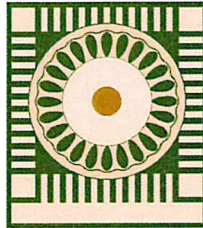


# **CITY OF HAYWARD**

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CITY OF  
**HAYWARD**  
HEART OF THE BAY

## **Agenda**

**Thursday, September 28, 2017**

**4:30 PM**

**City Hall, Conference Room 4A**

**Council Technology Application Committee**



# CITY OF HAYWARD

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## Agenda Council Technology Application Committee

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Thursday, September 28, 2017

4:30 PM

City Hall, Conference Room

4A

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### CALL TO ORDER

### ROLL CALL

### PUBLIC COMMENTS:

(The Public Comment section provides an opportunity to address the City Council Committee on items not listed on the agenda as well as items on the agenda. The Committee welcomes your comments and requests that speakers present their remarks in a respectful manner, within established time limits, and focus on issues which directly affect the City or are within the jurisdiction of the City. As the Committee is prohibited by State law from discussing items not listed on the agenda, any comments on items not on the agenda will be taken under consideration without Committee discussion and may be referred to staff.)

### 1 APPROVAL OF MINUTES

[MIN 17-126](#)

Approval of the Minutes of the Council Technology Application Committee Meeting on June 28, 2017

**Attachments:** [CTAC Draft Minutes of 6-28-17](#)

### REPORTS/ACTION ITEMS

### 2 Fiber Grant - Oral Update

### 3 Public Safety Computer Aided Dispatch Update

[RPT 17-122](#)

Public Safety Computer Aided Dispatch Update

**Attachments:** [CAD Enterprise Update](#)

**4 Consider the Proposed Council Technology Application Committee 2017/2018  
Quarterly meeting schedule and Agenda Planning Calendar**

[RPT 17-121](#) Consider the Proposed Council Technology Application  
Committee 2017/2018 Quarterly meeting schedule and  
Agenda Planning Calendar

**Attachments:** [Attachment I Staff Report](#)

**FUTURE AGENDA ITEMS**

**COMMITTEE MEMBER/STAFF ANNOUNCEMENTS AND REFERRALS**

**ADJOURNMENT**



# CITY OF HAYWARD

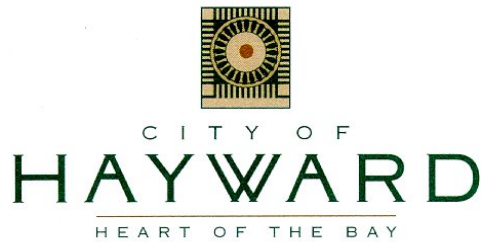
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**File #:** MIN 17-126

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Attached is a copy of the Draft Minutes of the Council Technology Meeting on June 28, 2017



## **Council Technology Application Committee (CTAC)**

### **Meeting Minutes of June 28, 2017**

**Members Present:** Al Mendall, Elisa Marquez, Mark Salinas

**Staff:** Adam Kostrzak, Nathaniel Roush, Mark Dostal, Marc Andres, John Stefanski, Carolyn Saputo, Jeannie Quan, Michael Lawson, Kelly McAdoo, Alex Tat

**Guests:** Brett Woollum, Tekify, CTC Group, Andy Krake, Community Fiber Partners, Douglas DerHartog, Community Fiber Partners

**Public Comments:** None

#### **1. Approval of Minutes:**

Minutes of April 6, 2017 Approved

#### **2. Fiber Grant RFI Design – Staff Report**

Management Analyst John Stefanski gave the Committee an update on the Fiber Grant RFI Design. Bret Woollum of Tekify brought in some sample items for the Committee to look at it. A clarification from the last CTAC meeting on the total number of ISP's that would be allowed in the City, under the dark fiber path that we are pursuing for the Master Plan, we will contract out with a Dark Fiber Manager who will then manage the relationships with the ISP's. As a result there can multiple ISP's on the fiber, the only considerations for that is that now we build a backbone that works and is easily accessible. For external review of our RFI, Brett Woollum of Tekify and Andy Krake were given copies of the contract. Brett provided about 7 pages of feedback. The RFI will go out at the end of Summer.

#### **3. Fiber Master Plan – Oral Report**

Chief Information Officer Adam Kostrzak informed the Committee that the Fiber Master Plan will be going to Council for full adoption on July 11<sup>th</sup>. This item will continue to be on the agenda in case there are any future updates.

#### **4. Light Pole Microcell Antennas - Oral Report**

Chief Information Officer Adam Kostrzak gave the Committee an update on behalf of Public Works. The SB649 Bill continues to put further limitations on City control. It's down to a maximum annual administrative fee of \$250.00 per antenna and this was just updated earlier this week. Some Cities are receiving up to \$3,000.00 a year per light microcell installation, this would cap it at \$250.00 and we would be forced to follow guidelines set forth of design limitations. The State Senate's goal is to get final legislation approved by September.

## **5. Video Retention - Staff Report**

IT Manager Nathaniel Roush gave the Committee an update on Video Retention. The City's done extensive research on this topic. Article 4, Section 34090.6 of the California Government Code, states that all video captured by the video systems that is considered routine monitoring and may be destroyed after of 1 year. Body worn camera data is not considered routine monitoring, and is governed by AB69 which requires body worn camera video to be stored for a minimum of 60 days for non-evidentiary data. Public Safety cameras are not considered to be a monitoring system, so therefore, it must only be retained for a period of 60 days. Hayward's internal policy for the Police Department maintains the data for a period of 90 days, so we comply there.

For the retention ranges, some of the cameras are covered for 30 days, others are 60 days. We also have cameras that go up to as much as 6 months. The bottom line is that through the City owned cameras, most of these are not currently meeting the requirements. One special case is the Streets Division, they use illegal dumping cameras which are not fixed cameras, but are solar powered and more around the City. So, having them fixed, kind of defeats the purpose, but they need to get in compliance with this system because there isn't too much video and we can keep with the 1 year compliance using internal hard drives.

One thing to note for this Committee is that the Police Department is at the point where they're getting ready to refresh their technology to the Axon Flex 2 or the Axon body 2 cameras. What this means is that while today our storage needs are met for a short time, these cameras have more high resolution that will wind up requiring more space. So, as part of this assessment, the IT Department recommends transitioning to the unlimited data plan one day which hedges running out of space. So, we wanted to bring that up for consideration as well and the cost will be approximately \$30k annually and is in addition to what we already pay for with Evidence.com. The Police Departments additional cameras that are already deployed, already meet the 1 year retention, so we are covered there. In the fiscal impact section of the report, the approximate cost to get the entire City caught up to the 1 year retention is \$110,950.80. This ultimately was not accounted in the FY 2018 budget and needs to be addressed in mid-year or FY2019.

Chief Information Officer Adam Kostrzak, explained that the \$110,950.80 is simply to get us to compliance, that ongoing maintenance and additional costs will need to be accounted for as the systems age. This was not something added to the FY 2018 budget because we're still trying to work through it. This is something we'll bring to the Committee at mid-year and a plan of action to get us to that point, so we can have the 1 year retention up and running.

IT Manager Nathaniel Roush explained that we are working with a vendor looking at a multi-vendor approach consolidating to one vendor for all our video storage needs, so there is also a cost for that. It didn't make this report because it's something we just embarked on.

## **6. Chabot Contract - Oral Report**

Chief Information Officer Adam Kostrzak gave the Committee an update on the Chabot contract. Chabot contacted the City and notified them that the contract will need to be renewed and no longer meets their requirements and we'll need to put a new contract into place. It was originally a 1 year contract that was supposed to be renewed each year and has not been addressed for 8 years. The item will be added to the July City Council meeting. IT Manager Mark Dostal informed the Committee that Comcast doesn't make any money from PEG.

## **7. CTAC Future Schedule and Design – Oral Report**

Chief Information Officer Adam Kostrzak gave the Committee a presentation on the CTAC Future Schedule and Design.

**Future Agenda Items**

City WiFi  
Guidelines on content for Social Media  
Water Billing  
Ongoing updates on Fiber Master Plan/Fiber Grant  
Microcells/SB649  
Community Responses to Website/Access Hayward  
Old and New Business Section  
Traffic Management System  
Banner on our Award-Winning Website

**Committee Member/Staff Announcements and Referrals**

**Next Meeting: September 14, 2017**

**Meeting adjourned at 5:45pm**



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**File #:** RPT 17-122

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**DATE:** September 28, 2017

**TO:** Council Technology Application Committee

**FROM:** Director of Information Technology/CIO

**SUBJECT:** Public Safety Computer Aided Dispatch Update

## RECOMMENDATION

That the Committee reviews this report and provides any feedback before it is forwarded to City Council for approval.

## ATTACHMENTS

Attachment I      Staff Report





DATE: September 28, 2017

TO: Council Technology Application Committee

FROM: Director of Information Technology/CIO

SUBJECT: Public Safety Computer Aided Dispatch Update

#### RECOMMENDATION

That the Committee reviews this report and provides any feedback before it is forwarded to City Council for approval.

#### BACKGROUND

CIP funds for fiscal year 2018 were approved to fund the update of the New World Computer Aided Dispatch (CAD) System to the Enterprise Platform for Public Safety. Public Safety is currently on the New World MSP platform (MSP Platform), which, due to the underlying code it is written on, cannot be updated to take advantage of key features needed by Public Safety users.

This report focuses on the advantages of updating the CAD Enterprise and highlights the key components and structure of the project. The nature and scope of the CAD Enterprise update is a large undertaking by the City and it is anticipated to take over a year before it goes live.

#### DISCUSSION

The Hayward Police and Fire Departments went live in January 2012 with the MSP Platform after an extensive and comprehensive build had taken place by members of the Police, Fire, and Information Technology Departments. While the MSP platform has been serviceable, due to the age of the software code of the MSP platform, the City has been unable to obtain requested features or additions. Because there is no new software development work being performed on the current MSP platform, the City cannot take advantage of new features offered with the Enterprise platform.

A key function needed to meet current operational demands includes the ability to streamline the dispatcher experience and improve features related to unit calls. CAD Enterprise offers this capability and provides the City an opportunity to streamline the dispatcher experience as well as implement new and improved mapping features to assist in dispatching units to calls. These upgrades are a potential stepping stone to improving the Fire Department's ISO rating which could result in a meaningful reduction in home insurance rates for City of Hayward citizens.

#### FEATURES OF CAD ENTERPRISE

The CAD update to the Enterprise platform allows for more efficient responses to Police and Fire emergency calls, as well as leveraging the data and presenting it in an intuitive fashion for command staff. New features, such as proximity dispatching and improved layout of the dispatcher software screen, work together to provide a streamlined dispatch experience. Decision Support Software (DSS) works in conjunction with CAD Enterprise to populate data into actionable dashboards for command staff review and resource deployment.

##### Proximity Dispatching:

The CAD Enterprise update utilizes significant updates to the core ESRI mapping engine to dispatch calls based on proximity to a call, resulting in improved call routing as key factors such as travel time, one-way streets, vehicle height restrictions, vehicle weight restrictions, and turn delays are incorporated.

##### Customization of Dispatch Software Screen:

The current MSP platform allows for little dispatch screen customization, which limits opportunities to improve efficiency in how call data is entered into the system. In contrast, the CAD Enterprise provides Dispatchers the flexibility to adjust windows with ease, add multiple call input boxes, and manipulate the software to fit their needs, streamlining the input of information not currently possible on the existing MSP platform.

##### Decision Support Software (DSS):

Data from the CAD Enterprise platform feeds directly into the Decision Support Software (DSS) product to add the ability to aggregate public safety data into intuitive dashboards. These can then be used to make real-time as well as strategic decisions regarding public safety resource deployment and practices.

#### CAD ENTERPRISE PROJECT SCOPE

The update to CAD Enterprise will require significant resources to deliver a project of this size and scope. A Project Manager will be assigned from Tyler to our agency to aide in this undertaking. Internally, a multi-disciplinary build team from both Police and Fire will be assembled to customize the product to fit their needs as well as shape the structure of the training, a critical component in the scope of this project. Two hundred and eighty hours (280) hours are outlined in the scope of this project and includes implementation and

training. Providing training to the public safety user was among the top requests received, in order to maximize the product suite's available features. This part of the scope will provide the opportunity to train Police and Fire users on both the CAD Enterprise and the entire suite of New World products.

## FISCAL IMPACT

The total estimated cost of \$445,000 includes software, hardware, project management, and training and is included in the 2018 approved CIP budget. This amount includes an estimated \$275,000 from the approved CIP project for professional services, training, and software related costs. The additional \$170,000 will be used out of the approved CIP project which covers data storage, server setup, network configuration, VMware virtual hosting licensing, and professional services to setup these infrastructure components.

## NEXT STEPS

The hardware components are currently being delivered and configuration of this hardware is expected to begin soon after delivery. In conjunction with this process, once the contract for CAD Enterprise is approved, Tyler will assign a project manager, who will then collaborate with the City to create the project timeline. Once the project manager is on board, the build process will begin, followed by extensive training, a mock go-live, and finally, the actual go-live. Although the process to update to CAD Enterprise is complex and difficult and requires significant resources to complete, the features that will be yielded from this upgrade will enhance response to public safety calls resulting in increased service delivery to the community and more efficient responses to emergency calls.

Prepared by: Nathaniel Roush, IT Manager Public Safety

Recommended by: Adam Kostrzak, IT Director/CIO

Approved by:



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Kelly McAdoo, City Manager



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**File #:** RPT 17-121

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**DATE:** September 24, 2017

**TO:** Council Technology Application Committee

**FROM:** Director of Information Technology

**SUBJECT**

Consider the Proposed Council Technology Application Committee 2017/2018 Quarterly meeting schedule and Agenda Planning Calendar

**RECOMMENDATION**

That the Committee discusses and reviews the proposed regular quarterly meeting schedule and the proposed 2017/2018 agenda planning calendar.

**ATTACHMENTS**

Attachment I      Staff Report



DATE: September 28, 2017

TO: Council Technology Application Committee

FROM: Director of Information Technology/CIO

SUBJECT Consider the Proposed Council Technology Application Committee 2017/2018 Quarterly meeting schedule and Agenda Planning Calendar

#### RECOMMENDATION

That the Committee discusses and reviews the proposed 2017/2018 Quarterly meeting schedule and agenda planning calendar.

#### SUMMARY

The Council Technology Application Committee (CTAC) was established to facilitate a comprehensive review and discussion of the technology projects, initiatives, and trends which are predicated to have high impact on the City of Hayward. For technology related items, discussions at CTAC prior to full Council consideration, allows CTAC members to ask in-depth questions that are more technical in nature and staff to provide thorough responses.

Staff requests that the Committee approve the proposed 2017/2018 quarterly meeting schedule and agenda planning calendar.

#### BACKGROUND

The nature and scope of technology projects and initiatives taken on by the City are often complex, multi-departmental, and in some cases, may take multiple years to deliver. This is not a surprise given the role that technology plays in our daily lives, integrating into all aspects of our professions. Because of the timelines involved in these complex technology projects, there are instances where updates on projects do not contain comprehensive updates because not enough time has elapsed on the project. To solve this problem, staff is proposing quarterly meetings of CTAC.

The scope of CTAC may include:

- Review of proposed technology initiatives and their impact on the City;
- Project updates identified by CTAC and staff;
- Discussion of technology policy related options for Council consideration;
- Review of policy considerations relative to technology;
- Consideration of the City's use of funding for technology.

Staff requests that CTAC approve a quarterly meeting schedule, with the understanding that additional meetings may be necessary when warranted. The workplan is reflected in the proposed 2017/2018 agenda planning calendar included in this report.

## DISCUSSION

To determine the proposed subject areas and topics for CTAC, interviews were conducted with the Executive Leadership Team to identify high-impact or high-visibility technology initiatives. From this interview process, a couple of themes emerged, including that (1) technology is taking on a broader role in the City than simply what the IT Department has traditionally delivered to end users and (2) one of the values of CTAC is that it provides the opportunity to showcase the impact of innovative technology solutions on operational efficiencies, service delivery, and improved community engagement. As a result, the agenda reflects an integration of IT solutions with “show and tell” opportunities that showcase software implementation, as well as, updates on high profile technology projects of interest to CTAC and/or Council.

Data trends were also considered when establishing the Proposed Agenda Topics for CTAC. Cloud-based technology was frequently mentioned in the interviews conducted. The City has made a philosophical shift to examine cloud-based solutions and will continue to drive this concept forward. Data protection and data security are also deep concerns for the organization and efforts are being made to broaden and increase the City’s security footprint to protect data and prevent outside threats. The trend in innovation was also discussed frequently. Tackling technology problems in new ways, using different tools and diverse teams speaks to the core of innovation. The proposed CTAC agenda touches on these data trends with a focus on showcasing how the products and services presented tie together the initiatives surrounding cloud-based technology, data security, and innovation.

Although the proposed agenda topics cover a variety of projects and initiatives, two projects generated the most discussion during the development of the 2017/2018 CTAC agenda: The Public Safety Computer Aided Dispatch (CAD) Upgrade and the various Library technology features. Therefore, the proposed agenda provides an opportunity for an initial summary of the (CAD) Upgrades and also includes an opportunity to showcase the technology that will assist the library in its service to the community.

Below is the (1) proposed quarterly meeting schedule for the Council Tech Application Committee and the (2) proposed 2017/2018 agenda planning calendar.

### PROPOSED QUARTERLY MEETING SCHEDULE:

Recommendation: Staff recommends that the CTAC regular meeting schedule be Quarterly on the 1<sup>st</sup> Thursday of the month in March, June, September and December from 4:30 p.m. – 6:00 p.m. every year.

PROPOSED 2017/2018 AGENDA PLANNING CALENDAR:

Recommendation: Staff recommends that CTAC review and discuss the proposed 2017/2018 agenda planning calendar. Additional items may be added to the agenda planning calendar in the Fall, once the CIP budget process begins or at any time as the need arises.

Table 1: Proposed 2017/2018 Agenda Planning Calendar

MEETING DATE	AGENDA TOPIC
** September 28, 2017	1. Proposed Council Tech Application Committee Regular Quarterly Meeting Schedule and 2017/2018 Agenda Planning Calendar
	2. Public Safety Computer Aided Dispatch Upgrade – Policy (PD/Fire)
December 7, 2017	1. Guidelines on content for Social Media - Policy (CMO)
	2. Asset Management Software – Tech Update (Maint. Services)
	3. Online Permitting Software – Tech Update (Development Services)
	4. New Library Tech Discussion – Show and Tell (IT/Library)
March 1, 2018	1. Traffic Management System – Policy (Public Works)
	2. Water Billing – Tech Update (Environmental Services)
	3. PEG Funds/Chabot Contract -Policy (CM Office)
	4. TBD – Show and Tell
June 7, 2018	1. Microcells/SB649 – Policy (Public Works)
	2. Drone - Show and Tell (IT/FD)
	3. City Wi-Fi – Policy (IT)
	4. Police Department CAD - Tech Update (IT/PD)

\*\* Initial 2017-2018 kick-off Meeting (not part of the proposed Regular Quarterly Meeting schedule)

On-going Oral Update Items

- Fiber Master Plan (CM Office)
- Fiber Grant (CM Office)

FISCAL IMPACT

There is no initial fiscal impact with the consideration of this report other than staff time to prepare for and staff the CTAC Committee.

## NEXT STEPS

Upon consideration and direction from the Committee, staff will finalize the proposed CTAC meeting schedule and the 2017/2018 Agenda Calendar.

*Prepared & Recommended by:* Adam Kostrzak, Director of Information Technology

Approved by:

A handwritten signature in black ink, appearing to read 'K. McAdoo', is positioned above a horizontal line.

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Kelly McAdoo, City Manager