



Item No. 6 Town of Atherton

CITY COUNCIL STAFF REPORT – MANAGER’S REPORT

TO: HONORABLE MAYOR AND CITY COUNCIL
FROM: GEORGE RODERICKS, CITY MANAGER
DATE: JULY 18, 2018
SUBJECT: CITY MANAGER’S WRITTEN REPORT

CITY MANAGER’S OFFICE

Articles of Note

None.

Legislative Fiscal Measures June 2018

The League’s Fiscal Policy Advisor, Michael Coleman advises:

With nearly all mailed and provisional ballots for the June 5, 2018 election now processed, the results of all 165 California local ballot measures are now clear. Among the measures were 111 concerning taxes, bonds or tolls. 85 passed including 13 new cannabis taxes, 5 local sales tax increases, and 11 parcel taxes for fire, emergency services, parks, libraries. Voters approved a total of \$3.7 billion in new local school construction and rehabilitation in 33 local school bonds. Five school bonds failed, including the only two that required two-thirds vote rather than 55percent. Ten of 11 school two-thirds vote parcel taxes passed.

Among city measures, only one of the 18 majority vote measures failed, a 4% UUT in Parlier (Fresno County). But county, special district and parcel tax measures did not fare as well. All three county sales tax measures failed including two majority vote general taxes. Eleven of the 21 non-school two-thirds vote parcel tax measures passed, mirroring the historic general rule across elections that about half of special tax measures succeed.

Mr. Coleman’s full report on local measure results can be found here:

<http://californiacityfinance.com/Votes1806final.pdf>

Park Events and Revenue Log

Linked here are [Revenue Log for FY 2017/18](#).

- Events Log: <http://www.ci.atherton.ca.us/DocumentCenter/View/5577/7-6-18---June-Park-Eventspdf->
- Revenue Log: <http://www.ci.atherton.ca.us/DocumentCenter/View/5578/7-6-18---HP-Park---Rev-Log-FY-17-18pdf->

Citizen's Academy - All Departments

The Chief is working on development of a citizen's academy. Slated time is October/November 2018.

E-Citations (PD)

The PD is investigating the possibility of launching "E-Citations" for our Department. Currently, the PD uses traditional handwritten ticket books to issue and record citations. This method is quickly becoming obsolete as departments are moving toward E-Citation processing. E-Citations are safer, more efficient and more accurate. E-Citations also save time during contact. It takes an average of 8-12 minutes to handwrite a traditional citation. With E-Citations, officers are able to process and print citations in as little as 5 minutes.

The Department would like to purchase a few handheld citation devices, as well as the software and printers to experiment before potentially launching in all vehicles.

As the Council may recall, we budgeted for the purchase of ballistic equipment shielding (\$40k). However, while budgeted, we advised that we would purchase the equipment only once we obtained a grant for half the cost (\$20k). Staff will be evaluating the cost-benefit of E-Citations and returning to the Council in the coming months with a request to purchase a few of the units on a trial basis. The grant was not awarded for the ballistic shielding. As such, if we move forward, those funds could be reallocated to the E-Citations if so directed by the Council without the need for a budget amendment.

Electronic Crime Reporting Solutions

LexisNexis Coplogic Solutions has developed an online reporting system that allows the public to file a police report online. Online reporting options are offered via other policing agencies (Redwood City for example). The reports are reviewed by a police supervisor and then uploaded into the Records Management System (RMS) where the data is utilized in a traditional police report. Follow up can be conducted with the reporting party. The cost of such a system is about \$625 a month with a minimum 2-year commitment.

At this time, I have advised the Chief that we need to do some further analysis on the cost-benefit as our residents often will opt for the in-person contact versus the online option. As more communities move to the online option, we can re-evaluate.

Emergency Management Part-Time Position

We are currently sharing (limited term) a part-time intern with the Menlo Park Fire Protection District. The primary focus of the intern is emergency management work. They will work 20 hours

here and 20 hours at Menlo Fire offices with the sole focus of updating and improving the emergency management records and plans. Here, our emergency manager role at the staff level is held by a Police Sergeant as an additional assignment. However, the role is becoming increasingly more complex, more training required, and more involved.

At mid-year, staff will recommend that we evaluate the work of the limited term intern and the workload of the Sergeant and evaluate whether it would be more appropriate to hire a contract employee whose specific role would be to develop, train, exercise and enhance the Town's emergency resource(s).

Sequoia Union - SRO - MA High School

We have received positive feedback from Sequoia Union on the cost sharing of an SRO. They would like to discuss the funding model and deployment level further. However, we have received more negative than positive feedback from the other schools. Staff will be circling back with them now that we have a commitment from Sequoia. The cost distribution has Sequoia at \$30k with Selby, Menlo, Sacred Heart, Menlo College, and Encinal at \$10k each, and Laurel and Las Lomitas at \$5k each.

Risk Management - PLAN JPA

With the change from ABAG PLAN to PLAN JPA, our Risk Management Team is now lead by Bickmore Risk Control. As a member of the PLAN JPA Risk Management Committee we discussed two changes to the 2018/19 Program Year. These changes focused on developing a risk control plan that provides core services to each member agency and a streamlined and simplified grant fund program. Below is a summary of each.

Core Services Risk Management Program

To ensure that all PLAN JPA members have access to professional support to accomplish their Risk Management goals a Core Services Program will be replacing Risk Service Credits for the 2018/19 program year. Annual risk assessments for each member will continue as a core services; however, there is no longer an hourly consultant fee charged against service credits. Contracted professional services are available to all Members replacing hourly tracking of time and are summarized as follows:

- Onsite Risk Control orientation and services planning with PLAN Risk Control Account Manager.
- Unlimited access to Bickmore Risk Control website resources.
- Unlimited phone and e-mail consultation with Bickmore Risk Control professionals.
- Risk Control Service Days on request to assist with liability risk management.
- On-site biennial driver training.
- On-site biennial employee vehicle ride-a-long.
- Contractual Risk Transfer training, by member request.
- Provide four regional training's (includes Sewer Summit).
- Risk Management Software Subscription (Risk Console).

- Software Refinement of the Risk Console platform including improved data collection, warehousing and reporting. Add tracking of grant usage and viewing access by members.
- Resource development to aid members with recommended risk control implementation.

Risk Management Grant Fund Program

The current Grant Fund program remains in place and the guidelines are revised to allow for broader use of funds with fewer restrictions. The fund will be allocated from equity for the 2018/19 program year and distributed “pro-rata” based on each member’s percentage of premium. This is the same method utilized in the past. Unspent funds from the 2017/18 program year “buckets” will be combined and re-allocated to members based on their percentage of premium.

The changes are broadly summarized as follows:

- There will be one “bucket” of available funds called Risk Management Program Grants. Risk Management Training Grants and Sewer Smart Grants will be combined and distributed into the Risk Management Program Grants. Service Credits are being replaced with a Service Contract (see above).
- Annually, the PLAN JPA Board will review the equity position of the group and determine the allocations of equity to fund the Grant Fund Program.
- Member’s unused funds from the 2018/19 program year will be carried over to that Member’s account for use in the following program year.
- Expenditures no longer have to be tied to pre-established Goals for 100% reimbursement.
- Funds may be used to reimburse Member expenditures to control or minimize any identified safety and/or risk exposure of employees or the public from injury, illness and/or claims.
- Special expenditures may be permitted by the PLAN JPA Risk Management Committee.

CalWater Infrastructure Plan - Reduced Rate Structure

The below is from CalWater. Dawn Smithson will be reaching out to each of you regarding changes in their rate structure (reduced rates). Feel free to reach out to Dawn directly if you do not hear from her and have an interest - Dawn Smithson, District Manager, 650-561-9709, dsmithson@calwater.com.

Every three years, California Water Service (Cal Water) submits an Infrastructure Improvement Plan to an independent state agency and separate state watchdog, the Office of Ratepayer Advocates, for review and approval. This process helps to ensure that we are able to continue providing a reliable supply of high-quality water for customers’ everyday needs and sufficient resources for firefighters.

Our most recent Infrastructure Improvement Plan for years 2019-2021 was submitted on July 2, 2018, kicking off an 18-month review process. Final implementation is expected no sooner than January 2020, including revised budgets that reflect the actual cost of operating, maintaining, and upgrading our water system.

City Manager's Written Report

July 18, 2018

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Since 1936, Cal Water has been part of this community, and our promise is to deliver quality, service, and value to our customers. We have also taken steps to significantly reduce operating costs and minimize expenses, which are also reflected in the proposal. If you would like more information on our proposal, visit www.calwater.com/iip/bg/. We will regularly update this page to ensure you have the latest information any time you need it.

ATTACHMENTS

Police Department Report

Public Works Department Report

Community Services Department Report

POLICE DEPARTMENT

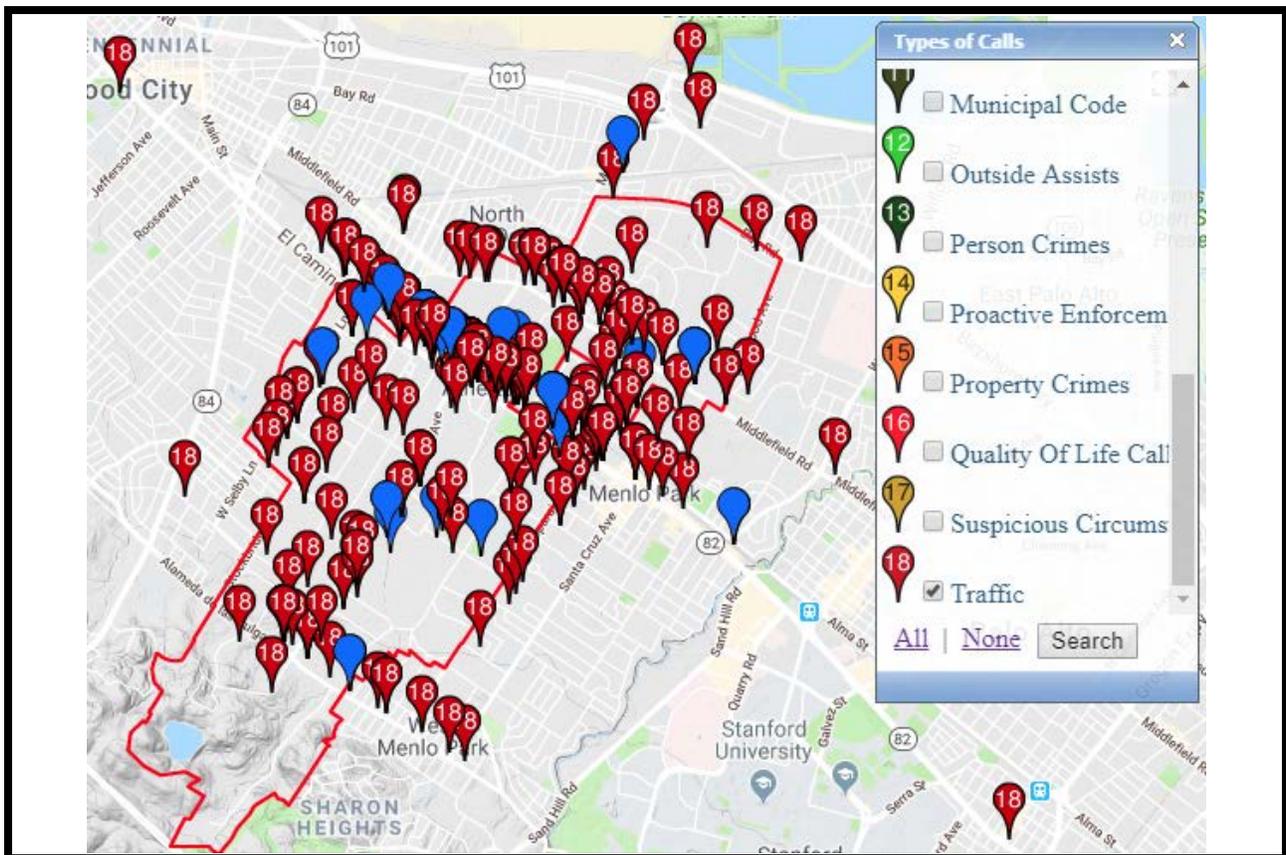
Police Activity

There were 61 investigations for the month of June, 19 offenders were cited, arrested, or referred to the San Mateo County District Attorney's Office for prosecution. Those offenses included driving under the influence, driving on a suspended license, falsifying registration tabs, controlled substance violations, minor in possession of alcohol, obstructing a police investigation, and non-student refusing to leave a school campus.

Of the 2,706 total police incidents for the month of June, 1,879 were officer-initiated incidents, which resulted in 420 citations being issued for vehicle code and other violations. Officers initiated 1,543 other types of incidents that included meeting a citizen, assisting disabled motorists, investigating suspicious vehicles, discovered traffic collisions, outside assists to other agencies, citizen flag downs, home checks and extra patrols, code enforcement and construction checks, follow-up investigations, pedestrian stops, traffic enforcement details, discovering water main breaks, and welfare checks.

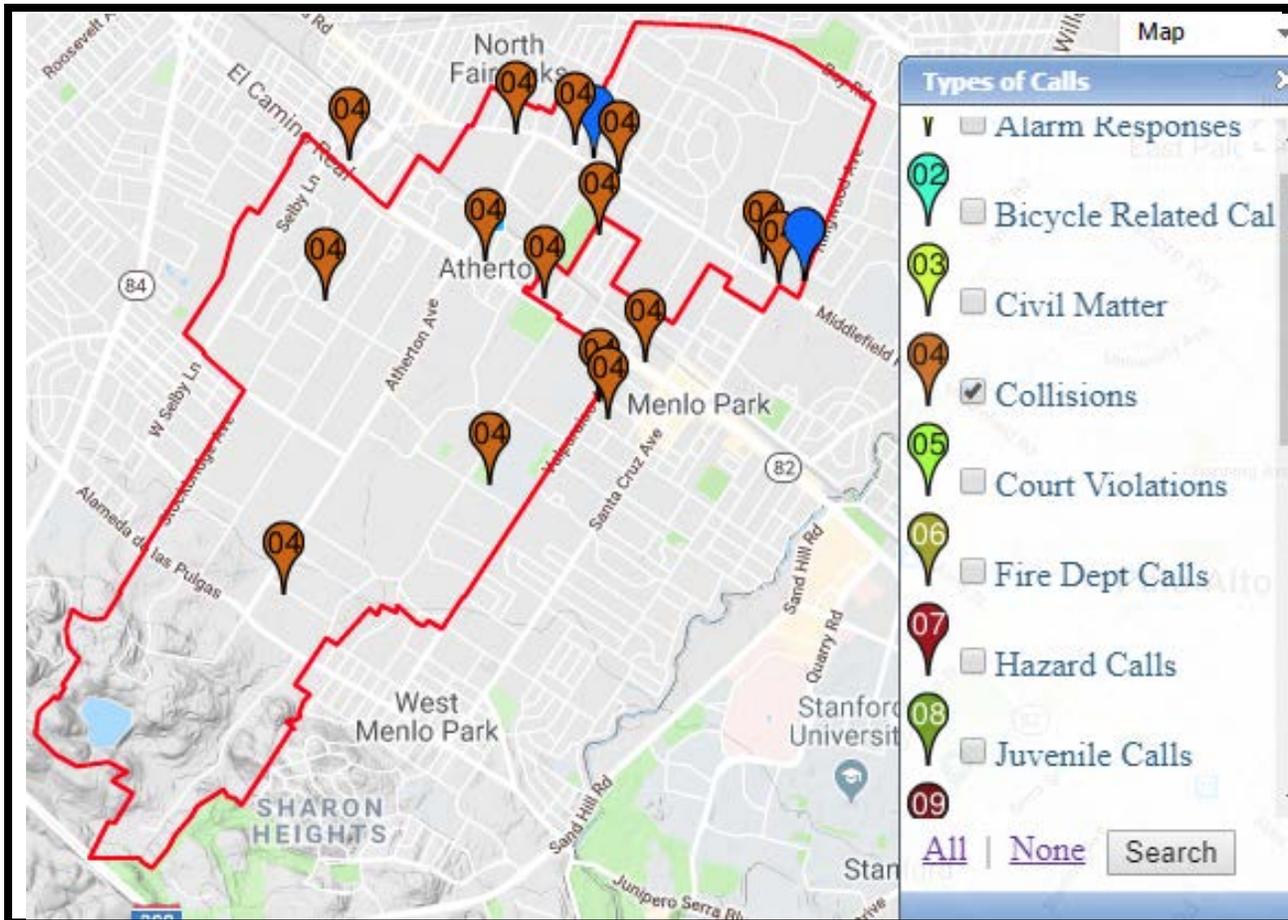
Traffic Incidents

Overall, there were 377 traffic incidents locations, some with multiple stops, for June. The map below indicates the locations of the incidents for the reporting period.



Traffic Collisions

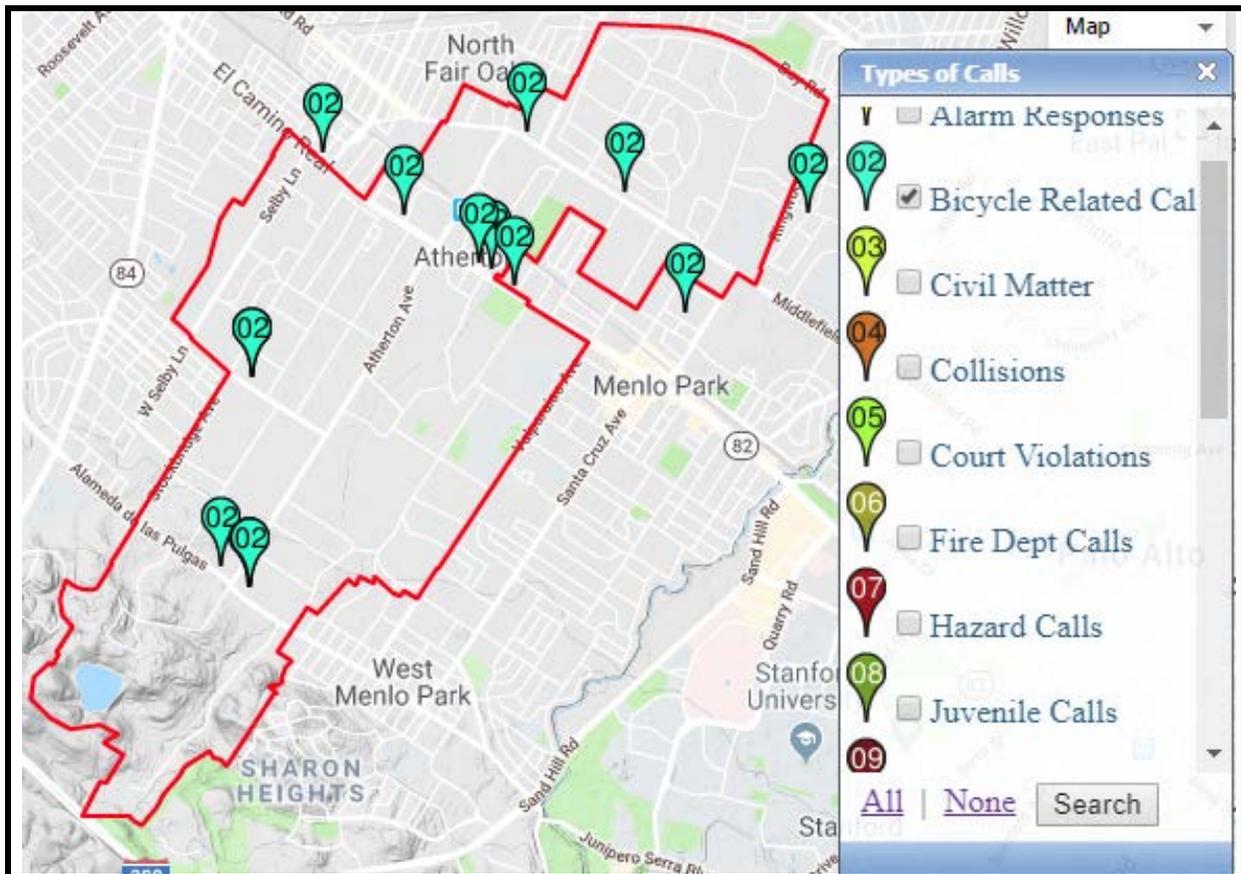
There were 19 collisions locations in June, some with multiple incidents. The map below indicates the locations of the incidents for the reporting period.



Bicycle Traffic Stops

There were 15 bicycle stop incidents initiated for stop sign (12), riding on the wrong side of the street (3), and lighting equipment (5).

These stops resulted in 7 citations (7 warning and 0 notices to appear).



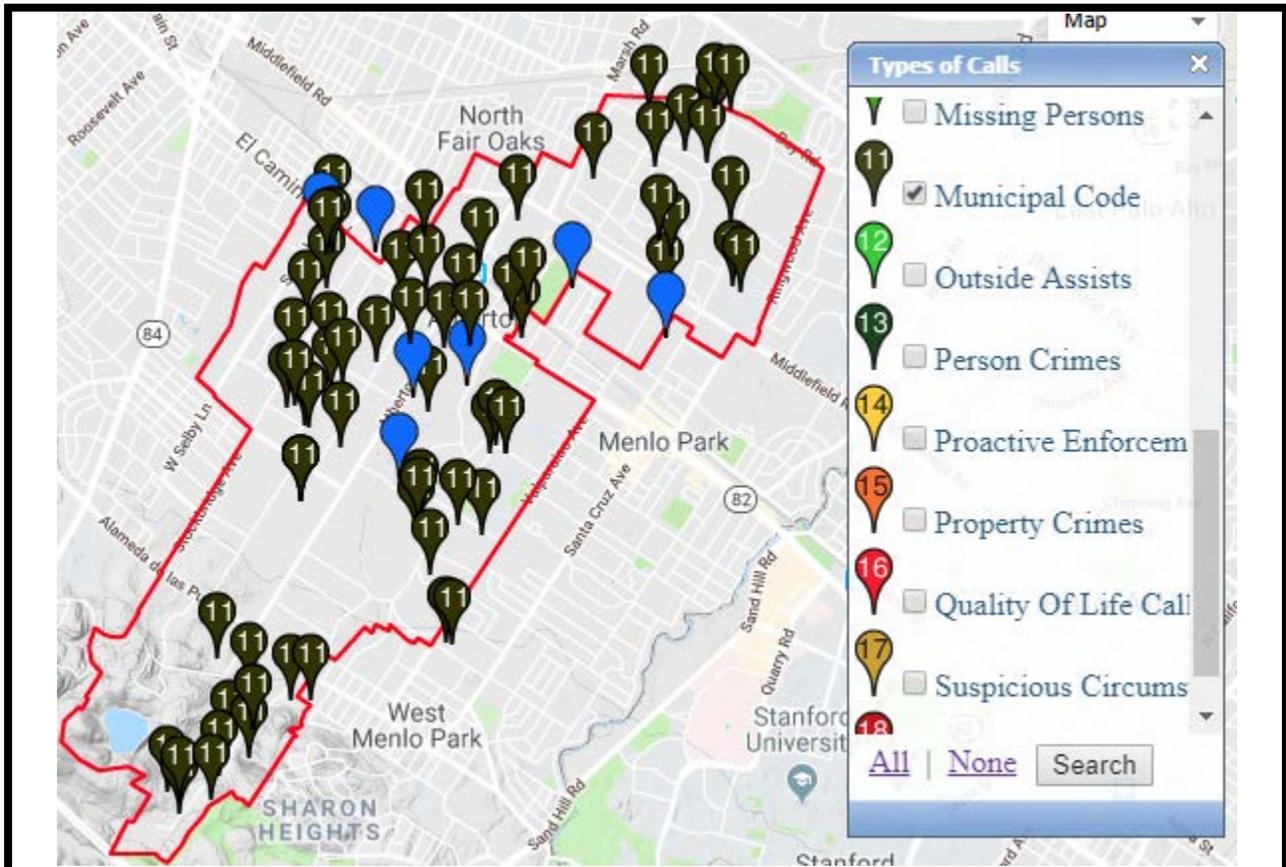
Criminal Activity and Suspicious Circumstances

The Department responded to 79 locations (some locations multiple times) for property crimes (13), person crimes (4), and incidents of suspicious circumstances (64).



Municipal Code Violations

The Department responded to 79 locations (some locations multiple times) for municipal code violations. These calls were for construction parking, construction activity after hours, inspections, tree work debris, dogs off leash, refuse left on the street, and solicitor calls.



Holbrook Palmer Park

Holbrook Palmer Park had 30 incidents this reporting period, 17 of which were security checks and foot patrols by officers. The other incidents were related to people and vehicles in the park after hours, traffic collisions, traffic enforcement stops, dogs off leash, and an investigative contact for a drone which may have been operated in the park.

Premise Watch

Officers completed 1,120 House/Vacation checks during the month of June.

School Incidents

Officers responded to 171 school incidents during this reporting period. The incidents included but were not limited to 9-1-1 hang-ups (wireless), traffic collisions, theft reports, medical calls, traffic control requests, planning for graduation and providing resources for same, CPS referrals, case follow-ups, missing person follow-up, alarm activations, suspicious circumstance calls, trespass investigations, and disturbances:

School	Type	J	F	M	A	M	J	J	A	S	O	N	D	Total
Encinal	Other	4	6	-	6	8	6		4	6	2	7	8	57
	Security	10	12	9	18	28	17	10	21	13	10	13	9	170
	Traffic	2	10	5	3	21				2		5	4	52
Knox School	Other	1	-	-	1		1	-	-	-	-	1	-	4
	Security	-	-	-	-	1		-	-	-	-	-	-	1
	Traffic	-	-	-	-			-	-	-	-	-	-	-
Las Lomitas	Other	3	4	1	9	5	3	3	-	4	6	1	2	41
	Security	11	18	7	14	16	8	17	6	19	10	13	11	150
	Traffic	-	14	1	1	1		-	-	1	1			19
Laurel	Other	1	2	2	6	2	4	3	3	5	3	2	2	35
	Security	3	5	6	7	10	9	9	2	13	11	11	7	93
	Traffic	-	-	-	-	1		-	-	7	-	-	-	8
M-A HS	Other	22	58	29	22	45	29	12	13	20	38	35	16	339
	Security	31	32	30	35	35	28	26	16	50	32	40	35	390
	Traffic	4	5	-	2	1			3	1	1	2	4	23
Menlo College	Other	4	8	10	10	4	7	2	7	10	7	8	2	79
	Security	9	3	6	15	18	16	9	3	9	8	9	9	114
	Traffic	6	1	2	5	4	1	3	2	2	4	6	1	37
Menlo School	Other	4	5	6	6	7	4	1	1	11	4	6	9	64
	Security	10	7	7	9	17	9	11	5	16	5	18	12	126
	Traffic	11	-	-	-	1	1	-	-	-	-	1	17	31
Sacred Heart	Other	16	6	5	5	3	5	1	4	5	6	6	3	65
	Security	7	8	9	6	5	2	15	7	10	6	8	5	88
	Traffic	3	6	4	1	2	1	-	-	-	3	1	-	21
Selby Lane	Other	6	8	3	5	5	1	2	2	5	10	3	5	55
	Security	14	15	15	14	22	18	9	13	19	19	17	13	188
	Traffic	8	3	-	1	5	1	-	2	13	8	4	5	50
Total		190	236	157	201	267	171	133	114	241	194	217	179	2,300

Response Times

The average response time for Priority 1 calls during this time period (calls are prioritized from 1 to 3 with Priority 1 being the highest priority) was **4 minutes, 45 seconds**, which met our goal of having an average response time of less than 8 minutes. Priority 1 calls take precedence over all other calls for service and require an immediate police response. The most common priority 1 calls are burglary, robbery, sexual assault, active physical altercations and residential burglary alarm activations, with the latter being the most frequent in Atherton. Response times are calculated from the time the call is dispatched until the time the officer arrives on the scene.

The table below depicts APD's Priority 1 response times for the past six months:

MONTH	YEAR	RESPONSE TIME
May	2018	4:54
April	2018	4:51
March	2018	5:33
February	2018	4:42
January	2018	4:27
December	2017	5:49

Code 3 Emergency response time (when officers respond to an emergency call with lights and sirens): 2 minutes, 53 seconds.

TOTAL TRAINING HOURS FOR JUNE 2018 – 336 HOURS

NAME	TRAINING/HOURS	DATES
Pronske Robbins Smiler	Defensive Tactics Instructor/80 hours	June 4 - 15
Hall Kockler Larsen Rickel Vigil Wade	Harassment/ethics training/4 hours	June 5
Larsen	Defensive Tactics update/24 hours	June 13-15
Gomez	National Assoc. of School Resource Officers (NASRO) /32 hours	June 23- 29
Bollendorf	Threat Assessment Team training/16 hours	June 26-27

The below table depicts the amount of officer-initiated activity and the number of traffic citations issued for the past six months:

MONTH	OFFICER INITIATED ACTIVITY	CITATIONS
May	1,772	520
April	1,760	538
March	1,546	461
February	1,648	349
January	1,752	316
December	1,813	284

Code Enforcement Activity Report

June 1 – June 30, 2018

Summary:

	Activity	Total for Month	Year to Date (From 01/01/2018)
1.	Opened Cases	29	142
2.	Resolved/Closed Cases	27	130
3.	Cases Pending	174	N/A
4.	Written/Formal Notices Issued	10	51
5.	Citations Issued	41	130
6.	Amount in Citations	\$11,400	\$56,300

During the month of June, there were over 110 incidents related to code enforcement. Those incidents included but were not limited to: construction work hour violations, construction parking violations, other construction related issues, right-of-way encroachments and obstructions, unpermitted construction work, grading and drainage issues, encroachment permit issues, overgrown and/or unmaintained vegetation, Tree Protection Zone violations, damage to a heritage trees, dead and dangerous trees, real estate signs, signs in the right-of-way, unmaintained/abandoned properties, fire damaged structure, noise nuisance, animal nuisances, RV storage issues, mobile food vendor and business license issues, graffiti, fence issues, transient occupancies, set-back and other zoning violations.

Code Enforcement staff also assisted with fleet maintenance issues, construction hours/noise exemption permits and court officer duties.

TRAFFIC COMPLAINTS

The Atherton Police Department received zero (0) traffic complaints during the month of June.

Public works update – June 2018

- Sweep contracted monthly streets :
June 2018 50 Miles 12 cu. Yards 3.2 tons
- Service requests –
 - Little League sewer line backup
 - HP Park sewer line repair adjacent to Jennings Pavilion
 - Grind trip hazard in front of 97 Parker
 - Installation of No Parking Barricades in surrounding neighborhood for M-A graduation
 - Traffic control for broken tree branch on MacBain at Howard
 - Removal of trash dumped near 82 Isabella Ave.
 - Dog kennel relocation from the Gilmore House to the PD Parking lot.
 - Repair bent no parking sign on Maple Ave.
 - Shrubs pruning along Fair Oaks Lane at Station
 - Sewer line issue at 83 Ashfield Road
 - Pest Control issues at admin and PD trailer
- Weekly litter removal on ECR, schools (Fridays 2 staff, 2 hours).
- Litter Marsh Road, Middlefield Road and Alameda.
- General duties – Garbage cans, town wide and ECR litter, Town Center landscape, ECR landscape, corp. yard clean-up, vehicle/tool maintenance.
- Street light maintenance in front of 134 Stockbridge
- Flashing beacon maintenance on Alameda near Stockbridge
- Weir repair at Walsh and Reservoir Road
- Sign replacements as needed
- Pothole repairs on varies streets as needed.
- Park General daily duties – mowing, empty garbage/recycling, restroom oversight, fire extinguishers (checked/re-charged), playground inspections, elevator inspections, open/close buildings, meeting room set-ups/tear downs.



Before

Sewer line replacement
at HP Park



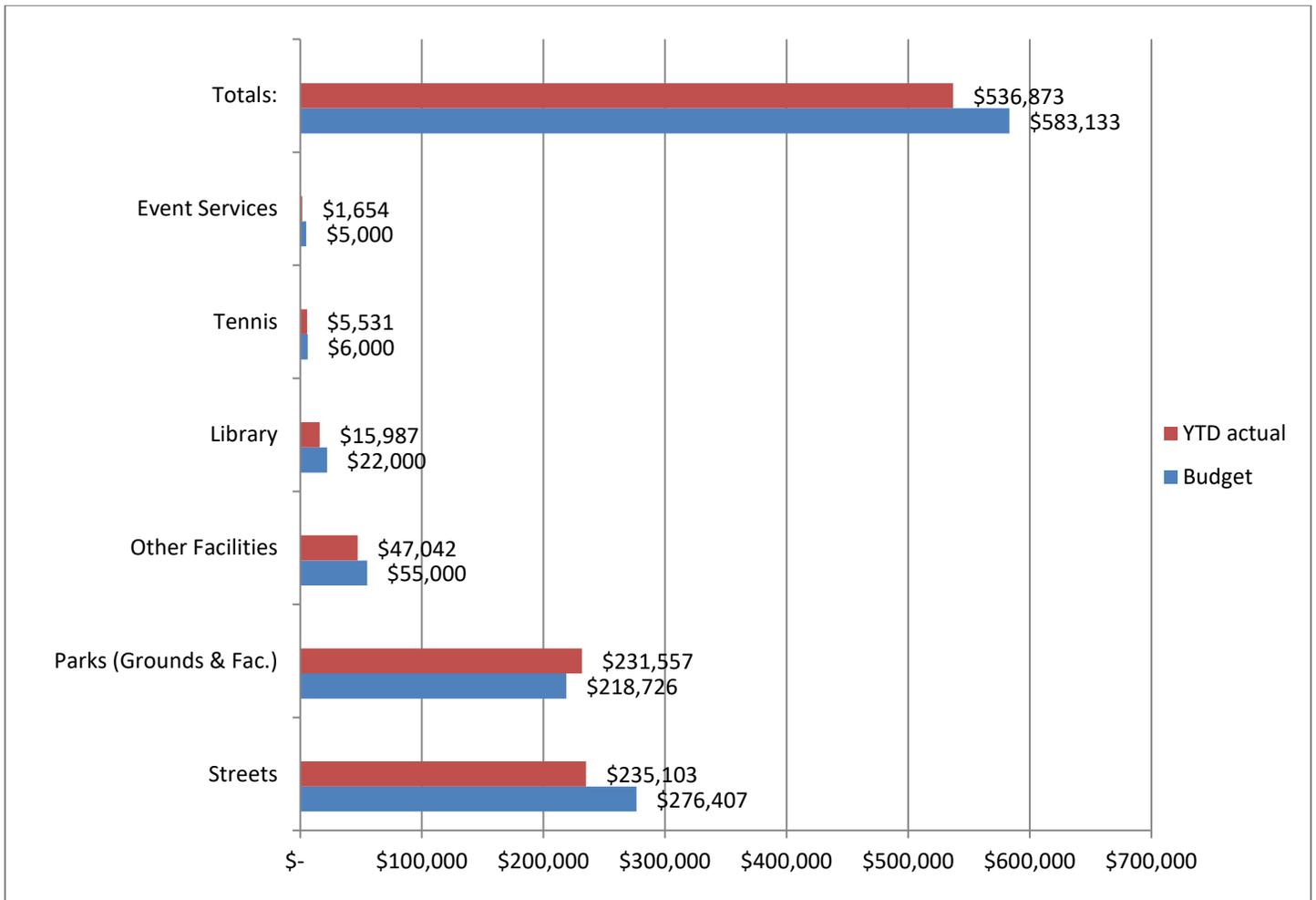
After



Atherton Channel weir repair
at 75 Reservoir Road

Town of Atherton
MCE Corporation/Public Works Maintenance
Rev. vs. Exp. Through June 2018

Short Code	Acct'g Code	Description	Budget Dollars	Actual Dollars	% used
A01	101-53-52031-053	Streets	\$ 276,407	\$ 235,103	85.06
A02	101-57-52031-057	Parks (Grounds & Fac.)	\$ 218,726	\$ 231,557	105.87
A03	101-59-52031-059	Other Facilities	\$ 55,000	\$ 47,042	85.53
A04	213-30-52031-000	Library	\$ 22,000	\$ 15,987	72.67
A05	101-58-52031-000	Tennis	\$ 6,000	\$ 5,531	92.18
E06	101-58-52031-058	Event Services	\$ 5,000	\$ 1,654	33.07
Totals:			\$ 583,133	\$ 536,873	92.07



PARK & RECREATION COMMITTEE STAFF REPORT

TO: PARK AND RECREATION COMMITTEE

FROM: SALLY BENTZ, PARK MANAGER

DATE: JULY 11TH, 2018

SUBJECT: PARK GOINGS ON JUNE 2018

REGULAR STAFF

For the month of June, broken down is as follows:

- **Performed regular maintenance tasks;**
 - Pick litter/trash.
 - Remove trash bags.
 - Blow and pick up tree leaves and debris.
 - Inspect and maintain restrooms.
 - Inspect and maintain tennis courts.
 - Inspect and maintain playgrounds.
 - Inspect and maintain Main House elevator.
 - Control undesirable weeds throughout property.
 - Cut back and remove tree brush and dead vegetation.
 - Apply seasonal fertilizers to turf and plants.
 - Inspect and maintain landscape irrigation.
 - Inspect and maintain landscape irrigation well and filter system.
 - Potable water usage is being monitored daily.
 - Water non-established trees throughout the park based on schedule.
 - Blow tennis courts 2 times per week and as required.

- Dead trees got removed and stumps grinded in park and including Gilmore House by West Coast Arborists, Inc. (WCA).
- Tree branches have been falling due to structural defects. Maintenance pruning is needed on the property.
- Rose bushes are being pruned and will be done by second week of July.
- Wire splicing is getting completed over the park property with removal and replacing of rusted wires, solenoids and decoders.
- Wooden bollards damaged by drivers are being repaired.
- Irrigation main line repairs are being completed all over property.
- Leaning Cedar tree along Main exit road got removed by West Coast Arborists, Inc.
- Movie night at Ball field was hosted on 06/29/18 with no incidents.
- Sewer line along Pavilion building was replaced, due to corrosion damage.
- Gate locks at court #4 in tennis courts have been repaired, due to vandalism.

- **New and future planned projects;**

- Turf aeration and fertilization is getting completed on Friday 07/06/18.
- National night out is being planned for the first week of August.
- Wooden gates at HP Park Corp-Yard will be getting repaired and restored.
- Additional dead and deceased trees will be getting removed by WCA.
- Little league fault fence is getting removed on July 10th.
- Monkey puzzle seed casings are getting removed in the fourth week of July.
- Wasp traps are getting set to control infestation.
- 2" flush lines at North Meadow lawn area will be buried and covered under valve box.

Rose bushes are getting pruned by end of 2nd week of July.



Three incidents of limb failures



June Tennis #'s

Hours of court usage (# of crts x time) 224 hours

Clinics: 111

Lessons: 107

Events: Weekly Coaches Meetings

Total # of students: 233



Town of Atherton

**Building Department
91 Ashfield Road
Atherton, California 94027
Phone: (650) 752-0560**

Community Services Monthly Report June 2018

Submitted by:
Interwest Consulting Group

Town of Atherton Building Safety & Inspection

*Construction and Permit Summary
June 1, 2018 to June 30, 2018*

	Jun-18	Fiscal Year 2017-18
Total Construction Valuation¹:	\$7,573,075	\$180,241,730

REVENUE

Plan Check Fees Collected:	\$47,811	\$546,670
Permit Fees Collected:	\$99,571	\$1,260,380
Other Fees Collected:	\$4,643	\$66,456
TOTAL:	\$152,025	\$1,873,506

PLAN CHECK

Applications Received:	52	795
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PERMITS

<u>Residential:</u>		
New Single Family Residential Permits Issued:	2	29
New Accessory Structures Issued:	27	241
Addition / Alteration Permits Issued:	9	118
Reroof / Water Well / Grading Permits Issued:	6	148
Plumbing/Mechanical/Electrical Permits Issued:	19	218
Demolition Permits Issued:	4	42
<u>Non-Residential:</u>		
New Permits Issued:	0	28
TOTAL Permits Issued:	67	824

Total Open Permits as of 6/30/18	847
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INSPECTIONS

Inspections Performed:	703	8,306
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Footnotes:

¹Valuation: For permitted projects during this period.

**Town of Atherton
Building Safety & Inspection**

Planning Projects

June 1, 2018 to June 30, 2018

	This Month Activity	Fiscal Year to Date Activity
Staff Level Reviews	21	248
Planning Commission Items	3	39

At the June 27, 2018 Planning Commission Meeting, the Planning Commission took the following actions.

1. Accepted the 2018 School Master Plan Update at 150 Valparaiso Avenue, Sacred Heart School.
2. Recommended City Council adoption of Chapter 17.07 of the Atherton Municipal Code, "Development Agreement Adoption Procedure".
3. Discussed Amendments to the Community Safety Element as part of the comprehensive General Plan Update and provided direction.

The next regularly scheduled meeting is on July 25, 2018. Note that this Commission meeting might be cancelled as no items have been received.

Arborist Activity Summary

June 1, 2018 to June 30, 2018

	Site Visits			
	Tree Removal	Inspections	Info. / Consu.	Plan Review
TOTAL	23	6	4	44

Town of Atherton Building Inspection & Plan Check

Summary of New Single Family Residential Permits Issued by Month

Month	2018	2017	2016	2015	2014	2013
January	0	2	2	2	0	2
February	2	1	1	1	6	1
March	3	2	0	3	6	1
April	2	0	2	2	1	3
May	5	4	2	1	2	1
June	2	3	0	3	2	5
July		1	5	8	4	2
August		2	3	4	2	3
September		3	4	4	1	4
October		2	6	3	1	5
November		4	0	0	4	1
December		3	1	0	4	3
Total New SFD Permits:	14	27	26	31	33	31

Plan Check Performance

June 1, 2018 to June 30, 2018

Project Type	Cycles	No of Plan Checks	Target **	Average Review Days	Overdue Plan Checks
Major Plan Check	1st Review	81	10	9	0
	Subsequent Rev.	80	5	4	0
Minor Plan Check	1st Review	5	3	2	0
	Subsequent Rev.	3	2	1	0
Total Number of Plan Checks		169			

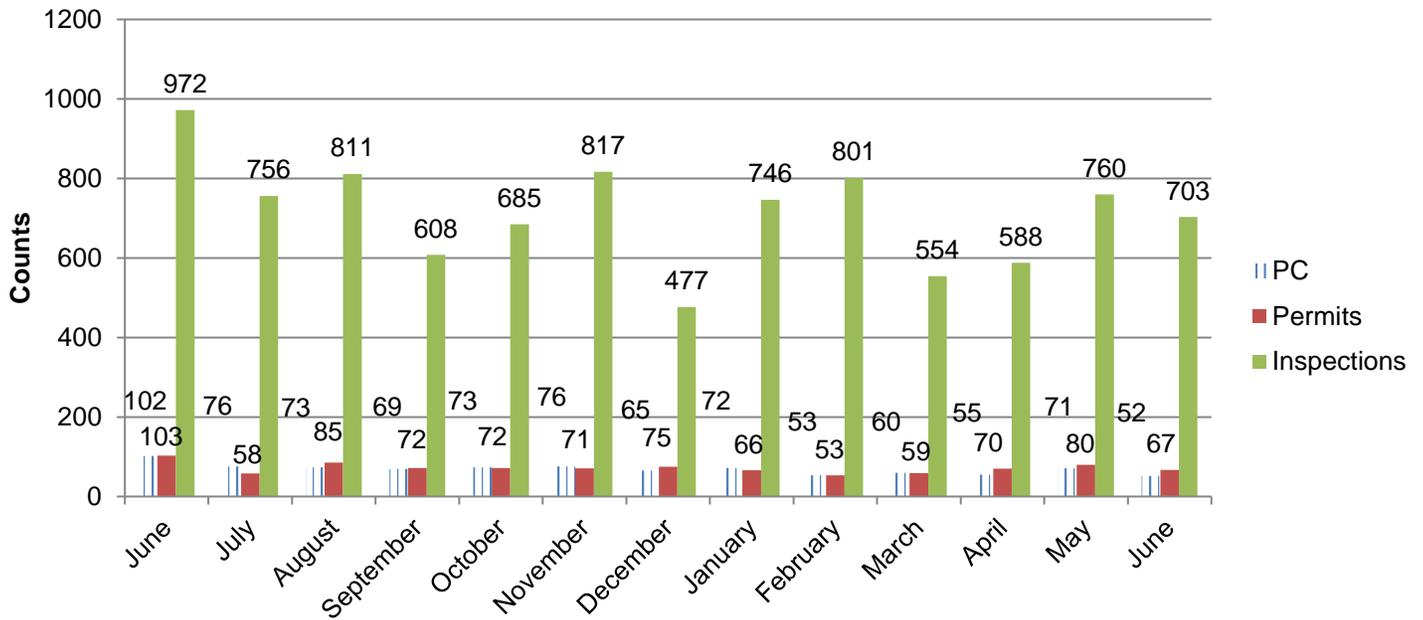
** Target: in working days

Major Plan Check: New Houses, New Accessory Structures, New non-Residential

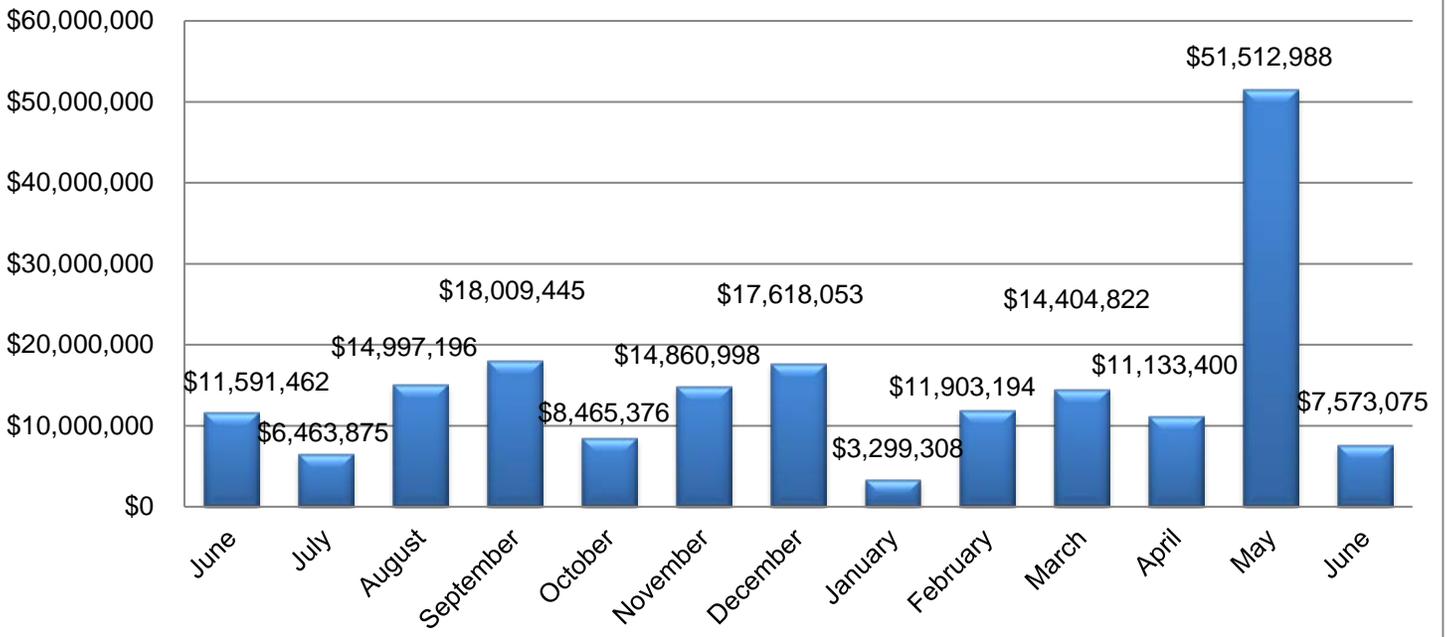
Minor Plan Check: Small additions, Reroof, Alterations, PV, Gates, Misc.

Summary Graphs

Plan Checks, Permits, Inspections

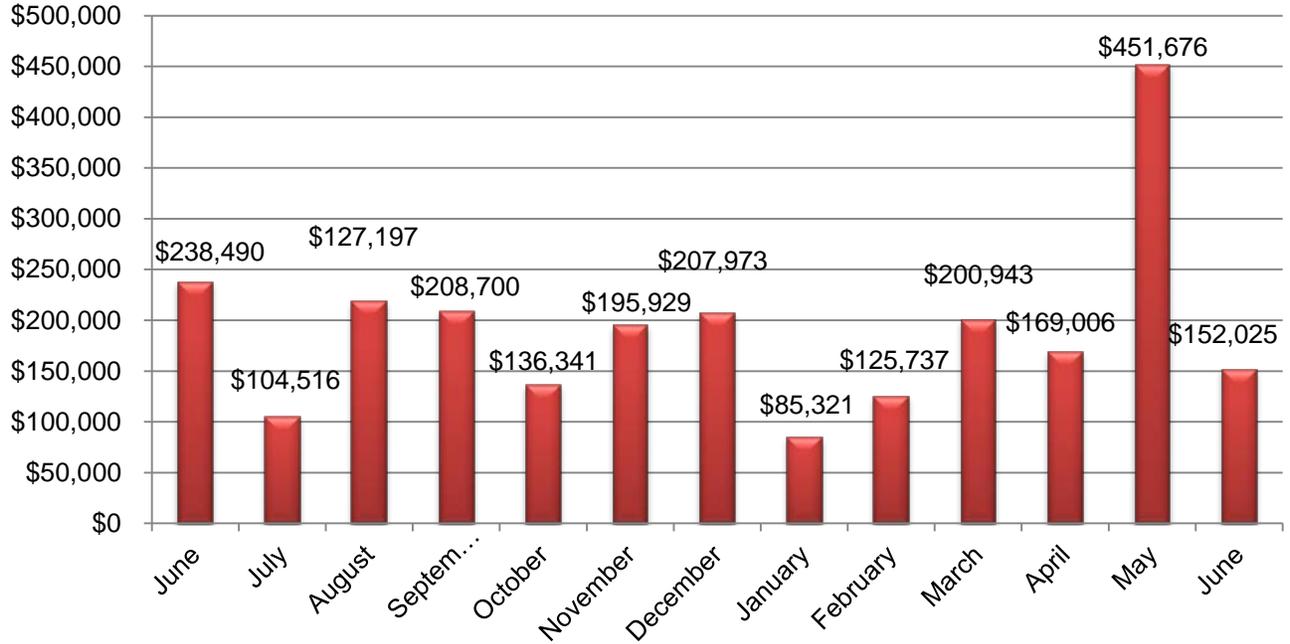


Valuation

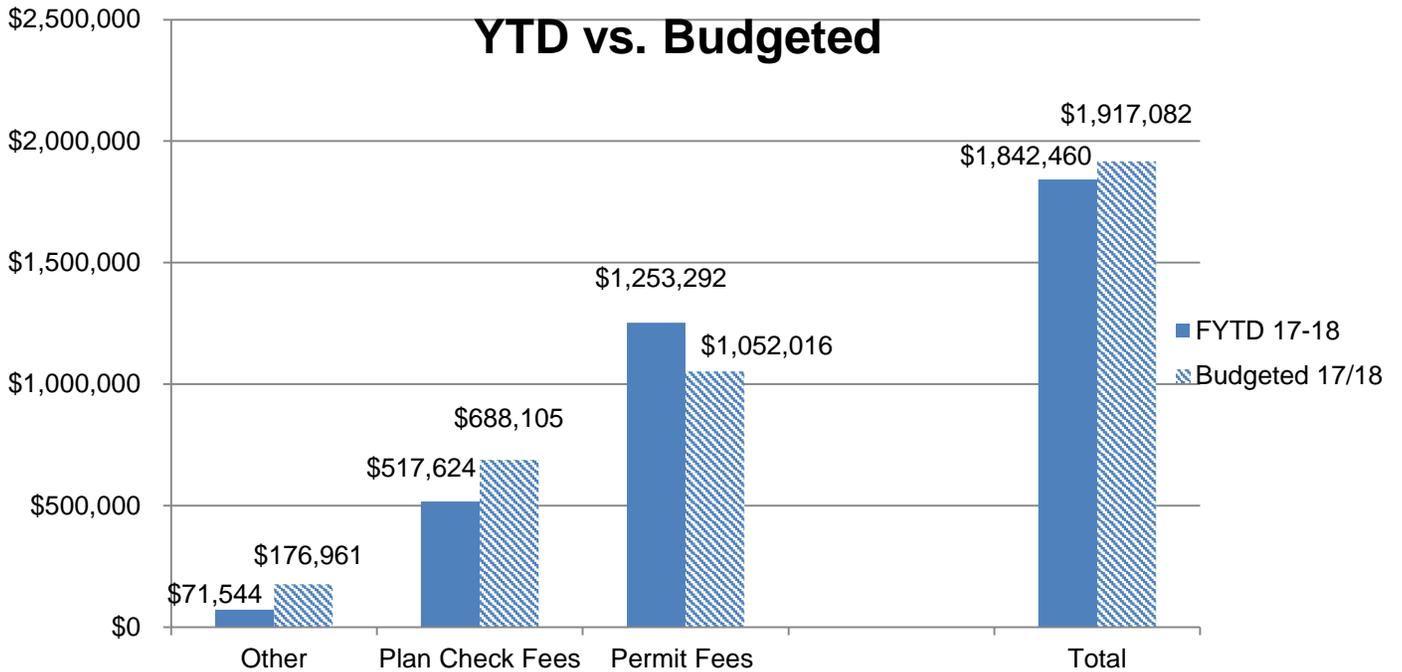


Summary Graphs

Fees



YTD vs. Budgeted



Town of Atherton

July 12, 2018

Atherton IT Summary

Interwest has been providing IT Support Services to the Town for the past 1.5 years. Below is a quick summary of changes and policies that IT has created since coming on board.

Prior to coming onboard Interwest developed an “Atherton IT Transition Communication Plan”. The plan described the different ways users can contact IT and went over the deployment of the helpdesk desktop shortcut link. Having the desktop shortcut helped users create trouble tickets on demand and keep track of all the items they submitted.

Interwest started providing 24x7x365 support to the Town and was onsite one full day per week. Part of Interwest’s transition plan was to start the process of creating an IT Action Items list that was updated on a weekly basis. The Action Items list was a priority list of IT issues Interwest saw as they were conducting their initial network assessment. **Attachment A** gives a brief description of completed Atherton IT Projects and also highlights long term projects for the Town. Currently IT is onsite two days/week and if additional project support is needed they come onsite as needed.

Attachment A

Atherton IT Projects - Completed

User Login Issues - Streamline so every user does not have individual Logon profiles- Have it globally deployed
Network Monitoring Servers and Services including ISP - All Town Servers and Services on Interwest Network Monitoring System
Decommission old Public Works Server
Decommission old Finance Server
Upgrade RIMS and Mobile RIMS to the latest software
Town Network Out of IP Addresses: Added additional network IP Addresses to fix the Town network IP address issue.
Asset inventory all Desktops also labeled and added asset tags to each system.
Facilitate moving rack at the HP Park office from one office to another. 1. Reworked all wiring to be routed from one office and to an adjacent office 2. Labeled and inventory all hardware 3. Moved Server Rack from one location to another
Coordinate wiring for new 911 System
Deployed all new PC's including Surface tablets
Upgrade LAWNET router for PD
VPN Setup for the Town
APBNET system deployment
Streamline Town's Backup System
Network Traffic Reroute
Email Migration to a redundant Email store
New Spam Filter for Town – Barracuda
Facilitate Code Enforcement Software
Alarm System install in PD
PD Software Upgrade
Finance IT Assessment
Setup redundant City Hall Router
Helping with Civic Center IT Design – Ongoing
Network Upgrades – Installed/Configured new Cisco Switches
Consolidating and Decommissioning Servers -The past 6 months IT Has decommissioned 4 servers includes RIMS (Records Management Management) system and older Police File Servers
Automatic License Plate Reader for PD
New Domain Controllers
Consolidating of Wireless Controller Servers and Software

Atherton IT – Future Projects

Assisting and Coordinating Relocation of Facilities and Town Civic Center Project
IT Business Plan
Office 365 Email Migration
Phone System RFP
Online Body Camera System
Develop and Implement SharePoint for Paperless processes includes Agenda Management System.
New PD Vehicles MDC Deployment