Grand Jury Report No. 1404 – Response
July 23, 2014
Page 2 of 3

Finding No. 4: “Technology project implementation is often a multi-year investment.”

Response to Finding No. 4: The City of Concord agrees with the finding.

Finding No. 5: “Technology in city government is rapidly changing. Industry associations and technology research groups are a good source of information on emerging trends.”

Response to Finding No. 5: The City of Concord agrees with the finding.

Finding No. 6: “A city with a long-range plan for technology, including a budget, has a road map of priorities that provides clarity to city personnel and the public.”

Response to Finding No. 6: The City of Concord agrees with the finding.

II. RECOMMENDATIONS

Recommendation No. 1: “Each city within the County should consider creating and implementing a strategic technology plan, and identify funds to do so.”

Response to Recommendation No. 1: The recommendation has been implemented. The City of Concord has had a strategic plan since 2003. The latest strategic plan update was conducted in May 2014.

Recommendation No. 2: “Each city should consider identifying the technology needs of the city over a minimum of a five-year period in the strategic technology plan.”

Response to Recommendation No. 2: The recommendation has been implemented. The City of Concord strategic plan identifies technology needs and technology for a five-year horizon. All technology systems are put into replacement and budgeted with the City’s 10-year financial forecast.

Recommendation No. 3: “Each city should consider identifying technology projects and costs in the city budget.”

Response to Recommendation No. 3: The recommendation has been implemented. The City of Concord identifies technology projects and costs in the annual City budget through the Information Technology Project Plan (ITP). This plan is similar to the City’s Capital

Letter to Stephen Conlin
Grand Jury Report No. 1404 – Response
July 23, 2014
Page 3 of 3

Improvement Plan (CIP). Costs are projected, including replacement, in the City's rolling 10-year financial forecast.

Recommendation No. 4: "Each city should consider identifying any technological objectives and needs that are common to multiple departments within the city in the technology plan and developing integrated programs to increase efficiency and cost savings."

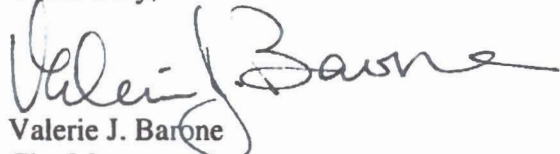
Response to Recommendation No. 4: The recommendation has been implemented. The City of Concord's current ITP cost allocation plan allocates cost recovery through the City's technology replacement fund in which each user department is charged based on their respective level of IT related services. Additionally, a City-wide steering committee is being established and will take into consideration "enterprise wide" technological objectives and needs that are common to multiple departments with the city.

Recommendation No. 5: "Each city should consider reviewing its technology plan on an annual basis and updating it as appropriate."

Response to Recommendation No. 5: The recommendation has been implemented. The City of Concord reviews its technology plan each spring to support the City's annual budget and rolling 10-year financial plan.

Please let me know if you have any questions or require additional information concerning the above responses. You can reach me at my direct telephone number (925) 671-3175 or by email at valerie.barone@cityofconcord.org.

Yours truly,


Valerie J. Barone
City Manager



7/17/14

*"Small Town Atmosphere
Outstanding Quality of Life"*

July 16, 2014

Honorable John T. Laettner
Judge of the Superior Court
Contra Costa County Civil Grand Jury
725 Court Street
P.O. Box 431
Martinez, CA 94553-0091

Re: Contra Costa County Grand Jury Report No. 1404, "Planning for Technology"

Dear Judge Laettner:

Pursuant to California Penal Code Section 933.05, this letter responds to Contra Costa County Grand Jury Report No. 1404, "Planning for Technology." This response was reviewed and authorized by the Town Council at a duly noticed Town Council meeting on July 15, 2014.

Grand Jury Findings

Finding #1: Demand for technology in all aspects of local government has exploded over the past 20 years and is expected to continue to increase.

Response: Danville agrees with Finding #1.

Finding #2: City budgets often identify the need for technology improvements to achieve greater efficiency in government services.

Response: Danville agrees with Finding #2.

Finding #3: Technology expenditures represent a significant part of many city budgets.

Response: Danville partially disagrees with Finding #3. The Town cannot address the practices of, or draw comparisons with other cities' and towns' budgets.

Finding #4: Technology project implementation is often a multi-year investment.

Response: Danville agrees with Finding #4.

510 LA GONDA WAY, DANVILLE, CALIFORNIA 94526

Administration
(925) 314-3388

Building
(925) 314-3330

Engineering & Planning
(925) 314-3310

Transportation
(925) 314-3320

Maintenance
(925) 314-3450

Police
(925) 314-3700

Parks and Recreation
(925) 314-3400

July 16, 2014

Page 2

Finding #5: Technology in city government is rapidly changing. Industry associations and technology research groups are a good source of information on emerging trends.

Response: Danville agrees with Finding #5.

Finding #6: A city with a long-range plan for technology, including a budget, has a road map of priorities that provide clarity to city personnel and the public.

Response: Danville agrees with Finding #6.

Grand Jury Recommendations

Recommendation #1: Each city within the County should consider creating and implementing a strategic technology plan, and identifying funds to do so.

Response: Danville has implemented this recommendation. The Town of Danville's Information Technology Master Plan was first adopted by the Town Council on July 6, 2010.

Recommendation #2: Each city should consider identifying the technology needs of the city over a minimum of a five-year period in the strategic technology plan.

Response: Danville has implemented this recommendation. The Town's Information Technology Master Plan covers a five-year period.

Recommendation #3: Each city should consider identifying technology projects and costs in the city budget.

Response: Danville has implemented this recommendation. Technology projects and costs are identified in the Information Technology Master Plan, referenced in the Operating Budget & Capital Improvement Program.

Recommendation #4: Each city should consider identifying any technological objectives and needs that are common to multiple departments within the city in the technology plan and developing integrated programs to increase efficiency and cost savings.

Response: Danville has implemented this recommendation. The Information Technology Master Plan identifies technological objectives and needs common to multiple departments and potential solutions. Examples of cross-departmental needs include form

July 16, 2014

Page 3

integration, customer relationship management, electronic document management, financial documents, land management and computer equipment replacement.

Recommendation #5: Each city should consider reviewing its technology plan on an annual basis and updating it as appropriate.

Response: Danville has implemented this recommendation. The Information Technology Master Plan was first adopted in July 2010 and has since been updated on an annual basis.

The Town appreciates the time and effort spent by His Honor and the Grand Jury in consideration of these matters.

Sincerely,

TOWN OF DANVILLE



Robert Storer
Mayor



Typed 8/13/14
ML

July 29, 2014

Stephen D. Conlin, Foreperson
Contra Costa County Civil Grand Jury
725 Court Street
P O Box 431
Martinez CA 94553-0091

RE: Grand Jury Report No. 1404, "Planning for Technology"

Dear Mr. Conlin:

On behalf of the City of El Cerrito, this letter serves as a response to your May 6, 2014 letter regarding Grand Jury Report No. 1404, "Planning for Technology," by the 2013-2014 Contra Costa Grand Jury.

In accordance with your request and Section 933.05 of the California Government Code, the City is responding as required to Findings 1-6 and Recommendations 1-5 as outlined in the Grand Jury Report.

FINDINGS:

1. Demand for technology in all aspects of local government has exploded over the past 20 years and is expected to continue to increase.
The City of El Cerrito agrees with this finding.
2. City budgets often identify the need for technology improvements to achieve greater efficiency in government services.
The City of El Cerrito agrees with this finding.
3. Technology expenditures represent a significant part of many city budgets.
The City of El Cerrito agrees with this finding.
4. Technology project implementation is often a multi-year investment.
The City of El Cerrito agrees with this finding.
5. Technology in city government is rapidly changing. Industry associations and technology research groups are a good source of information on emerging trends.
The City of El Cerrito agrees with this finding.
6. A city with a long-range plan for technology, including a budget, has a road map of priorities that provides clarity to city personnel and the public.
The City of El Cerrito agrees with this finding.



RECOMMENDATIONS:

1. Each city within the County should consider creating and implementing a strategic technology plan, and identify funds to do so.

The City of El Cerrito believes that the recommendation requires further analysis which will be completed within the next six months. While the City has not developed a separate long-term strategic technology plan as a stand-alone document, the City instead develops, plans, and determines technology investments and expenditures through its annual budget process. The City's Information Systems Division oversees the City's IT infrastructure and implements strategies for technology in conjunction with City departments as informed by the City's Strategic Plan. Major technology projects are reflected in departmental budgets and the City's Capital Improvement Program budget.

2. Each city should consider identifying the technology needs of the city over a minimum of a five-year period in the strategic technology plan."

This recommendation has not yet been implemented, but may be implemented in the future. City staff recently formed into work groups to discuss and determine ways in which technology can create efficiencies for existing business processes, evaluate costs and benefits of on-line transactions and also look at improvements for public contact and dissemination of information. Due to funding constraints and the rapid rate of change in the technology field, staff's review and consideration of technology needs for upcoming years as part of the City's forecasting and budget development appears to be the most practical approach.

3. Each city should consider identifying technology projects and costs in the city budget.

The City of El Cerrito has implemented this recommendation.

4. Each city should consider identifying any technological objectives and needs that are common to multiple departments within the city in the technology plan and developing integrated programs to increase efficiency and cost savings.

The City of El Cerrito has implemented this recommendation. Although the City has not developed a separate long-term strategic technology plan as a stand-alone document, the City develops, plans, and determines technology investments, hardware replacement, software upgrades and expenditures for all departments through its annual budget process and Capital Improvement Program.

5. Each city should consider reviewing its technology plan on an annual basis and updating it as appropriate.

The City of El Cerrito has implemented this recommendation. Although the City has not developed a separate long-term strategic technology plan as a stand-alone document, the City develops, plans, and determines technology investments and expenditures for all departments through its annual budget process and Capital Improvement Program, and updates needs, requirements and funding as appropriate.



Should you have any questions regarding the City's response, please feel free to contact me.

Very truly yours,

Karen E. Pinkos
Assistant City Manager
City of El Cerrito

cc: El Cerrito City Council
Scott Hanin, City Manager

7/23/14



OFFICE OF THE CITY MANAGER

David Biggs

July 22, 2014

Mr. Stephen D. Conlin, Foreperson
Contra Costa County Grand Jury
P.O. Box 431
Martinez, CA 94553-0091

RE: Grand Jury Report No. 1404 – “Planning for Technology”

Dear Mr. Conlin:

The City of Hercules has reviewed Grand Jury Report No. 1404 – “Planning For Technology”. Required responses to Findings Nos. 1 through 6 and Recommendations Nos. 1 through 5 are provided below and meet the requirements of California Penal Code Sections 933.05(a) and 933.05(b).

FINDINGS

Finding No. 1: Demand for technology in all aspects of local government has exploded over the past 20 years and is expected to continue to increase.

Response: *The City Council agrees with the finding.*

Finding No. 2: City budgets often identify the need for technology improvements to achieve greater efficiency in government services.

Response: *The City Council agrees with the finding.*

Finding No. 3: Technology expenditures represent a significant part of many city budgets.

Response: *The City Council agrees with the finding.*

Finding No. 4: Technology project implementation is often a multi-year investment.

Response: *The City Council agrees with the finding.*

Finding No. 5: Technology in city government is rapidly changing. Industry associations and technology research groups are a good source of information on emerging trends.

Response: *The City Council agrees with the finding.*

Finding No. 6: A city with a long-range plan for technology, including a budget, has a road map of priorities that provides clarity to city personnel and the public.

Response: *The City Council agrees with the finding.*

RECOMMENDATIONS:

Recommendation No. 1: Each city within the County should consider creating and implementing a strategic technology plan, and identifying funds to do so.

Response: *The recommendation has not yet been implemented, but will be implemented in the future. The City of Hercules is unable to comply with the recommendation at this time, as adequate funds are not available to create a strategic technology plan.*

Recommendation No. 2: Each city should consider identifying the technology needs of the city over a minimum of a five-year period in the strategic technology plan.

Response: *This recommendation has been implemented and is reviewed during each annual budget.*

Recommendation No. 3: Each city should consider identifying technology projects and costs in the city budget.

Response: *This recommendation has been implemented. These costs are identified in each annual budget.*

Recommendation No. 4: Each city should consider identifying any technological objectives and needs that are common to multiple departments within the city in the technology plan and developing integrated programs to increase efficiency and cost savings.

Response: *This recommendation has been implemented with the key focus of increasing efficiency, improving public outreach and service delivery and realizing cost savings.*

The Hercules City Council thanks the Grand Jury for its service. If you have any questions or need additional clarification, please do not hesitate to contact us at (510) 799-8200.

Sincerely,

David Biggs
City Manager



OFFICE OF THE CITY MANAGER

David Biggs

October 13, 2014

Mr. Stephen D. Conlin, Foreperson
Contra Costa County Grand Jury
P.O. Box 431
Martinez, CA 94553-0091

RE: Grand Jury Report No. 1404 – “Planning for Technology”

Dear Mr. Conlin:

The City of Hercules has reviewed Grand Jury Report No. 1404 – “Planning For Technology”. The City omitted the response for Recommendation number 5 and is providing it now.

Recommendation No. 5: Each city should consider reviewing its technology plan on an annual basis and updating it as appropriate.

Response: *This recommendation has been implementd.*

The Hercules City Council thanks the Grand Jury for its service. If you have any questions or need additional clarification, please do not hesitate to contact us at (510) 799-8200.

Sincerely,

David C. Biggs
City Manager



Revised 8/4/14
MM

City Council

Don Tatzin, Mayor
Brandt Andersson, Vice Mayor
Mike Anderson, Council Member
Mark Mitchell, Council Member
Traci Reilly, Council Member

July 15, 2014

Stephen D. Conlin, Foreperson
2013-2014 Contra Costa County Civil Grand Jury
725 Court Street
P.O. Box 431
Martinez, CA 94553-0091

Dear Mr. Conlin:

Pursuant to your May 6, 2014 letter regarding Grand Jury Report No. 1404, "Planning for Technology" please consider this to be the City of Lafayette's response. This response was reviewed and authorized by the City Council at a duly noticed City Council meeting on July 28, 2014. According to page 5 of the Report, Lafayette is required to respond to Findings 1-6 and Recommendations 1-5.

Finding 1: Demand for technology in all aspects of local government has exploded over the past 20 years and is expected to continue to increase.

City response: Agree.

Finding 2: City budgets often identify the need for technology improvements to achieve greater efficiency in government services.

City response: Agree.

Finding 3: Technology expenditures represent a significant part of many city budgets.

City response: Partially disagree. The City has no independent knowledge of other municipality's budgets or whether technology expenditures represent a significant amount of those budgets.

Finding 4: Technology project implementation is often a multi-year investment.

City response: Partially agree. Some large scale technology projects may take years to fully implement. However, there are many projects that can be accomplished relatively quickly within a single fiscal year and still contribute significantly to productivity and efficiency.

Finding 5: Technology in city government is rapidly changing. Industry associations and technology research groups are a good source of information on emerging trends.

City response: Agree.

Finding 6: A city with a long-range plan for technology, including a budget, has a road map of priorities that provides clarity to city personnel and the public.

City response: Agree.

Recommendation 1: Each city within the County should consider creating and implementing a strategic technology plan and identifying funds to do so.

City response: This recommendation requires further analysis. The City agrees that a long-range strategic technology plan may be useful, however, as a small, limited service city, staff will need to assess whether there are resources available to draft a formal plan. The City already plans for computers to be replaced every three years and funds are set aside annually for that purpose.

Recommendation 2: Each city should consider identifying the technology needs of the city over a minimum of a five year period in the strategic technology plan.

City response: Lafayette has not formally implemented this recommendation. As referenced in Recommendation #1 above, the city believes that while a formal technology plan may be useful, additional staff and consultant resources are necessary to draft a strategic plan. Those resources will need to be identified and programmed. The City may consider adding this project to the work plan in FY15-16.

Recommendation 3: Each City should consider identifying technology projects and costs in the city budget.

City response: Lafayette has implemented this recommendation. The City has a separate budget program for technology expenses.

Recommendation 4: Each city should consider identifying any technological objectives and needs that are common to multiple departments within the city in the technology plan and developing integrated programs to increase efficiency and cost savings.

City response: Lafayette has implemented this recommendation. City departments work with each other to implement programs and technology that benefits multiple departments. As a relatively small city, staff is able to communicate easily with each other regarding technology initiatives in order to eliminate duplication of effort. Multiple departments have already collaborated on the redesign of the City website, updating and implementing GIS maps, and the City is currently working on implementing an electronic form solution.

Recommendation 5: Each City should consider reviewing its technology plan on an annual basis and updating as appropriate.

City response: Lafayette has partially implemented this recommendation. While the City does not have a formal technology strategic plan, each year the technology budget includes the cost of initiatives that are to be implemented that fiscal year.

We appreciate your time and attention in consideration of these important matters and hope this letter is responsive to your request.

Sincerely,

Steven Falk, City Manager



City of Martinez

525 Henrietta Street, Martinez, CA 94553-2394

(925) 372-3505
FAX (925) 229-5012

July 18, 2014

2013-2014 Contra Costa County Civil Grand Jury
Attn: Stephen Conlin, Foreperson
725 Court Street
P. O. Box 431
Martinez, CA 94553-0091

Dear Mr. Conlin:

On behalf of the Martinez City Council, this letter responds to Contra Costa County Grand Jury Report: "Planning for Technology," (Report 1404). The City Council authorized this response at its meeting on July 16, 2014.

According to page 4 of the Report, the City of Martinez is required to respond to Findings 1 through 6 and Recommendations 1 through 5. Pursuant to California Penal Code Section 933.05, the City will respond to each finding and to each recommendation individually.

CITY'S RESPONSES TO GRAND JURY FINDINGS 1-6

GRAND JURY FINDING #1

Demand for technology in all aspects of local government has exploded over the past 20 years and is expected to continue to increase.

City Response: With the information provided by the Grand Jury Report # 1404, City agrees with this finding.

GRAND JURY FINDING #2

City budgets often identify the need for technology improvements to achieve greater efficiency in government services.

City Response: With the information provided by the Grand Jury Report # 1404, City agrees with this finding.

GRAND JURY FINDING #3

Technology expenditures represent a significant part of many city budgets.

City Response: City agrees with this finding. However, the information provided by the Grand Jury Report #1404 states "Some cities in Contra Costa County spend over 6% of their total funding on technology. Industry experts estimate that municipal technology budgets typically range between 5-7% of total city budgets." While the City of Martinez can't speak for the other cities in Contra Costa County, in Martinez the technology expenditures represent 2.6% of the General Fund budget.

GRAND JURY FINDING #4

Technology project implementation is often a multi-year investment.

City Response: With the information provided by the Grand Jury Report # 1404, City agrees with this finding. This is done to spread the cost of projects and upgrades over multiple years.

GRAND JURY FINDING #5

Technology in city government is rapidly changing. Industry associations and technology research groups are a good source of information on emerging trends.

City Response: With the information provided by the Grand Jury Report # 1404, City agrees with this finding.

GRAND JURY FINDING #6

A city with a long-range plan for technology, including a budget, has a road map of priorities that provides clarity to city personnel and the public.

City Response: With the information provided by the Grand Jury Report # 1404, City agrees with this finding.

CITY'S RESPONSES TO GRAND JURY RECOMMENDATIONS 1-5**GRAND JURY RECOMMENDATION #1**

Each city within the County should consider creating and implementing a strategic technology plan, and identifying funds to do so.

City Response: The recommendation requires further analysis to review the costs versus benefits of a specific IT strategic plan. This will be considered by October 2014.

GRAND JURY RECOMMENDATION #2

Each city should consider identifying the technology needs of the city over a minimum of a five-year period in the strategic technology plan.

City Response: The recommendation requires further analysis which will include the costs versus benefits of a five-year strategic technology plan. This will be considered by October 2014.

GRAND JURY RECOMMENDATION #3

Each city should consider identifying technology projects and costs in the city budget.

City Response: The recommendation has been implemented. As part of the budget development process, guidelines are distributed to the department heads to prepare estimates for required appropriations. Some of the past projects included Mobile Data Terminal upgrades in the police patrol cars, Financial System Database conversion project, Fleet Management System software and online class registration software for the recreation department.

GRAND JURY RECOMMENDATION #4

Each city should consider identifying any technological objectives and needs that are common to multiple departments within the city in the technology plan and developing integrated programs to increase efficiency and cost savings.

City Response: The recommendation has been implemented. While the City does not have a separate technology plan, technological objectives and needs that are common to multiple departments are always considered. A few examples are:

1. **Photo Identification Card System** – this was initially intended to provide identification cards for resident swim passes at the City's aquatic center. The City also integrated this system with Human Resources for Employee identification cards.
2. **The City uses an internet-based GIS mapping system** which is primarily used in Planning and Engineering. The system also assists Corporation Yard employees to identify water lines while they are out in the field using a mobile device. Finally, a Community View function was added to the city's website to allow the public to access the mapping information.

GRAND JURY RECOMMENDATION #5

Each city should consider reviewing its technology plan on an annual basis and updating it as appropriate.

City Response: The recommendation has been implemented. As stated earlier, the City does not have a separate technology plan, yet technology needs are reviewed at the beginning of the two-year budget cycle and again at the mid-year budget review.

Sincerely,



Robert Schroder
Mayor, City of Martinez

cc: City Council

Anna Gwyn Simpson, Interim City Manager
Jeffrey Walter, City Attorney
Alan Shear, Assistant City Manager



Town of Moraga

TOWN MANAGER

logged
7/1 MAB

June 25, 2014

Mr. Stephen D. Conlin, Foreperson
2013-2014 Contra Costa County Civil Grand Jury
725 Court Street
P.O. Box 431
Martinez, CA 94553-0091

Via US Mail and Electronic mail: clope2@contracosta.courts.ca.gov

SUBJECT: TOWN OF MORAGA RESPONSE TO GRAND JURY REPORT NO. 1404, "PLANNING FOR TECHNOLOGY" BY THE 2013-2014 CONTRA COSTA COUNTY GRAND JURY

Dear Jury Foreperson Conlin:

The Town of Moraga provides this response to Grand Jury Report No. 1404, "Planning for Technology" pursuant to your May 6, 2014 letter and California Penal Code Section 933.05.

According to page 5 of the report, the Town of Moraga is required to respond to Findings 1 through 6 and Recommendations 1 through 5.

RESPONSES TO GRAND JURY FINDINGS 1-6:

In compliance with Section 933.05(a), The Town of Moraga responds to each of the report's findings as follows:

GRAND JURY FINDING #1:

Demand for technology in all aspects of local government has exploded over the past 20 years and is expected to continue to increase.

RESPONSE: The Town of Moraga agrees empirically that technology has "exploded" in the sense that innovations and expansions in the field and use of technology has, and continues to, experience, exponential growth. The Town also believes that the use of technology has improved the Town's productivity and ability to communicate with the public. However, the Town does not have concrete evidence to substantiate the finding as stated and therefore, partially disagrees with finding.

GRAND JURY FINDING #2:

City budgets often identify the need for technology improvements to achieve greater efficiency in government services.

RESPONSE: The Town of Moraga agrees with this finding.

GRAND JURY FINDING #3:

Technology expenditures represent a significant part of many city budgets.

RESPONSE: The Town of Moraga has not conducted a survey or research to confirm the finding as stated and therefore, we are unable to agree or disagree with the finding as written.

GRAND JURY FINDING #4:

Technology project implementation is often a multi-year investment.

RESPONSE: In the Town of Moraga's experience, the cost and implementation of some technology projects occur within a fiscal year, while others span across multiple years. Therefore, the Town of Moraga partially disagrees with finding.

GRAND JURY FINDING #5:

Technology in city government is rapidly changing. Industry associations and technology research groups are a good source of information on emerging needs.

RESPONSE: The Town of Moraga can agree with this finding. In addition, the Town of Moraga contracts and relies upon a professional technology service provider, Silicon Connections, Inc. to manage its information technology needs.

GRAND JURY FINDING #6:

A city with a long-range plan for technology, including a budget, has a road map of priorities that provides clarity to city personnel and the public.

RESPONSE: The Town of Moraga can agree with this finding.

RESPONSES TO GRAND JURY RECOMMENDATIONS 1-5:

In compliance with Section 933.05(b), the Town of Moraga responds to each of the report's recommendations as follows:

GRAND JURY RECOMMENDATION #1:

Each city within the County should consider creating and implementing a strategic technology plan, and identifying funds to do so.

RESPONSE: The Town of Moraga has implemented this recommendation. The Town maintains a multiple-year Information Technology Infrastructure Program that is part of the Five-Year Capital Improvement Program, and is used as a planning tool for the implementation and replacement of information technology assets.

GRAND JURY RECOMMENDATION #2:

Each city should consider identifying the technology needs of the city over a minimum of a five-year period in the strategic technology plan.

RESPONSE: The Town of Moraga has implemented this recommendation. The Town conducts regular monthly meetings with its information technology professional consultant and service provider to discuss and review the status and needs of technology projects for the Town. The Town of Moraga also maintains a multiple-year technology infrastructure plan used to plan and budget for new and replacement information technology assets.

GRAND JURY RECOMMENDATION #3:

Each city should consider identifying technology projects and costs in the city budget.

RESPONSE: The Town of Moraga has implemented this recommendation. On June 11, 2014, the Town Council adopted the Fiscal Year 2014/15 Operating and Capital Improvement Budgets, which includes the Five-Year Financial Plan and Five-Year Capital Improvement Program. Within the Capital Improvement Program, the Town maintains an Information Technology Infrastructure Program. The program identifies the estimated budget need for technology projects over multiple years and provides for funding in FY 2014/15.

GRAND JURY RECOMMENDATION #4:

Each city should consider identifying any technological objectives and needs that are common to multiple departments within the city in the technology plan and developing integrated programs to increase efficiency and cost savings.

RESPONSE: The Town of Moraga has implemented this recommendation. The Town of Moraga contracts and relies upon a professional technology service provider, Silicon Connections, Inc. to manage its information technology needs. The Town conducts regular monthly meetings with Silicon Connections, Inc. to discuss and review the status and needs of technology projects for the Town, including potential synergies of technology across departments. Any identified projects are prioritized and considered as part of the annual budget process.

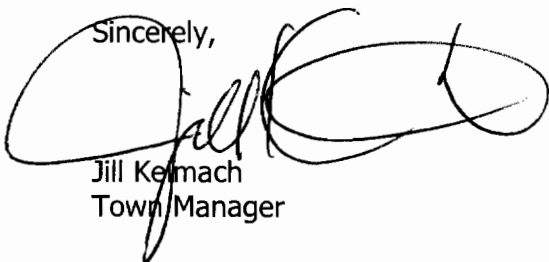
GRAND JURY RECOMMENDATION #5:

Each city should consider reviewing its technology plan on an annual basis and updating it as appropriate.

RESPONSE: The Town of Moraga has implemented this recommendation. The Town of Moraga reviews and updates its multiple-year Information Technology Infrastructure Program as part of the annual budget process and Five-Year Capital Improvement Program.

I appreciate the opportunity to provide this response. If you have any questions, please contact me or Stephanie Hom, Administrative Services Director, at (925) 888-7032 or shom@moraga.ca.us. Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jill Kermach", written over a large, stylized circular flourish.

Jill Kermach
Town Manager



7/11/14

3231 Main Street
Oakley, CA 94561
925 625 7000 tel
925 625 9859 fax
www.ci.oakley.ca.us

July 9, 2014

MAYOR

Randy Popc

VICE MAYOR

Doug Hardcastle

COUNCILMEMBERS

Diane Burgis
Kevin Romick
Carol Rios

Stephen D. Conlin, Foreperson
CONTRA COSTA CIVIL GRAND JURY
P.O. Box 911
Martinez, CA 94553-0091
Attn: clope@contracosta.courts.ca.gov

Subject: Civil Grand Jury Report 1404, "Planning for Technology"

Mr. Conlin:

This letter is in response to this Grand Jury report regarding technology planning. Our letter is consistent with Section 9333.05 of the California Penal Code and includes the requested responses to the Grand Jury findings and recommendations on this topic.

With regard to **Findings #1 through #6** (which includes all of the Findings in this report), the City of Oakley agrees with all of them.

Recommendation #1 – Each city within the County should consider creating and implementing a strategic technology plan, and identifying funds to do so.

***City Response:** The City agrees. While the City has not developed a long-term strategic technology plan as a stand-alone document the City has formally established an Equipment Replacement Fund that envelopes a plan of replacing key components of our technology infrastructure when needed, and the City's Comprehensive Statement of Financial Policies includes a policy to fund it. The details for the Fund are incorporated into every annual budget cycle, including both consideration of asset replacements/upgrades, as well as consideration of what cost effective initiatives might improve public outreach, service delivery and/or operational efficiency.*

Recommendation #2 – Each city should consider identifying the technology needs of the city over a minimum of a five-year period.

***City Response:** Various components of the City's equipment replacement program are at a three-year interval and others at greater intervals. Due to funding constraints and the rate of change in technology, Staff's review and consideration of technology needs for the*

current and upcoming several years as part of developing each year's Budget, is the most practical.

Recommendation #3 – Each city should consider identifying technology projects and costs in the city budget.

***City Response:** This recommendation has been implemented and these costs are identified in each annual budget.*

Recommendation #4 – Each city should consider identifying any technological objectives and needs that are common to multiple departments within the city in the technology plan and developing integrated programs to increase efficiency and cost savings.

***City Response:** This recommendation has been implemented with the key focus of increasing efficiency, improving public outreach and service delivery, and realizing cost savings.*

Recommendation #5 – Each city should consider reviewing its technology plan on an annual basis and updating it as appropriate.

***City Response:** This has been implemented and a review takes place every year during budget preparation.*

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Bryan H. Montgomery", with a long, sweeping flourish extending from the end of the name.

Bryan H. Montgomery
City Manager



22 orinda way • orinda • california • 94563

July 2, 2014

Stephen D. Conlin, Foreperson
2013-2014 Contra Costa County
Civil Grand Jury
725 Court Street
P.O. Box 431
Martinez, CA 94553-0091

Handwritten signature and date 7/11/14

Dear Mr. Conlin:

Pursuant to your May 6, 2014 letter regarding Grand Jury Report No. 1404, "Planning for Technology", please consider this to be the City of Orinda's response.

According to page 5 of the Report, Orinda is required to respond to Findings 1 through 6 and Recommendations 1 through 5.

Findings

1. Demand for technology in all aspects of local government has exploded over the past 20 years and is expected to continue to increase.
Orinda agrees with this finding.
2. City budgets often identify the need for technology improvements to achieve greater efficiency in government services.
Orinda agrees with this finding.
3. Technology expenditures represent a significant part of many city budgets.
Orinda agrees with this finding.
4. Technology project implementation is often a multi-year investment.
Orinda agrees with this finding.
5. Technology in city government is rapidly changing. Industry associations and technology research groups are a good source of information on emerging trends.
Orinda agrees with this finding.
6. A city with a long-range plan for technology, including a budget, has a roadmap of priorities that provided clarity to city personnel and the public.
Orinda agrees with this finding.

General Information
(925) 253-4200 (ph)
(925) 254-9158 (fax)

Administration
(925) 253-4220 (ph)
(925) 254-2068 (fax)

Planning
(925) 253-4210 (ph)
(925) 253-7719 (fax)

Parks & Recreation
(925) 254-2445 (ph)
(925) 253-7716 (fax)

Police
(925) 254-6820 (ph)
(925) 254-9158 (fax)

Public Works
(925) 253-4231 (ph)
(925) 253-7699 (fax)

Recommendations

1. Each city within the County should consider creating and implementing a strategic technology plan, and identifying funds to do so.

City of Orinda Response:

The recommendation has been implemented.

Here is a summary of this process:

The City of Orinda currently outsources its IT support services to Precision IT Consulting. Precision IT Consulting provides IT asset management and planning services that are included with our contract. These services include:

- Inventory: Precision IT Consulting keeps track of all of the City of Orinda's hardware, software, subscriptions and services.
- Analysis: Precision IT Consulting provides risk assessment of our current installed technology and IT investment strategy.
- Planning: Based upon our current the analysis that is done, Precision IT Consulting provides an annual Technology Roadmap that provides technology recommendations.
- Insight: This service also includes the monthly and annual financial insight to all of the City of Orinda's IT investments.
- Management: Precision IT Consulting provides ongoing management services to optimize and update the schedule of the recommendations agreed upon on schedule.
- Research: Precision IT Consulting provides ongoing research into best practices for Local Governments, general technology trends and products that contribute to the development of any technology planning services.

The service was utilized to plan the recent Technology Refresh of all workstations, servers, and Microsoft licensing and network routers in 2013.

2. Each city should consider identifying the technology needs of the city over a minimum of a five-year period in the strategic technology plan.

City of Orinda Response:

The recommendation has not yet been fully implemented, but will completed within 6 months of this response.

This has been partially implemented by entering into a 5-year technology refresh lease with Dell which included bulk of our technology. Further exploration on the major applications we utilize, potential technology trends specific to Local Government agencies and future networking needs will be needed. We anticipate completing the 5-year strategic plan within 6 months of this report.

- 3. Each city should consider identifying technology projects and costs in the city budget.**

City of Orinda Response:

The recommendation has been implemented.

This practice is included with the IT asset management and planning services mentioned in our response to question #1.

- 4. Each city should consider identifying any technological objectives and needs that are common to multiple departments within the city in the technology plan and developing integrated programs to increase efficiency and cost savings.**

City of Orinda Response:

The recommendation has been implemented.

This practice is included with the IT asset management and planning services mentioned in our response to question #1.

- 5. Each city should consider reviewing its technology plan on an annual basis and updating it as appropriate.**

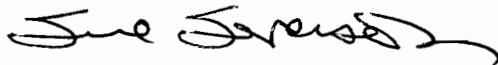
City of Orinda Response:

The recommendation has been implemented.

The City of Orinda and Precision IT Consulting review the Technology Roadmap during our Quarterly Business Review meetings.

We hope this letter is responsive to your request.

Sincerely,

A handwritten signature in black ink, appearing to read "Sue Severson", with a stylized, flowing script.

Sue Severson, Mayor



CITY OF PINOLE

City Manager's Office

2131 Pear Street
Pinole, CA 94564
Phone: (510) 724-8933
FAX: (510) 724-9826
www.ci.pinole.ca.us

July 2, 2014

Mr. Stephan D. Conlin, Foreperson
Contra Costa County Civil Grand Jury
PO Box 431
Martinez, CA 94553-0091

Also Sent Via Email: clope2@contracosta.courts.ca.gov

Re: Contra Costa County Grand Jury Report 1404: "Planning for Technology"

Dear Mr. Conlin:

We are in receipt of your Contra Costa County Grand Jury Report 1404: "Planning for Technology" and this letter outlines our response to the findings and recommendations that are outlined in the report in accordance with California Penal Code Section 933.05.

The City of Pinole appreciates the work that the Grand Jury undertook, and we agree with the statements in the Report that we should be cognizant of the need for transparency in government, ethics training and maintaining an up to date policy on nepotism and conflict of interest.

GRAND JURY FINDINGS SPECIFIC TO THE CITY OF PINOLE

- **Finding Number 1**

"Demand for technology in all aspects of local government has exploded over the past 20 years and is expected to increase".

Response: *The City of Pinole agrees with this recommendation.*

- **Finding Number 2**

"City budgets often identify the need for technology improvements to achieve greater efficiency in government services".

Response: *The City of Pinole agrees with this recommendation.*

- **Finding Number 3**

"Technology expenditures represent a significant part of many city budgets".

Response: *The City of Pinole partially agrees with this recommendation. It is unknown what is typical among other agencies, but Pinole keeps a tight rein on its technology investments. Typically, the total budget for IT which includes maintenance costs is 5%-6% of the total budget.*

- **Finding Number 4**

"Technology project implementation is often a multi-year investment:

Response: *The City of Pinole partially disagrees with this recommendation. A majority of Pinole's projects occur during one fiscal period. It is rare for project implementation to extend across multiple years.*

- **Finding Number 5**

"Technology in city government is rapidly changing. Industry associations and technology research groups are a good source of information on emerging trends".

Response: *The City of Pinole agrees with this recommendation.*

- **Finding Number 6**

"A city with a long-range plan for technology, including a budget, has a road map of priorities that provides clarity to city personnel and the public".

Response: *The City of Pinole partially disagrees with this recommendation. Due to the fluid nature of technology and the speed at which it changes, long range specific planning (over five years) becomes outdated very quickly. Determining a general direction that the City would like to pursue is beneficial, but identifying the costs is not always timely. Short range planning (1-3 years) is much more beneficial to a small agency and its available resources.*

GRAND JURY RECOMMENDATIONS SPECIFIC TO THE CITY OF PINOLE

- **Recommendation Number 1**

"Each city within the county should consider creating and implementing a strategic technology plan, and identifying funds to do so".

Response: *This recommendation will not be implemented. Due to very limited resources, the City of Pinole has not been able to prioritize the creation of a strategic technology plan and we can't develop one within a six month time frame as suggested in the Grand Jury Report.*

- **Recommendation Number 2**

"Each city should consider identifying the technology needs of the city over a minimum of a five-year period in the strategic technology plan".

Response: This recommendation will not be implemented. Due to the rapidly changing field of technology, the City of Pinole would not project out five years. Our timeframe would be 1-3 years at the most.

- **Recommendation Number 3**

"Each city should consider identifying technology projects and costs in the city budget".

Response: *The recommendation has been implemented. Each year, the IT Administrator meets with each department and discusses upcoming technology needs and requests for the following fiscal year. This list is reviewed with the City Manager for prioritization and funding availability. The approved list is placed in the proposed budget for City Council approval and funding.*

- **Recommendation Number 4**

"Each city should consider identifying any technological objectives and needs that are common to multiple departments within the city in the technology plan and developing integrates programs to increase efficiency and cost savings".

Response: *This recommendation has been implemented. The IT Administrator takes a global approach to technology projects, maintaining as much global continuity as possible.*

- **Recommendation Number 5**

"Each city should consider reviewing its technology plan on an annual basis and updating it as appropriate".

Response: *This recommendation has been implemented. Our technology needs are assessed every year as part of the annual budget process. Adjustments are made to the plan as needed.*

In closing, I would like to thank the Grand Jury again for their effort at these municipal service reviews and annual reports. I hope that this response meets the expectations of the Grand Jury and that transparency in local government continues to be a focal point.

Respectfully Submitted,



Timothy Banuelos, Mayor

C Pinole City Councilmembers
Ben Reyes, City Attorney



City of Pittsburg

65 Civic Avenue • Pittsburg, California 94565

signed 8/14 ms

July 28, 2014

Contra Costa Grand Jury
725 Court Street
PO Box 431
Martinez, CA 94553

Attention: Stephen Conlin, Foreperson

Subject: City of Pittsburg Response to Grand Jury Report No. 1404 "Planning for Technology"

Dear Mr. Conlin:

As requested, the following is a response to Grand Jury Report No. 1404 "Planning for Technology" in the format you have requested.

List of Findings

1. Demand for Technology in all aspects of local government has exploded over the past 20 years and expected to increase.

City of Pittsburg Response - (1) Agree with the finding

2. City budgets often identify the need for technology improvements to achieve greater efficiency in government services.

City of Pittsburg Response - (1) Agree with the finding

3. Technology expenditures represent a significant part of many city budgets.

City of Pittsburg Response - (1) Agree with the finding

4. Technology project implementation is often a multi-year investment.

City of Pittsburg Response - (1) Agree with the finding

5. Technology in city government is rapidly changing. Industry associations and technology research groups are a good source of information on emerging trends.

City of Pittsburg Response - (1) Agree with the finding

6. A city with a long-range plan for technology, including a budget, has a road map of priorities that provides clarity to city personnel and the public.

City of Pittsburg Response - (1) Agree with the finding

List of Recommendations

1. Each city within the county should consider creating and implementing a strategic technology plan, and identifying funds to do so.

City of Pittsburg Response – (4) The recommendation will not be implemented because it is not warranted or is not reasonable, with an explanation thereof.

To the extent technologically possible, the City of Pittsburg (1) automated its processes, (2) integrated its accounting related functions (accounting, utility billing, budgeting, human resources, and building permits) under one enterprise software, Eden, to eliminate duplicate entries and to allow better reporting, and (3) is utilizing current software and hardware. A strategic plan would be useful if the City were behind technologically and needed a plan to identify opportunities to automate functions and processes as well as to bring the City's software and hardware up to the latest versions.

City staff frequently reviews new and emerging technologies for applicability to the City. We will adopt new technology if feasible and reasonably expected to improve the quality and/or efficiency of the City's services. A strategic technology plan would not be particularly helpful in identifying new technologies but the City would be required to spend money to develop such a plan as well as use City staff time.

2. Each city should consider identifying the technology needs of the city over a minimum of a five-year period in the strategic technology plan.

City of Pittsburg Response – (4) The recommendation will not be implemented because it is not warranted or is not reasonable, with an explanation thereof.

See explanation under #1 above.

3. Each city should consider identifying technology projects and costs in the city budget.

City of Pittsburg Response – (1) The recommendation has been implemented.

The City's annual budget includes technology projects to be implemented in that fiscal year and the related costs.

4. Each city should consider identifying any technological objectives and needs that are common to multiple departments within the city in the technology plan and developing integrated programs to increase efficiency and cost savings.

City of Pittsburg Response – (1) The recommendation has been implemented.

To the extent technologically feasible, the City's departments plan and implement technology improvements that address their common needs. As described under #1 above, the City utilizes Eden for all of the City's accounting related functions. In addition, all City departments use (1) Sire for document storage, (2) Outlook for email and calendaring, (3) Odin for surveillance cameras, (4) GOCity for citizen's requests, (5) VOIP telephony system, and (6) Granicus for City Council and Commission meetings.

Thank you for providing us with the opportunity to respond to the Grand Jury's findings and recommendations. If you have any questions, please call me at (925) 252-4923 or Tina Olson, Director of Finance and Administration, at (925) 252-4848.

Sincerely,



Joe Sbranti
City Manager

cc: City of Pittsburg City Council Members



City of Pittsburg

65 Civic Avenue • Pittsburg, California 94565

October 14, 2014

Contra Costa Grand Jury
725 Court Street
PO Box 431
Martinez, CA 94553

Attention: Stephen Conlin, Foreperson

Subject: City of Pittsburg Response to Grand Jury Report No. 1404 "Planning for Technology" - Response to Recommendation #5

Dear Mr. Conlin:

We submitted a response in August 2014 to Grand Jury Report No. 1404 "Planning for Technology" but had inadvertently left out a response to recommendation #5. The following is a response to recommendation #5:

5. Each city should consider reviewing its technology plan on an annual basis and updating as appropriate.

City of Pittsburg Response – City of Pittsburg Response – (1) The recommendation has been implemented.

The City of Pittsburg staff reviews its technology requirements as well as new and emerging technologies for applicability to the City more than once a year. We adopt new technology if feasible, affordable, and reasonably expected to improve the quality and/or efficiency of the City's services.

I apologize for omitting this response from the August response to Grand Jury Report No. 1404. If you have any questions, please call me at (925) 252-4923 or Tina Olson, Director of Finance and Administration, at (925) 252-4848.

Sincerely,



Joe Sbranti
City Manager

Cc: City of Pittsburg City Council Members
Jim Terril, Member, Contra Costa Grand Jury



City of Pleasant Hill

Legged
7/19
MM



July 8, 2014

John T. Laettner, Judge of the Superior Court
Stephen D. Conlin, 2013-2014 Civil Grand Jury Foreperson
725 Court Street
Martinez, CA 94553

RE: City of Pleasant Hill's Response to Report "Planning For Technology" (Number 1404)

Dear Judge Laettner and Foreperson Conlin:

In May 2014, the 2013-2014 Contra Costa Civil Grand Jury (Grand Jury) issued a report (number 1404) entitled "Planning For Technology." Below please find the City of Pleasant Hill's (City) responses to the report's findings and recommendations.

FINDINGS

- Finding: 1. Demand for technology in all aspects of local government has exploded over the past 20 years and is expected to continue to increase.
- City Response: Agree. The City agrees that technology has been vital in increasing staff efficiency while reducing costs, that demand for technology will continue to increase, and that technology will continue to be a catalyst to further enhance city services.
- Finding: 2. City budgets often identify the need for technology improvements to achieve greater efficiency in government services.
- City Response: Agree. The City agrees that technology can enable greater efficiency, and that technology requires consistent maintenance, repair, and improvements in order for it to remain effective. Therefore, cities' budgets must continue to identify the need for technology improvements and account for the cost of implementing and maintaining technology.
- Finding: 3. Technology expenditures represent a significant part of many city budgets.
- City Response: Agree. In fiscal year (FY) 2013-2014, technology expenditures accounted for approximately 15% of the City's General Fund expenditures excluding

personnel costs. It is forecasted for the next two fiscal years that technology expenditures will remain between 10% - 15% of the General Fund expenditures excluding personnel costs.

Finding: 4. Technology project implementation is often a multi-year investment.

City Response: Agree. The City agrees that often major technology improvements or implementation projects are multi-year efforts and investments.

Finding: 5. Technology in city government is rapidly changing. Industry associations and technology research groups are a good source of information on emerging trends.

City Response: Agree. The City agrees that industry associations and technology research groups are a good source of information on emerging trends. The City participates in a number of industry associations and groups, including the Municipal Information Systems Association of California (MISAC), through which municipal technology leaders in California share knowledge.

Finding: 6. A city with a long-range plan for technology, including a budget, has a road map of priorities that provides clarity to city personnel and the public.

City Response: Agree. The City agrees that a long-range technology plan provides a road map, and can create collaboration and buy-in across City departments and create greater transparency and clarify expectations with stakeholders.

RECOMMENDATIONS

Recommendation: 1. Each city within the County should consider creating and implementing a strategic technology plan, and identifying funds to do so.

City Response: The recommendation has been implemented. The City has a multi-year technology budget, which serves as our plan. In addition, the City has traditionally created a ten-year technology plan. The City is currently updating its multi-year technology plan, which it will complete within the next six months.

Recommendation: 2. Each city should consider identifying the technology needs of the city over a minimum of a five-year period in the strategic technology plan.

City Response: The recommendation has been implemented. The City has traditionally created a ten-year technology plan. The City is currently updating its multi-year technology plan, which the City will complete within the next six months, and which will include a three- to five-year planning period.

Recommendation: 3. Each city should consider identifying technology projects and costs in the city budget.

City Response: The recommendation has been implemented. The City's multi-year technology budget accounts for expected technology projects and their costs. The updated multi-year technology plan will contain additional information on expected projects, their scope, timeline, and cost.

Recommendation: 4. Each city should consider identifying any technological objectives and needs that are common to multiple departments within the city in the technology plan and developing integrated programs to increase efficiency and cost savings.

City Response: The recommendation has been implemented. The ten-year technology plan that the City has traditionally created identifies technological needs that are common to multiple departments in order to develop integrated approaches. Continuing in this vein, as part of developing the updated multi-year technology plan, the City's Information Technology Division will specifically identify multi-department and citywide technology objectives in order to design and implement integrated solutions. Efficiency, effectiveness, and cost savings will be the underlying goals of all proposed technology improvement projects.

Recommendation: 5. Each city should consider reviewing its technology plan on an annual basis and updating it as appropriate.

City Response: The recommendation has been implemented. The City is intending to update its multi-year technology plan at least every two years, to coincide with the City's biennial budget process. The City will consider reviewing its plan annually.

Please feel free to contact me for additional information regarding the City's response at 925-671-5204.

Sincerely,

June Catalano
City Manager

Cc: Timothy M. Flaherty, Mayor
Ken Carlson, Vice-Mayor
David E. Durant, Councilmember
Michael G. Harris, Councilmember
Jack Weir, Councilmember
Janet Coleson, City Attorney
Andrew Murray, Assistant City Manager
Ling King, Chief Technology Officer

Attachments: - Letter from Contra Costa County Grand Jury dated May 6, 2014
- Contra Costa County Grand Jury Report "Planning For Technology" (Number 1404)



July 29, 2014

Stephen D. Conlin, Foreperson
2013-2014 Contra Costa County Grand Jury
725 Court Street
P.O. Box 431
Martinez, California 94553-0091

Re: City of Richmond's Response to Grand Jury Report No. 1404: "Planning for Technology"

Dear Foreperson Conlin:

In accordance with California Government Code Sections 933.5(a) and 933.5(b), please find below the responses of the City of Richmond to the findings and recommendations of the Grand Jury included in your letter of May 6, 2014. The City's response is in italics directly below each finding or recommendation.

FINDINGS

1. Demand for technology in all aspects of local government has exploded over the past 20 year and is expected to continue to increase.

Response: *The City of Richmond agrees with the finding.*

2. City Budgets often identify the need for technology improvements to achieve greater efficiency in government services.

Response: *The City of Richmond agrees with the finding.*

3. Technology expenditures represent a significant part of many city budgets.

Response: *The City of Richmond agrees with the finding.*

4. Technology project implementation is often a multi-year investment.

Response: *The City of Richmond agrees with the finding.*

5. Technology in city government is rapidly changing. Industry associations and technology research groups are a good source of information on emerging trends.

Response: *The City of Richmond agrees with the finding.*

6. A city with a long-range plan for technology, including a budget, has a road map of priorities that provides clarity to city personnel and the public.

Response: *The City of Richmond agrees with the finding.*

RECOMMENDATIONS

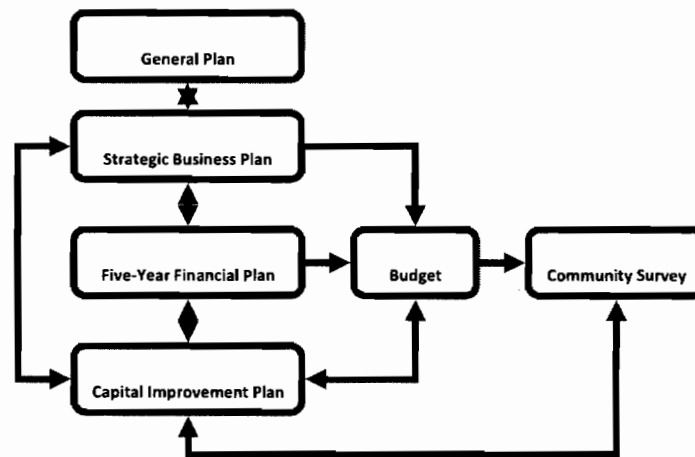
1. Each city within the County should consider creating and implementing a strategic technology plan, and identifying funds to do so.

Response: *The recommendation has been implemented. The City of Richmond has created and implemented a strategic technology plan that is a living document updated annually. Funding and resources are available for updating and maintaining this strategic technology plan.*

2. Each city should consider identifying the technology needs of the city over a minimum of a five-year period in the strategic technology plan.

Response: *The recommendation has been implemented. The City of Richmond's Technology initiatives fall under the umbrella of the City's Five Year Strategic Business Plan. The Five Year Strategic Business Plan (SBP) is a way to operationalize the City's 20-year General Plan. The Five-Year SBP is an evolving document. Information Technology strategic planning is included in the Effective Government plan within the Five-Year SBP.*

Furthermore, the goal is to have items from the Five-Year SBP be included in and/or influence items that are included in the two-year budget. The Five-Year SBP is included in both the operational and capital improvement budget.



3. Each city should consider identifying technology projects and costs in the city budget.

Response: The recommendation has been implemented. Please see the City of Richmond's Link to the adopted FY 2013 - 2014 operational budget:
<http://www.ci.richmond.ca.us/DocumentCenter/View/27797>

The City of Richmond's Information Technology Department approved Capital Improvement Project budget (FY 2013 - 2014 to FY 2017 – 2018) can be found at the following link: <http://www.ci.richmond.ca.us/DocumentCenter/View/27798>

4. Each city should consider identifying any technological objectives and needs that are common to multiple departments within the city in the technology plan and developing integrated programs to increase efficiency and cost savings.

Response: The recommendation has been implemented. The City of Richmond certifies and standardizes on technology related objectives city-wide increasing efficiency and cost savings.

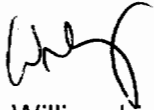
5. Each city should consider reviewing its technology plan on an annual basis and updating it as appropriate.

Response: The recommendation has been implemented. The City of Richmond reviews and updates its technology plan on an annual basis updating it as appropriate.

The Richmond City Council reviewed and approved this response at their meeting of July 29, 2014.

Thank you for the opportunity to respond on this very important issue. Please contact at (510) 620-6512 or at bill_lindsay@ci.richmond.ca.us if you have any additional questions.

Respectfully,



William Lindsay
City Manager
City of Richmond

Cc: Gayle McLaughlin, Mayor
Bruce Goodmiller, City Attorney
Sue Hartmann, Information Technology Director

Attachments:

Letter from 2013-2014 Contra Costa County Grand Jury dated May 6, 2014 and
Contra Costa County Grand Jury Report No. 1404, "Planning for Technology"

ADMINISTRATION
City Council

Agreed 8/14 MHP



CITY of SAN PABLO
City of New Directions

July 21, 2014

Mr. Stephen D. Conlin, Foreperson
Contra Costa County Civil Grand Jury
725 Court Street
P.O. Box 431
Martinez, CA 94553-0091

Via US Mail and Electronic mail: clope2@contracosta.courts.ca.gov

SUBJECT: CITY OF SAN PABLO RESPONSE TO GRAND JURY REPORT NO. 1404, "PLANNING FOR TECHNOLOGY" BY THE 2013-2014 CONTRA COSTA COUNTY GRAND JURY

Dear Jury Foreperson Conlin:

The City of San Pablo provides this response to Grand Jury Report No. 1404, "Planning for Technology" pursuant to your May 6, 2014 letter and California Penal Code Section 933.05.

According to page 5 of the report, the City of San Pablo is required to respond to Findings 1 through 6 and Recommendations 1 through 5.

RESPONSES TO GRAND JURY FINDINGS 1-6:

In compliance with Section 933.05(a), The City of San Pablo responds to each of the report's findings as follows:

GRAND JURY FINDING #1:

Demand for technology in all aspects of local government has exploded over the past 20 years and is expected to continue to increase.

RESPONSE: The City of San Pablo agrees with this finding.

GRAND JURY FINDING #2:

City budgets often identify the need for technology improvements to achieve greater efficiency in government services.

RESPONSE: The City of San Pablo agrees with this finding.

GRAND JURY FINDING #3:

Technology expenditures represent a significant part of many city budgets.

RESPONSE: The City of San Pablo agrees with this finding.

GRAND JURY FINDING #4:

Technology project implementation is often a multi-year investment.

RESPONSE: The City of San Pablo agrees with this finding.

13831 San Pablo Avenue, Building I • San Pablo, CA 94806

Main: 510-215-3000 • Fax: 510-620-0204

www.SanPabloCA.gov

GRAND JURY FINDING #5:

Technology in city government is rapidly changing. Industry associations and technology research groups are a good source of information on emerging needs.

RESPONSE: The City of San Pablo agrees with this finding.

GRAND JURY FINDING #6:

A city with a long-range plan for technology, including a budget, has a road map of priorities that provides clarity to city personnel and the public.

RESPONSE: The City of San Pablo agrees with this finding.

RESPONSES TO GRAND JURY RECOMMENDATIONS 1-5:

In compliance with Section 933.05(b), the City of San Pablo responds to each of the report's recommendations as follows:

GRAND JURY RECOMMENDATION #1:

Each city within the County should consider creating and implementing a strategic technology plan, and identifying funds to do so.

RESPONSE: The City of San Pablo will implement this recommendation to coincide with the upcoming 2015-2017 budget cycle. The City of San Pablo is vigorously proactive in maintaining the most current systems available.

GRAND JURY RECOMMENDATION #2:

Each city should consider identifying the technology needs of the city over a minimum of a five-year period in the strategic technology plan.

RESPONSE: The City of San Pablo will implement this recommendation to coincide with the upcoming 2015-2017 budget cycle. The City of San Pablo will use the five-year period for cycling the strategic technology plan.

GRAND JURY RECOMMENDATION #3:

Each city should consider identifying technology projects and costs in the city budget.

RESPONSE: The City of San Pablo has implemented this recommendation. Technology Plans are currently in the 2013-2015 City Budget.

GRAND JURY RECOMMENDATION #4:

Each city should consider identifying any technological objectives and needs that are common to multiple departments within the city in the technology plan and developing integrated programs to increase efficiency and cost savings.

RESPONSE: The City of San Pablo has implemented this recommendation. The City of San Pablo consistently considers all departments when determining technological objectives. These considerations have provided monetary and resource savings in scales of economy for equipment, software, and their maintenance. The upcoming Strategic Plan for the 2015-2017 budgetary cycle will include these objectives.

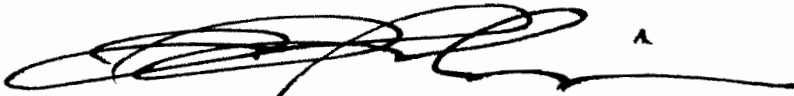
GRAND JURY RECOMMENDATION #5:

Each city should consider reviewing its technology plan on an annual basis and updating it as appropriate.

RESPONSE: The City of San Pablo will implement this recommendation. The City of San Pablo will annually review its strategic technology plan for scope changes and nascent technology opportunities.

I appreciate the opportunity to provide this response. If you have any questions, please contact me or Larry Johnson, Information Technology Manager, at (510) 215-3041 or LarryJ@sanpabloca.gov. Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Matt Rodriguez', with a long horizontal flourish extending to the right.

Matt Rodriguez
City Manager
City of San Pablo



*logged
8/6/14
[signature]*

CITY OF SAN RAMON

2226 CAMINO RAMON
SAN RAMON, CALIFORNIA 94583
PHONE: (925) 973-2500
www.sanramon.ca.gov

July 28, 2014

Stephen D. Conlin, Foreperson
Contra Costa County Civil Grand Jury
725 Court Street
P.O. Box 431
Martinez, CA 94553

Dear Mr. Conlin,

On behalf of the City of San Ramon, this letter responds to the Contra Costa County Grand Jury questionnaire Grand Jury Report No. 1404 "Planning For Technology". The City of San Ramon appreciates the time and effort that you and the Grand Jury spend on these matters and acknowledges the importance of the role in oversight of local government activities.

We trust the Grand Jury will find the responses to this questionnaire helpful to its endeavor.

Sincerely,

Greg Rogers
City Manager

Cc: Mayor & City Council



CITY OF SAN RAMON

2222 CAMINO RAMON
SAN RAMON, CALIFORNIA
PHONE: 925.973.2500
www.sanramon.ca.gov

City of San Ramon

Grand Jury Report No. 1404 – Planning For Technology

Findings

1. Demand for technology in all aspects of local government has exploded over the past 20 years and is expected to continue to increase.

The respondent agrees with the finding.

2. City budgets often identify the need for technology improvements to achieve greater efficiency in government services.

The respondent agrees with the finding.

3. Technology expenditures represent a significant part of many city budgets.

The respondent agrees with the finding.

4. Technology project implementation is often a multi-year investment.

The respondent agrees with the finding.

5. Technology in city government is rapidly changing. Industry associations and technology research groups are a good source of information on emerging trends.

The respondent agrees with the finding.

6. A city with a long-range plan for technology, including a budget, has a road map of priorities that provides clarity to city personnel and the public.

The respondent agrees with the finding.

Recommendations

1. Each city within the County should consider creating and implementing a strategic technology plan, and identifying funds to do so.

The recommendation has not been implemented, but will be implemented in the future, time frame 12 to 18 months.

2. Each city should consider identifying the technology needs of the city over a minimum of a five year period in the strategic technology plan.

The recommendation has not been implemented, but will be implemented in the future, time frame 12 to 18 months.

3. Each city should consider identifying technology projects and costs in the city budget.

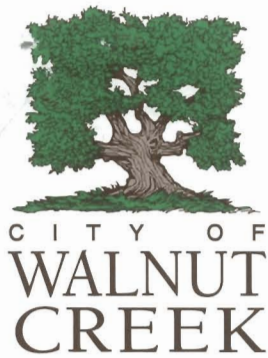
The recommendation has been implemented. The annual budget identifies annual technology projects and the associated costs.

4. Each city should consider identifying any technological objectives and needs that are common to multiple departments within the city in the technology plan and developing integrated programs to increase efficiency and cost savings.

The recommendation has not been implemented, but will be implemented in the future, time frame 12 to 18 months.

5. Each city should consider reviewing its technology plan on an annual basis and updating it as appropriate.

The recommendation has not been implemented, but will be implemented in the future, time frame 12 to 18 months.



logged in
7/23
rpg

July 16, 2014

Stephen D. Conlin, Foreperson
Contra Costa County Civil Grand Jury
725 Court Street, P. O. Box 431
Martinez, CA 94553-0091

Dear Mr. Conlin,

On behalf of the City of Walnut Creek, I am providing this response to your letter dated May 6, 2014 regarding Grand Jury Report 1404, Planning for Technology.

FINDINGS

1. Demand for technology in all aspects of local government has exploded over the past 20 years and is expected to continue to increase.

The City of Walnut Creek agrees with this finding.

2. City budgets often identify the need for technology improvements to achieve greater efficiency in government services.

The City of Walnut Creek agrees with this finding.

3. Technology expenditures represent a significant part of many city budgets.

The City of Walnut Creek agrees with this finding.

4. Technology project implementation is often a multi-year investment

The City of Walnut Creek agrees with this finding.

5. Technology in city government is rapidly changing. Industry associations and technology research groups are a good source of information on emerging trends.

The City of Walnut Creek agrees with this finding.

6. A city with a long-range plan for technology, including a budget, has a road map of priorities that provides clarity to city personnel and the public.

The City of Walnut Creek agrees with this finding.

RECOMMENDATIONS:

1. Each city within the County should consider creating and implementing a strategic technology plan, and identifying funds to do so.

RESPONSE: This recommendation has been implemented. The City of Walnut Creek's Information Technology Strategic and Operational Plan was approved in March, 2012.

2. Each city should consider identifying the technology needs of the city over a minimum of a five-year period in the strategic technology plan.

RESPONSE: This recommendation has been implemented. The City of Walnut Creek's Information Technology Strategic and Operational Plan identifies technology needs over a five-year period.

3. Each city should consider identifying technology projects and costs in the city budget.

RESPONSE: This recommendation has been implemented. Technology projects and costs are included in the city budget within the Technology Internal Service Fund and Administrative Services Department Information Technology and Telecommunications Division budgets. In addition the budget report submitted to the City Council on June 17, 2014 included details of FY 2014 – 16 projects and costs.

4. Each city should consider identifying any technological objectives and needs that are common to multiple departments within the city in the technology plan and developing integrated programs to increase efficiency and cost savings.

RESPONSE: This recommendation has been implemented. Such projects are identified as having "Enterprise" or "Multi-Department" impact in Appendix 2 to the City of Walnut Creek's

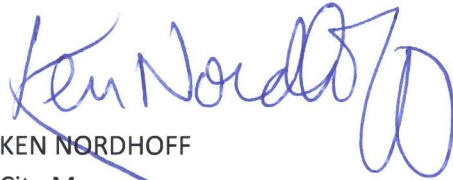
Information Technology Strategic and Operational Plan. In addition, the City's project approval process gives priority to initiatives that address enterprise or multi-departmental objectives and needs as well as those that increase efficiency and cost savings.

5. Each city should consider reviewing its technology plan on an annual basis and updating it as appropriate.

RESPONSE: This recommendation has been implemented. The City of Walnut Creek's Information Technology Strategic and Operational Plan is reviewed and updated annually or more often, as appropriate. The most recently updated version is available to the public on the City of Walnut Creek website.

The City Council approved this response at their July 15, 2014 meeting.

Sincerely,



KEN NORDHOFF
City Manager

Cc:

City Council

City Attorney

Chief Information Officer