



Council Technology Application Committee (CTAC)

Meeting Minutes of July 27, 2016

Members Present: Al Mendall, Elisa Marquez, Mark Salinas

Staff: Kelly McAdoo, Adam Kostrzak, Mark Dostal, Nathaniel Roush, Laurel James, Jeannie Quan, Garrett Contreras, Linda Mitchell

Guests: Gordon Poole, Motorola
Brett Woollum, Tekify

Public Comments: None

1. Approval of Minutes:

Minutes of May 19, 2016 Approved

2. Broadband/Internet Access Review – Oral Presentation

Chief Information Officer Adam Kostrzak gave the Committee an update on Broadband/Internet Access Review. We've rebranded this item from what it used to be and taken a broader approach. It used to be two items, Fiber Optic Plan and Downtown Wifi and rebranded it to Broadband/Internet Access Review. We received today, the draft for the Fiber Optic Plan and I'll have an update on the content with the findings and some of the direction at the next meeting. On the downtown Wifi side, this has been a difficult implementation, something that's been on the radar and been in progress for the past year. It's been taking so long because we were originally riding on someone else's pre-existing fiber that was placed by the City that we believe to be independent of the traffic signaling system, we found out that not to be the case. So, now we've been trying to establish a strong enough fiber connection that we can use with our existing fiber that doesn't interfere with the traffic signaling system at all, so there's no risk or any type of interaction between two systems. That's just proved to be difficult because prior to all of this, we're often laying fiber and we weren't capturing the information the way that we would normally use it now. So, we have to go back and re-establish some of the connections and test those connections, it's still in progress.

3. Granicus/Council Chambers – Oral Presentation

Information Technology Manager Mark Dostal updated the Committee on Granicus. The connectivity issues have improved. We've postponed bringing the Hayward Unified School District (HUSD) into the system yet and haven't moved towards the rest of the Boards. There is an additional box that we can get, so that the City Clerk has the capability of the controlling the box at the podium. In the Council Chambers, there's been numerous complaints from the Public regarding poor quality, but that's changing. We have Comcast looking at it and adding an additional signal Audio/Visual System. This is not included in the original upgrade. This will be done in August and will be a major improvement.

4. Infrastructure Update – Oral Presentation

Chief Information Officer Adam Kostrzak updated the Committee on the Infrastructure Project. The upgrade has been completed, it was split over 4 weekends taking down networks to replace components. Over the next two months we will be improving Wifi at the Police Department and the Corporation Yard by implementing an upgrade. Another piece is doing an upgrade to the Munis Enterprise Resource Planning (ERP) to be completed in November which will have some impact on how the City does things. The huge improvement there will be is that they're moving to a new technology on how they present their web information going from Silverlight to Office 365.

5. Public Safety Systems – Oral Presentation

Information Technology Manager Nathaniel Roush gave the Committee an update on the Public Safety Systems. For the Fire Mobile Data Computer (MDC) System, which includes replacing the old Panasonic Tough Pads and In-Motion Gateways for the modems that provide dual band coverage with Verizon and AT&T has been completed. Since we've done that, things have been very stable and connectivity has been much better. If there are any problems and our Information Systems Department (I.T.) can't repair it, we can call Definitive Networks, Inc. (DNI). The modems in the patrol cars have reached the end of life, so we are evaluating some new technology and are going about it with 30 day trials with different technology companies and will bring information on that to the next meeting. New World has been acquired by Tyler Technologies. As a result, they have let go our Customer Service Account Team.

6. Body Camera/Video Capture Policy – Oral Presentation

Management Analyst, Laurel James gave the Committee an update on the Policy. They currently have a group working on the policy and included the inventory of cameras, surveys, Administrative Rules, Umbrella Policies and Address Retention. This is being administered by the City Attorney's Office. There will be a work session in mid Fall to go over policies. They're still checking on the 90 hold policy for videos. They're also checking with other Cities on their policies.

7. Move-to-Mobile – Oral Presentation

Chief Information Officer Adam Kostrzak gave the Committee an update. There will be a new agenda item, Connectivity via Mobile Device. This is a transition from an in house Microsoft (MS) shop and moving to cloud based Office 365, this will redefine how people work. It opens up and allows people to chat, Skype and gets it done in a few minutes. SharePoint allows people to exchange information and Yammer is the Facebook for business. We already rolled out a pilot group, pushing very fast and hard to get it out there. The mobile site has a great deal of connectivity, it's hosted by MS. The timeline is to have everything complete by November and we will continue training the user groups. One of the challenges is that our Cisco phone system is tied into the system and is not working well with Office 365. We'll bring in a trainer to facilitate the video links and there is a vendor that can do that.

Future Agenda Items

Fire Connectivity will be changed to Public Safety Updates
Fiber Master Plan will be added
Change Body Worn Cameras to Body Camera Video Management Policy
Cell Phones and Usage
Connectivity via Mobile Device
I.T. Strategic Plan (Feedback)
Website

Committee Member/Staff Announcements and Referrals

Next Meeting: Thursday, November 3, 2016

Meeting adjourned at 5:30