

COUNTY OF SAN MATEO

INTER-DEPARTMENTAL CORRESPONDENCE

DATE: December 9, 2001

HEARING DATE: January 23, 2001

TO: Honorable Board of Supervisors
FROM: Luther Perry, Director Information Services
SUBJECT: Report on Countywide E-Government Initiative

RECOMMENDATION

Approve Countywide E-Government Initiative status report, time line and project plan

Background

Your Board approved at Budget Hearings an initiative to provide County services, from all County departments, over the Internet to the greatest degree possible. Your Board directed the Information Services Department (ISD) to work with departments to identify potential service concepts. Initial work on this effort started in September. ISD has worked with Supervisors Jacobs-Gibson and Hill, meeting in late September and early December to review the planned approach and proposed deliverables

A draft project plan with time lines and sample deliverables, included as Exhibit A, has been prepared and is guiding current project work This plan includes the elements listed below.

- An overview briefing with each County department head and their division managers, followed by structured interviews with the managers of each major division and program office to identify practical candidate services for the Internet. Operational examples from other counties are used whenever possible.
A survey of Internet services currently provided by and planned for the near future by other counties, including both California counties and comparable non-California counties.
Preparation of an "inventory" of candidate services Most of this work will be completed in January, but additions will be made on an ongoing basis as they are discovered. The estimated number of such services is 200-300.

- ▶ A brief operational description and service concept will be prepared for each. Departmental recommendations regarding priorities will be included, ISD will provide technical recommendations, and a rough “order of magnitude” cost will be estimated
- ▶ A final report including the inventory, descriptions, recommendations and estimated costs will be submitted to your Board for the June Revisions of the Recommended County Budget for 2001-02. This report will include a summary of current County Internet services and selected brief case studies

A working draft of the Final Report is included as Exhibit B.

### Discussion

Candidate services of several different “types” have been identified, “type” referring to the nature of interaction with the public, not the actual County service provided; all of the types apply to every County department. The major service types and comments on each are described below:

- ▶ Content is generally the simplest and first Internet service, although extensive or complex content in an understandable and usable form is a challenge to provide and implementation can be expensive. Contact information for County offices and programs is a simple example; retirement information provided by SamCERA is complex and extensive. **The most difficult aspect of content is content management — keeping it current and accurate.**
- ▶ Frequently updated content may be simple or complex, but appropriate design of the update processes must be fully integrated into departmental operations, a challenging and expensive ongoing obligation. Board agenda packets and property parcel information, such as taxes due and paid, are examples
- ▶ Requestor-specific content is always at least moderately complex and expensive to implement because it is necessary to identify (correctly) the relevant characteristics of the requestor, then to respond accurately. A query about taxes due for a specific property parcel is a moderate example, information related to the geographic location of a parcel or street address is very complex and usually requires a full Geographic Information System (GIS).
- ▶ Business transactions conducted over the Internet require traditional “back end” online transactions systems to support them. While some traditional “legacy” systems such as property taxes and traffic tickets can be “front ended” for the Internet with moderate difficulty and cost, other proposed services such as self-directed eligibility determination do not currently have properly structured “back end” systems to build on; Internet services in these areas will be as expensive as traditional systems.
- ▶ Email-enabled services such as application processes and citizen input/comment will require new policies, and re-engineering of operational procedures, to meet the demand-

ing expectations of the public for responsiveness — people expect accurate and appropriate responses in Internet time, not 2-3 weeks, or even 2-3 days. Important generic capabilities implemented County wide can apply effective technology to help; commercial email analysis and response software is an example, work flow automation software is another.

- ▶ Foundational, or infrastructure, technology and services are essential to enable and facilitate the direct Internet services. Major upgrading of the County's Internet transaction processing and payment processing elements is needed. Email analysis and response has been noted above. Work flow automation can streamline operations and contain ongoing costs. Electronic signature technology will be necessary for many services.
- ▶ Location-oriented services will require the County's new Geographic Information System (GIS), scheduled for operation in the first quarter of 2001-02. Effective support for Internet services will require adding the GIS Web extensions, implementing many additional GIS data categories, and full resolution of property situs addresses (street names and numbers) via an agreed master address index.
- ▶ Carefully designed access to Internet services is critical to success. Portal technology (software) is likely to be necessary. Citizen surveys have proven helpful in designing access Web pages and presentations (Nevada County). Some expert services have dramatically improved some governmental Internet services (California DMV)

#### Fiscal Impact

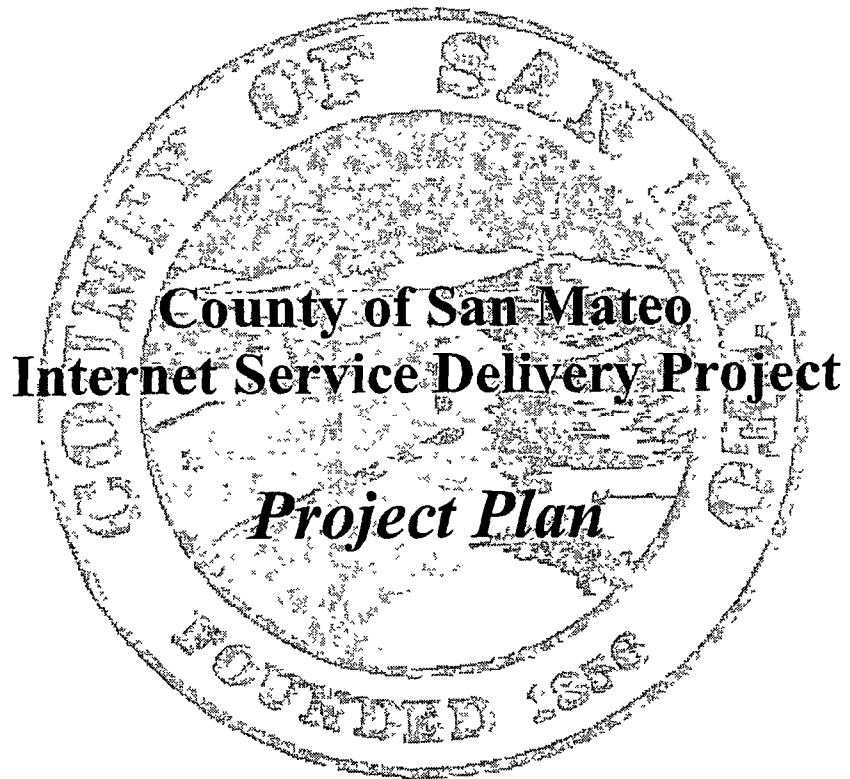
The fiscal requirements for implementing the plan will be roughly estimated and included in the Final Report. Brief discussion with comparison counties suggests the total will range to several million dollars.

#### Attachments:

Exhibit A — Draft Project Plan

Exhibit B — Working Draft Final Report

bdevov1



---

Prepared by the Information Services Department  
Project Status Report  
December 27, 2000

County of San Mateo  
Internet Service Delivery Project

---

---

Table of Contents

<b>Table of Contents</b>	<b>1</b>
<b>1) Overview</b>	<b>2</b>
<b>2) How: Information Services Department Approach</b>	<b>2</b>
<b>2.1 Review of other counties and agencies.</b>	<b>3</b>
<b>2.2 Analysis of County of San Mateo.</b>	<b>3</b>
<b>2.3 Technical Analysis.</b>	<b>4</b>
<b>2.4 Case Studies.</b>	<b>4</b>
<b>3) When: Time lines for completing the analysis.</b>	<b>5</b>
<b>3.1 Review of other counties and agencies.</b>	<b>5</b>
<b>3.2 An initial (status) report to the Board of Supervisors.</b>	<b>5</b>
<b>3.3 Meetings with departmental leadership teams.</b>	<b>5</b>
<b>3.4 Gather departmental management priorities.</b>	<b>5</b>
<b>3.5 Review e-Government reports from other agencies.</b>	<b>5</b>
<b>3.6 Case studies from County departments.</b>	<b>5</b>
<b>3.7 Final report to the Board of Supervisors.</b>	<b>5</b>
<b>4) What: Description of the final report.</b>	<b>5</b>
<b>5) Status of Departmental Reviews.</b>	<b>6</b>
<b>5.1 Executive briefing to department heads and their division chiefs.</b>	<b>6</b>
<b>5.2 Detailed meetings and discussions.</b>	<b>7</b>

**County of San Mateo**  
**Internet Service Delivery Project**

---

---

**1) Overview**

The Internet is changing business models for almost all industries. Businesses are finding opportunities to pare-down their service organizations without reducing service levels. New and innovative service delivery mechanisms are being developed; most of these innovations originate within California -- specifically in the Silicon Valley.

The rate of acceptance -- the speed with which people accept the changes, is also increasing. Already, providing service over the 'net is no longer considered optional. Customers of most organizations expect, almost demand, service over the web, because this service delivery option provides 24 x 7 (around the clock) service levels for the customers.

County government is guided by the principle of quality customer service. Various departments and agencies of the County of San Mateo provide services daily to

- Residents of the County;
- Businesses in the County;
- Clients of County programs;
- Other agencies and
- The Media

This is the "customer base" for County departments and agencies.

The County of San Mateo is currently engaged in research focused on direct services to the customers through the use of web technology. Electronic government, or eGov, to which it is widely referred, is the government's use of technology as an enabling strategy in improving service to the public and offers the government an opportunity to transform service delivery.

The Board of Supervisors has asked Information Services Department to conduct initial analysis for this project. The Board's idea is to transition the County toward greater reliance on the Internet as a service delivery medium. Results of the analysis will be a report that includes:

- Concepts and ideas for "webification" of services.
- Evaluation of using portal technologies.
- In addition, we will identify funding approaches and alternatives for enabling this transition on a countywide basis.

**2) How: Information Services Department Approach**

In order to meet the planning needs of the Board, we will conduct analysis in multiple steps. The identified steps will be as follows:

- 1) Review of other counties and agencies.
- 2) Analysis of the County of San Mateo needs.
- 3) A technical analysis of County needs.
- 4) Case studies from within the County.

**County of San Mateo**  
**Internet Service Delivery Project**

---

---

The final report is intended to be a very high level study. Also, the study is inherently slanted towards existing processes – processes that are based on current methods and systems that are familiar. When you take both these factors into account the following limitations arise

- New, potentially beneficial options could be missed.  
The County of San Mateo is fortunate in having a significant number of visionaries working in the County. However, the full potential of system often does not become apparent until implementation.
- Many ideas initially identified as potential targets for eGov initiative may not be implemented, due to department workload or project cost.  
A high level report can only provide a high level analysis of costs and benefits. The full costs of a project only become apparent once detailed analysis and planning is undertaken.

## **2.1 Review of other counties and agencies.**

The first order of business is to build an e-portfolio of eGov services implemented by other agencies that have been aggressive with web-based services and are recognized as leaders in specific services. Currently these include:

- Contra Costa County, CA
- Miami-Dade County, Florida
- Fairfax County, Virginia
- Lincoln County, Nebraska
- Los Angeles County, CA
- Orange County, CA
- Riverside County, CA
- Sacramento County, CA
- San Diego County, CA
- Santa Clara County, CA
- Ventura County, CA

In addition, other agencies are preparing for similar transitions. We intend to review any such reports that we can gain access to. To date, The County of Nevada, CA has provided us with a copy of their detailed analysis and report. We believe that reviewing reports by other agencies will provide us with valuable background information.

## **2.2 Analysis of County of San Mateo.**

The major input for the analysis however, will be derived from meetings with departmental leadership. We intend to meet with the leadership in all of the departments of the County. In these meetings we will show them examples from their own specialty area (when possible) or from a closely allied discipline. We expect that follow-up discussions will identify the various services that are being provided to the customers. The source documents from the customers and the type of

**County of San Mateo**  
**Internet Service Delivery Project**

---

service provided, including any reports, fees collected and existing system accessed will be identified. Each such separate case, where a department provides services to customers, is considered a potential target for eGov services and added to a list.

We will also encourage creative thinking about new services, and new service methods that the departments can use. However, we will not pursue these aspects exhaustively.

The list of potential cases will then be further analyzed. The analysis will focus on "What does it take?" We will assess "readiness" of the departments in terms of internal resource availability, as well as readiness and availability of electronic systems and data. In addition, any further input from the departments will be considered.

Specifically, we will ask the departments to provide their recommendation on areas of focus. We expect the departmental recommendations to be based on their functional expertise as well as specific plans that they may already have for enhancing their web presence.

### **2.3 Technical Analysis.**

We will formulate technical recommendations. The ISD recommendations will be based upon the following factors:

1. Our analysis of "What does it take?"
2. Alignment with other planned and in-process projects
3. Published information about successes of other agencies.

### **2.4 Case Studies.**

We will provide internal case studies by participating in detailed analysis of some projects. The criteria for selection are.

- Project already in advanced planning stage or
- Project already started
- Analysis phase of the project scheduled to be completed in time to be published with the final report.
- Availability of resources from our project to participate



**County of San Mateo  
Internet Service Delivery Project**

---

**3) When: Time lines for completing the analysis.**

In order to monitor the progress of the project and report the status accurately, we have planned the following project milestones.

- 3.1 Review of other counties and agencies.**  
Target completion 12/11/2000  
Status On Target
- 3.2 An initial (status) report to the Board of Supervisors.**  
Target Completion 1/9/2001  
Status. This document.
- 3.3 Meetings with departmental leadership teams.**  
Target completion 2/15/2001.  
Status. See Section 5
- 3.4 Gather departmental management priorities.**  
Target completion 4/15/2001.  
Status: Planned.
- 3.5 Review e-Government reports from other agencies.**  
Target Completion 4/15/2001.  
Status: On-going.
- 3.6 Case studies from County departments.**  
Target Completion 5/10/2001.  
Status: 1 Department identified.
- 3.7 Final report to the Board of Supervisors.**  
Target Completion. 5/22/2001  
Status: Preliminary Draft Started

**4) What: Description of the final report.**

The final report to the Board of Supervisors will be an inventory of potential services that could be provided over the Internet. Each item of the inventory will be accompanied by analysis that includes the following elements:

- 1. Description of the project including identification of the target customer population and evaluation of the benefits to the customers.
- 2. Estimated cost for implementing the identified concepts and type of service to be provided.

**County of San Mateo  
Internet Service Delivery Project**

---

- 3 Estimates of activity levels expected.
4. Identification of system and process dependencies.
5. System interfaces which is a review of current state of data; i e., is the data available in electronic form?
- 6 Department recommended priority and departmental project status.
- 7 Information Services Department recommended priority.

**5) Status of Departmental Reviews.**

This is a brief matrix of how far along we are in the process of canvassing the departments and divisions for this project.

**5.1 Executive briefing to department heads and their division chiefs.**

<b>Department</b>	<b>Executive Briefing Status</b>
Assessor - County Clerk-Recorder	Completed
Board of Supervisors	
Controller	Completed
Coroner	Completed
County Counsel	1/3/2001
County Managers Offices	Completed
Courts	
District Attorney	
Employee and Public Services	Completed
Environmental Services Agency	Completed
Health Services Agency	1/5/2001
Human Services Agency	Completed
Information Services Department	Completed
Probation	Completed
Public Works	1/8/2001
Retirement	
Sheriff's Office	
Tax Collector/Treasurer	Completed

**County of San Mateo  
Internet Service Delivery Project**

---

**5.2 Detailed meetings and discussions.**

<b>Department Division</b>	<b>Initial Interviews Meetings</b>	<b>Review meetings</b>
<b>Assessor - County Clerk-Recorder</b>		
<b>Board of Supervisors</b>		
<b>Controller's Office</b>	12/19/2000	
<b>Coroner</b>	12/19/2000	
<b>County Counsel</b>		
<b>County Managers Offices</b>		
<b>Courts</b>		
Consolidated Courts		
Jury Services		
Traffic Division		
<b>District Attorney</b>		
Criminal Division		
Public Administrator		
Family Support Division		
<b>Employee and Public Services</b>		
Human Resources	12/11/2000	
Public Safety Communications		
Purchasing	12/13/2000	
Revenue Services	1/10/2001	
<b>Environmental Services Agency</b>		
Agricultural Commissioner/Sealer		
Animal Control Services		
County Library	12/20/2000	
Fire Protection		
Fish and Game Propagation		
LAFCo		
Parks and Recreation	1/5/2001	
Planning	11/17/2000	
UC Co-operative Extension		
<b>Health Services Agency</b>		
Aging and Adult Services		
Community Health Clinics		
County General Hospital		

**County of San Mateo  
Internet Service Delivery Project**

<b>Department Division</b>	<b>Initial Interviews Meetings</b>	<b>Review meetings</b>
North County Health Center		
Emergency Medical Services		
Food and Nutrition Services		
In-Home Supportive Services		
Public Health		
AIDS Program		
Correctional Health Services		
Environmental Health Services		
<b>Human Services Agency</b>		
Alcohol and Drug Services	12/6/2000	
Children and Family Services	12/6/2000	
County Programs	12/5/2000	
Economic Development		
Eligibility Determination		
Employment Services		
Office of Housing	12/4/2000	
Out-of-Home Placement		
Vocational Rehabilitation Services		
Welfare Aid Payment		
<b>Information Services Department</b>		
<b>Probation</b>		
Administrative Division		
Adult Services Division		
Juvenile Services Division		
Institutions Division		
<b>Public Works</b>		
Engineering Services		
Facilities Maintenance and Operations		
Airports		
Fleet Maintenance		
Landscape Maintenance		
Roads		
Special Districts		
Tower Road Construction		
Transportation Services		
Waste Management		
Environmental Services		
<b>Retirement</b>		

**County of San Mateo**  
**Internet Service Delivery Project**

---

---

<b>Department Division</b>	<b>Initial Interviews Meetings</b>	<b>Review meetings</b>
<b>Sheriff's Office</b>		
Administrative Division		
Custody Division		
Detention Division		
Operations Division		
<b>Tax Collector/Treasurer</b>		
Tax Collection		
Treasurer		



---

**Prepared by the Information Services Department**

**May 23, 2001**

Draft 12/27/2000

**County of San Mateo  
Internet Service Delivery Project**

---

**Table of Contents**

<i>Table of Contents</i>	1
<i>I) Overview</i>	3
<i>II) Summary of projects.</i>	4
II.1 Recommended approach -- next steps.	4
II.2 Summary List of projects: Chart II	4
<i>III) Countywide considerations.</i>	19
III.1 Technical Infrastructure.	19
III.2 Process Issues.	20
III.3 Access Issues.	20
III.4 Expected Benefits.	21
III.5 Funding Issues.	21
<i>IV) Comparison of our web services with other counties.</i>	22
<i>V) Findings from review of reports from other agencies.</i>	27
<i>Exhibits</i>	
<i>A) Detailed Descriptions of Projects.</i>	28
I. Assessor, County clerk-recorder.	28
1. Ability to order vital records.	28
II. Board of Supervisors.	28
1. Make agendas available on-line.	28
III. Controller.	29
1. Allow owners to request tax refunds on-line.	29
2. Intranet: Provide employees with e-paystub.	29
IV. Coroner	30
1. Allow physicians to file death certificates on-line.	30
V. Employee and Public Services - Employee Relations	31
1. Manager/Supervisor Training.	31
VI. Employee and Public Services - Human Resources	31
1. Accept applications for open positions.	31
VII. Employee and Public Services - Purchasing	32

## County of San Mateo Internet Service Delivery Project

---

1. Provide information about vendor registration. _____	32
VIII. Environmental Services Department - Planning. _____	32
1. "Simple" building permits. _____	32
2. Planning Commission Agendas. _____	33
3. On-line comments for commission hearings. _____	34
IX. Human Services Agency. _____	34
1. Allow Housing Aid applicants to review their status. _____	34
2. Allow clients to provide current contact information. _____	34
3. Allow clients to schedule/re-schedule inspections and interviews. _____	35
X. Information Services Department _____	35
1. Public Hearing -- 2 way Web-cast. _____	35
2. Show government services, on a map, around a stated address. _____	36
XI. Probation Department _____	36
1. Access to information about various providers. _____	36
XII. Public Works _____	37
1. Allow citizens to report road hazards. _____	37
XIII. Sheriff's office _____	37
1. Daily Booking Log _____	37
XIV. Information Services Department _____	38
1. Public Hearing -- 2 way Web-cast. _____	38
B) <i>Sample Web Screens from other Counties.</i> _____	39
a. Alameda County Home Page. _____	39
b. County of San Diego - On-line Services Page: _____	40
c. County of San Diego: Sheriffs Booking Log _____	41
d. County of San Diego: Abducted Children Page. _____	42
e. Miami-Dade County, Florida - Address based Portal: _____	43
f. Miami-Dade County, Florida - Portal Response: _____	44



# County of San Mateo

## Internet Service Delivery Project

---

### I) Overview

County government is guided by the principle of quality customer service. Various departments and agencies of the County of San Mateo provide services daily to:

- Residents of the County;
- Businesses in the County;
- Clients of County programs;
- Other agencies and
- The Media

This is the “customer base” for County departments and agencies.

The County of San Mateo is reviewing the options for providing direct services to the public through the use of web technology. Electronic government, or eGov, to which it is widely referred, offers the government an opportunity to transform service quality and delivery

The Board of Supervisors had asked Information Services Department to conduct initial analysis for this project. The Board's idea is to transition the County toward greater reliance on the Internet as a service delivery medium.

This report is a result of the analysis. The report is organized as follows:

1. Summary list of projects for consideration.
2. Countywide considerations.
3. Findings from reviewing other county web services.
4. Findings from reviewing similar reports from other agencies.
5. Exhibit detailing the projects summarized above.
6. Exhibit showing examples of other County pages.

In the very next section, we first introduce a short list of recommendations. The recommendations suggest factors to be weighed in determining the final countywide, prioritized list of projects for implementation. Next, we provide a complete inventory of potential projects. The list is in a matrix form, ordered by Department/Division. The columns of the matrix provides information that we believe is most important for determining the relative merits of each project.

The section that follows reviews issues with infrastructure and preparedness. Before jumping ahead with implementing projects, the County will need to discuss and resolve most of these issues.

Next we summarize the variety of services offered by other counties. The summarization identifies the level (content, transaction, portal), and type of services offered by counties that are on the forefront of this service delivery medium.

# County of San Mateo

## Internet Service Delivery Project

---

Following that, we have identified any significant findings from reviewing similar reports from other agencies. We have included items that may have relevance in the process of narrowing the list of potential projects to a list of projects for implementation.

In the exhibits, we have first detailed the various projects. Following that we have given samples of web sites of other counties.

## II) Summary of projects.

### II.1 Recommended approach -- next steps.

Material to be developed after the list is finalized.

### II.2 Summary List of projects: Chart II

In the pages that follow is an exhaustive inventory of projects. The projects are listed as a matrix ordered by department and division where the idea originated. The project is identified in brief. In the next column we have identified the order of magnitude for the expected cost; the cost range is identified by number of \$ symbols. e.g., \$,,\$\$\$ means the expected cost is in the thousands but less than ten thousand.

The column following costs identified the type of service this project would provide. Following that, is a column identifying recommended priorities. First number identifies departmental recommendation for priority based on their expectation of usefulness to their customers. Separated by a '/' is the recommendation from Information Services Department. This is based upon our observations of departmental and systems readiness as well as alignment with other projects. The priorities are categorized as follows:

- ◆ Priority of '1' means this project is recommended for immediate consideration
- ◆ A priority of '2' means this project should be considered after proving feasibility using other projects.
- ◆ A priority of '3' means this project is visionary in nature, and should be reviewed for feasibility at a later date.

The projects identified are in a variety of planning and development stages, so the next column identified the stage that a project has achieved in the department. Often times the County can leverage a technology for use within multiple projects and the next column, X-ref, identifies projects that are similar in nature. The last column provides page number, where the detailed description of a project can be found.

**County of San Mateo**  
**Internet Service Delivery Project**

Department Division Project	Cost : Order of Magnitude	Type of Service	Department Priority /ISD Priority	Departmental Project Status	X-ref.	Details Page Num.
<b>Assessor - County Clerk-Recorder</b>						
1. Ability to order vital records		Transaction		Vision		28
2. Provide a unified means for clients to access and view records		Content		In planing		
3. Ability to record re conveyances electronically.		Transaction		In planning		
4. Provide a "Wedding Camera" service		Content		Vision		
5. Ability to record building permits for assessment.		Transaction		In planing		
6.						
<b>Board of Supervisors</b>						
7. Make agendas available on line		Content		Being Developed.		28
<b>Controller</b>						
8. Allow property owners to check status of tax refund request.		Content		Vision		
9. Allow property owners to request tax refunds on line		Content		Vision		29
10. Provide detailed explanation of tax bill items		Content		Vision		
11. Provide a County wide tax FAQ page.		Content		Vision		
12. Provide tax apportionment information.		Content		Vision		
13. Provide electronic deposit of tax and levy apportionment		Content		Vision		
14. Provide taxing districts and agencies		Content		Vision		

**County of San Mateo  
Internet Service Delivery Project**

Department Division Project	Cost : Order of Magnitude	Type of Service	Department Priority /ISD Priority	Departmental Project Status	X ref.	Details Page Num.
with means to check status of payments.						
15. Means to notify Audit of potential accounting irregularities		Content		Vision		
16. Means for other agencies to file mandated forms		Content		Vision		
17. Provide departments with County policies and accounting guide.		Content		Vision		
18. Ability for customers to provide feedback.		Content		Vision		
19. Customer satisfaction surveys.		Content		Vision		
20. Electronic copy of newsletter.		Content		Vision		
21. County financial reports		Content		Vision		
22. Departmental audit reports Summaries		Content		Vision		
23. Departmental audit reports Details		Content		Vision		
24. Ability for Courts to file "Fines/Fees/Forfeitures" report		Transaction		Vision		
25. Ability to drop from internet access to intranet access		<Infrastructure>		Vision		
26. Allow vendors to check status of payments		Content		Vision		
27. Complete B2B e commerce with larger vendors.		Transaction/ <Infrastructure>		Vision		
28. Departmental Budget and financial information.		Content		Vision		

**County of San Mateo  
Internet Service Delivery Project**

Department Division Project	Cost : Order of Magnitude	Type of Service	Department Priority /ISD Priority	Departmental Project Status	X ref.	Details Page Num.
29. Intranet: Allow employees to file status change forms		Transaction		Vision		
30. Intranet: Provide commonly used employment/payroll forms for downloading		Content		Vision		
31. Intranet: Provide a FAQ page for employees		Content		Vision		
32. Intranet Provide employees with list of persons to call		Content		Vision		
33. Intranet Allow on line time entry and approval		Transaction		Vision		
34. Intranet: Provide employees with e paystub		Content		Vision		29
35. Intranet: Allow departments to request changes for system access.		Content		Vision		
36. Intranet: Allow departments to make changes for system access.		Transaction		Vision		
37. Intranet Provide an availability / status page for system status		Content		Vision		
38. Intranet: Provide system documentation.		Content		Vision		
39. Intranet: Provide on line training for departments.		Content		Vision		
40. Intranet: Provide ability for departments/vendors to provide invoice images.		Content		Vision		

**County of San Mateo  
Internet Service Delivery Project**

Department Division Project	Cost : Order of Magnitude	Type of Service	Department Priority /ISD Priority	Departmental Project Status	X- ref.	Details Page Num.
41						
<b>Coroner</b>						
42. Allow physicians to file Death certificates. (State project participation)		Transaction		Vision		30
43. Create a Home page for Coroner's office.		Content		In planning		
44. Provide pamphlets for downloading		Content		In planning		
45. Generate and provide planning information for elderly		Content		Vision		
<b>County Counsel</b>						
46. Post County ordinance code		Content		Available		
47						
<b>County Managers Offices</b>						
48. Build a home page	\$\$\$\$	Content		In planning		
49. Provide Budget summaries		Content				
<b>Courts</b>						
50						
<b>District Attorney</b>						
51.						
<b>Employee and Public Services</b>						
<b>Employee Relations</b>						
52. Publish MOU for other agencies and County managers		Content		Vision		
53. Manager/Supervisor training		Content		Vision		

**County of San Mateo**  
**Internet Service Delivery Project**

Department Division Project	Cost : Order of Magnitude	Type of Service	Department Priority /ISD Priority	Departmental Project Status	X-ref.	Details Page Num.
54. Ensure all managers/supervisors have access to PC/e mail/internet		<Infrastructure>				
55.						
<u>Human Resources/Recruitment</u>						
56. Accept applications		Content		In planning		
57. Accept resumes/Resume bank		Content		Vision		
58. Provide workstations/kiosks in lobby		<Infrastructure>		Vision		
59. Provide easy to follow help, e g , voice assisted		Content		Vision		
60. Provide easy to navigate (visually better) County web		Content		Vision		
61. Self help forms for employees.		Transaction		Vision		
62. Interactive tour of County services like a video game		Content		Vision		
63. Clean up conflicting information, e g , Civil service code under EPS and County counsel pages		Content <Infrastructure>		Vision		
64. Conference calls/Video conference interviews with candidates		Content		Vision		
65. Feedback loops and evaluations; surveys of candidates and exit interviews		Transaction		Vision		
66. Interactive employment application		Content		Vision		
67. Maintain all recruitment online; list maintenance and forwarding		Transaction		Vision		
68. Allow candidates to identify areas of		Transaction		Vision		

**County of San Mateo  
Internet Service Delivery Project**

Department Division Project	Cost : Order of Magnitude	Type of Service	Department Priority /ISD Priority	Departmental Project Status	X- ref.	Details Page Num.
interest for future openings						
69 Provide departments immediate access to on line applications		Content		Vision		
70. Provide "intelligent search" that is functionally driven instead of organizationally based.		Content/ Portal		Vision		
71. Provide general directions to other government services; including links to pages		Portal		Vision		
72 Provide links to Mapquest (or similar), for other government agencies.		Portal		Vision		
73. Easy to find, interactive information about public services		Portal		Vision		
74.						
<u>Human Resources/Benefits</u>						
75. Allow candidates to provide feedback about benefits levels		Content		Vision		
76.						
<u>Purchasing</u>						
77. Provide information about Vendor registration		Content		Vision		
78. Allow potential vendors to register interest		Content		Vision		
79. Allow complete vendor registration		Transaction		Vision		
80. Post solicitation information		Content		Vision		



**County of San Mateo**  
**Internet Service Delivery Project**

Department Division Project	Cost : Order of Magnitude	Type of Service	Department Priority /ISD Priority	Departmental Project Status	X- ref.	Details Page Num.
81. Allow vendors to download full solicitation.		Content		Vision		
82. Allow vendors to respond to bids/RFQ		Transaction		Vision		
83. Publish award information		Content		Vision		
84. Provide purchase order by e mail		Content		Vision		
85. Allow bill presentation; on line or by e mail		Transaction		Vision		
86.						
87. Provide e auction capability for surplus property warehouse		Transaction		Vision		
88. Allow auction winners to make payments (e check)		Transaction		Vision		
89.						
90. On intranet, publish customer guide for copy center		Content		Vision		
91. On intranet, publish administrative memos		Content		Vision		
92. On intranet, publish County procedures.		Content		Vision		
93						
<b>Environmental Services Agency</b>						
<b>Planning</b>						
94. Provide Internet reference notices sent to residents.		Content				
95. Upgrade permit planning system.		<Infrastructure>		In planning		

## County of San Mateo Internet Service Delivery Project

Department Division Project	Cost : Order of Magnitude	Type of Service	Department Priority /ISD Priority	Departmental Project Status	X-ref.	Details Page Num.
96 Issue routine building permits	\$\$\$,\$\$\$	Transaction		In planning		32
97 Make Planning Commission agendas available on line		Content		Partially available.	7	33
98. Accept comments for public hearings		Transaction		Vision		34
99. Make status of Permits available on line.		Content		In planning		
100 Accept applications for All permits on line.		Transactional		Vision		
101 Make environmental impact documents available.		Content		Partially available.		
102. A "Chat room" information kiosk.		Portal Alternative		Concept		
103. Present customers with detailed planning data		Content/Portal				
<b>Health Services Agency</b>						
104. Allow customers to make appointments.		Content		Vision		
105						
<b>Human Services Agency</b>						
106. Allow Housing Aid applicants to review their status		Content		In planning		
107 Allow clients (Housing Aid, Financial Assistance, Foster/Adoptive Parents etc ) to provide current contact information		Transactional/Portal		In planning		
108. Allow clients to provide status		Transactional/		In planning		

**County of San Mateo**  
**Internet Service Delivery Project**

Department Division Project	Cost : Order of Magnitude	Type of Service	Department Priority /ISD Priority	Departmental Project Status	X ref.	Details Page Num.
updates.		Portal				
109. Allow clients to provide annual renewal information.		Transaction/ Portal		In planning		
110 Allow clients to schedule/re schedule inspections and interviews		Content		In planning		
111. Allow landlords to review payment status		Content		In planning		
112 Provide landlords with facility to list available property provide recipients to find available properties		Content		In planning		
113. List of Shelters and Referral Organizations		Content		In planning		
114. Ability to answer the question: "I live in where can I spend the night?"		Content/GIS		In planning		
115 Allow application for rehabilitation assistance		Transaction		In planning		
116. Post bid requests for rehabilitation projects		Content		In planning		
117. Receive responses to bids for rehabilitation projects		Transaction		In planning		
118 Forward applications for privately funded rehabilitation, to appropriate agencies		Transaction		Vision		
119. Accept financial assistance applications		Transaction		Vision		
120 Route applications to case worker		Transaction/ Portal		Vision		

**County of San Mateo  
Internet Service Delivery Project**

Department Division Project	Cost : Order of Magnitude	Type of Service	Department Priority /ISD Priority	Departmental Project Status	X- ref.	Details Page Num.
based on zip code		Portal				
121. Accept supplemental information for assistance qualification		Transaction		Vision		
122. Upload application information to Medical		Transaction		In planning		
123. Allow clients to schedule/re schedule appointments.		Content			110	
124. Link to "SMART Engine" for qualifying applicants on line		Transaction		Vision		
125. Provide e mail addresses to clients		Transaction		In planning		
126. Increase access points/service levels at libraries and CBOs.		<Infrastructure>		Partially available		
127. Allow clients to review status of their application.		Content		In planning		
128. Provide support infrastructure for foster/adoptive families; like chat rooms and bulletin boards.		Transaction		In planning		
129. Publish detailed information for prospective foster/adoptive families		Content		In planning		
130. Provide concise links to CA resources for foster/adoptive families		Content		In planning		
131. Provide a means for prospective foster/adoptive families to register interest.		Transaction		In planning		
132. List server e mail distribution of newsletters		Content		In planning		

**County of San Mateo  
Internet Service Delivery Project**

Department Division Project	Cost : Order of Magnitude	Type of Service	Department Priority /ISD Priority	Departmental Project Status	X- ref.	Details Page Num.
133. Provide secured chat rooms for foster/adoptive parents to earn CEUs		Content		In planning		
134. Maintain a "calendar of events", all divisions.		Content		In planning		
135. Provide a means for registered foster/adoptive parents to view/search information on children (in County care).		Content		Vision/ Available via private agencies		
136. Provide means to automatically update State systems when updating local information like address etc.,		Transaction		Vision		
137. Allow foster/adoptive families to schedule interviews and inspections		Content		In planning		
138. Provide means for anonymous child abuse prevention tips		Transaction		Vision		
139. List of services, contacts and referral agencies		Content		In planning		
140. Allow alcohol/drug abuse prevention program bid solicitation and response		Transaction		Vision		
141. Allow referral from Courts on line (Alcohol and drug abuse prevention)		Transaction		Vision		
142. Allow on line registration for prevention programs		Content		In planning		
143. Provide complete services guide		Content		In planning		
144. Links to State and Federal information.		Content		In planning		

**County of San Mateo  
Internet Service Delivery Project**

Department Division Project	Cost : Order of Magnitude	Type of Service	Department Priority /ISD Priority	Departmental Project Status	X-ref.	Details Page Num.
145	Provide multi lingual capabilities for all HSA options (especially Spanish)	Content		In planning		
146	Provide means/capability for clients to customize their view of County services ("MyCounty")	Portal		In planning		
147.	Provide frequently needed forms for download	Content		In planing		
148.	Create a repository of forms	Content		In planning		
149.	Accept scanned document images for supplemental information	Content		Vision		
150.	Provide scanning hardware at public access stations (libraries etc.)	<Infrastructure>		Vision		
151.						
<b>Information Services Department</b>						
152.	Conduct town hall meetings on line	Content		Feasibility test	102	
153.	Conduct public hearings with 2 way web cast	Content		Feasibility test		38
154.	Mapquest data updates	<Infrastructure>				
155.	Show government services, on a map, around a stated address or APN	Content				
156	Capture master street/address index: City/County/Post office coordination, 911 coordination	<infrastructure>				
157.	Determine and list government services for an address	Portal				
158	List nearby mass transit options for	Portal				

## County of San Mateo Internet Service Delivery Project

Department Division Project	Cost : Order of Magnitude	Type of Service	Department Priority /ISD Priority	Departmental Project Status	X- ref.	Details Page Num.
an address						
159. List nearby parks (all agencies) for an address		Portal				
160. List parcel information		Content/GIS				
161. Capture census information into GIS		<Infrastructure>				
162. Capture Transit routes into GIS		<Infrastructure>				
163. Capture political jurisdictions into GIS		<Infrastructure>				
164. Capture K 14 school information into GIS		<Infrastructure>				
165. List Census, school etc., data for an address or APN		Content				
166.						
<b>Probation</b>						
167. Access to information about various providers, schools, service agencies, etc.		Content				
168. Subscription to department of justice (State and federal) databases, e g , cal gang		<Infrastructure>				
169. Provide officers access to intranet services using mobile technology		<Infrastructure>				
170. Provide links to State and Federal statutes		Content				
171						
<b>Public Works</b>						

**County of San Mateo  
Internet Service Delivery Project**

Department Division Project	Cost : Order of Magnitude	Type of Service	Department Priority /ISD Priority	Departmental Project Status	X- ref.	Details Page Num.
172. Allow citizens to report road hazards		Transaction		Vision		
173.						
<b>Retirement</b>						
174						
<b>Sheriff's Office</b>						
175 Daily booking log		Content				
176 "Who's in Jail" interaction		Content				
177.						
<b>Tax Collector/Treasurer</b>						
178. Allow customers to pay property taxes over the internet		Transaction		In Production		
179 Allow customers to check property taxes due and payment status		Content		In Production		
180 Special tax record access for title companies		Content				



# County of San Mateo

## Internet Service Delivery Project

---

### III) Countywide considerations.

Internet is changing business models in every industry. Accordingly, the County can expect to undergo some changes in their 'business model'. This notion immediately runs into the wall of legal requirements, e.g., before issuing permits, the County is legally required to obtain the signature of the property owner. Normally the contractor makes the application for the permit on paper form, a knowledgeable contractor can have the owner sign before submitting. This process becomes cumbersome when attempting to model on the Internet.

There are similar considerations with respect to technical background, customer and County management expectations, and funding.

We have identified the following items that need to be considered:

- 1) Technical Infrastructure.
- 2) Process issues.
- 3) Access issues.
- 4) Expected benefits.
- 5) Funding issues.

These are further discussed below.

#### III.1 Technical Infrastructure.

This issue covers a number of aspects. Foremost in this category, would be the infrastructure that is normally considered as required for a 'web' business environment. The County has already invested heavily in these areas and has the following infrastructure in place.

- ◆ Multiple/redundant lines to Internet service providers.
- ◆ Scalable hardware environment.

The next aspect of technical infrastructure is the need for applications and data that are 'web-enabled'. In the section on projects, we have identified a number of infrastructure projects. These are projects that by themselves do not provide direct services to customers, instead, they provide a layer of support that can be leveraged by other projects to provide direct customer service.

The final area under technical infrastructure is the need for well-trained staff. The local economy has consistently been draining the human resources of the County; in some instances this could be a potential roadblock for timely and consistent development of projects.

# County of San Mateo

## Internet Service Delivery Project

---

### III.2 Process Issues.

As new systems are introduced, the business processes need to be 're-engineered' to maximize the benefits to be derived from the system. The County will need to undertake a similar effort as Internet services are implemented, for example as we offer the ability for the customers to e-mail their questions/concerns, the expected response is in Internet time. People no longer consider a week or two to be an acceptable timeline for responding to queries -- the expectation has been raised to one or two hours. Clearly, the County will need to prepare for this customer expectation.

### III.3 Access Issues.

Much has been reported about the great digital divide. This is a matter of grave importance in public policy. In setting priorities and funding levels, the Board needs to be cognizant of this issue. Human services agency has recently completed a survey of it's clients in order to prioritize their departmental plans. However, the findings of that survey will provide the Board with a good basis for understanding public need.

Following is an (unscientific) abstract of data gathered from the survey:

<u>Category</u>	<u>Count</u>
Total respondents:	1866
Have computer at home	559
Have PC at home and access Internet	260
If there is no computer at home, is there a computer you can use	526
All respondents who access Internet	411

Thus, a simplistic analysis would yield the following result:

Total number with computer access:  
 $(559 + 526)/1866 = 58\%$

Internet access rate for home computers:  
 $260/559 = 46.51\%$

Overall Internet access rate:  $411/(559+526) = 38\%$

# County of San Mateo

## Internet Service Delivery Project

---

It must be stressed that this is not a scientific analysis. Knowledgeable analysts in Research and Planning division of Human Services Agency are in the process of analyzing the data and will publish the material separately. Future drafts of this reports will contain most current published data available.

### III.4 Expected Benefits.

One clear benefit of delivering services over the Internet is improved service that is available on an around-the-clock basis. The general expectation however, is that this method of service delivery will save 'staff time'. This expectation is fostered by technical journals praising projects in private industry that have 'saved' the enterprise money.

The reality however is that such savings, if any come from major changes in business structure and processes. The County will for the foreseeable future have to continue to provide personal "face-to-face" service required by regulations and statutes, and that the customers are used to. The Internet service delivery option will be an additional service medium -- the level and amount of preparatory work is not expected to diminish.

### III.5 Funding Issues.

Covered under this item are two issues. Firstly, in order to make any significant progress in Internet service delivery, there need to be a number of projects undertaken. The cumulative amounts involved are fairly large and the County will need to come up with creative approaches to funding these.

Information Services Department manages these services. ISD operates on a charge-back cost basis. There needs to be a discussion on charge-back methods for services that span multiple sponsoring departments.

# County of San Mateo

## Internet Service Delivery Project

---

### IV) Comparison of our web services with other counties.

We have found that there are primarily three categories of services provided by the Internet:

- 1) content
- 2) transactions
- 3) web portals

Content refers to information, transactions refer to executable business functions and an eGov web portal offers a easy-to-use web site that seamlessly integrates federal, state and local government and makes good sense to a visitor to the site.

In the accompanying chart, we have compared the web site of County of San Mateo with web sites of counties that are clearly good examples to follow. The chart, identifies the county, provides the "Universal Resource Locator" (URL) address for the starting web page. We have also included the date that the web site was reviewed.

The next column provides a list of services that we would categorize as "Content". It is important to remember that not all 'content' is merely textual in nature. Some of the items that fall under "content" may very well require serious system development to support that information delivery. For example, Alameda County provides an ability for their customers to review property information; In order to supply this, there would have to be programming support to:

1. Receive the property location information from the customer,
2. Connect to the assessment information database,
3. Retrieve the information from the assessment database, and
4. Present the information in a form that the 'web-browser' can render.

Following the column listing various content features, is a column that lists services that would be considered as transactions. These are services where besides providing the customer with information, the web page also provides a means for the customer to respond, as they would when visiting the County offices. Thus, this type of service is often the hardest to visualize and has fewer numbers of services currently available.

The last column is our evaluation of how well a county home page serves in the capacity of a "portal".

**County of San Mateo  
Internet Service Delivery Project**

County Web Address Review Date	Content	Transactions	Portal
--------------------------------------	---------	--------------	--------

**Services on the County of San Mateo web site:**

<p>County of San Mateo, CA. www.co.sanmateo.ca.us 12/19/2000</p>	<ol style="list-style-type: none"> <li>1. Contact information and home pages for most departments.</li> <li>2. BOS agendas and calendars</li> <li>3. Links to community libraries.</li> <li>4. Library catalogues and databases.</li> <li>5. Planning commission agendas and calendars</li> <li>6. Voter registration confirmation</li> <li>7. Courts tentative rulings on law and motions.</li> <li>8. Job Opportunities.</li> <li>9. General County information.</li> <li>10. Computation of estimated retirement benefits.</li> <li>11. Jury reporting information</li> <li>12. Civil service ordinance.</li> <li>13. County ordinance code.</li> </ol>	<ol style="list-style-type: none"> <li>1 Property Taxes payment.</li> <li>2 Library membership, sign up.</li> </ol>	<p>Organized by County departmental structure very hard to follow.</p>
--	--	---	--

**County of San Mateo  
Internet Service Delivery Project**

<b>County Web Address Review Date</b>	<b>Content</b>	<b>Transactions</b>	<b>Portal</b>
---	----------------	---------------------	---------------

**Services on web sites for other counties:**

<p>Alameda, CA <a href="http://www.co.alameda.ca.us">www.co.alameda.ca.us</a> 10/24/2000</p>	<ol style="list-style-type: none"> <li>1 Contact information and home pages for all departments.</li> <li>2. Board of Supervisors agendas and calendars. Planning commission agendas and calendars.</li> <li>3. County budget information</li> <li>4. General County information.</li> <li>5. County News</li> <li>6 Downloadable forms of every kind</li> <li>7. Job Opportunities</li> <li>8 Property tax, use and assessment information</li> <li>9 Court Calendars; links to case information</li> <li>10. Court case summaries</li> <li>11 Jury reporting information</li> <li>12. Bid solicitation listings</li> <li>13. Find your polling place; view your sample ballot; find the election results.</li> <li>14 Links to related sites.</li> <li>15 Search of County sites.</li> </ol>	<ol style="list-style-type: none"> <li>1. Traffic citation payments</li> <li>2. Requests for vital records.</li> <li>3 Job applications – apply on line.</li> </ol>	<p>Most services and information can be reached quickly; in a few clicks.</p>
--	--	---	---

**County of San Mateo  
Internet Service Delivery Project**

County Web Address Review Date	Content	Transactions	Portal
<p>Contra Costa, CA <a href="http://www.co.contra-costa.ca.us">www.co.contra-costa.ca.us</a> 10/24/2000</p>	<ol style="list-style-type: none"> <li>1. Economic Data.</li> <li>2. Links to cities within the County.</li> <li>3. Budget Summary</li> <li>4. Demographic and Census Information</li> <li>5. Links to regional agencies.</li> <li>6. BOS Agendas</li> <li>7. Planning Commission(s) agendas</li> <li>8. General Plan and maps</li> <li>9. Contact information for all departments.</li> <li>10. County ordinances and code.</li> <li>11. Purchasing Bid Information</li> <li>12. Architectural/Construction Bid Information.</li> <li>13. Library Catalog Information</li> </ol>	<ol style="list-style-type: none"> <li>1. Library membership transactions.</li> <li>2. Employment applications.</li> </ol>	<p>None.</p>
<p>Los Angeles, CA <a href="http://www.co.la.ca.us">www.co.la.ca.us</a> 11/1/2000</p>	<ol style="list-style-type: none"> <li>1. Economic Data</li> <li>2. Links to other agencies and cities within the County</li> <li>3. Budget Summaries.</li> <li>4. Demographic and Census summaries.</li> <li>5. BOS Agendas and supporting documents</li> <li>6. Agendas of planning commission and other commissions of the County.</li> </ol>	<ol style="list-style-type: none"> <li>1. Traffic Citation payment</li> <li>2. Order vital records.</li> </ol>	<p>Easy to navigate site.</p>

**County of San Mateo  
Internet Service Delivery Project**

<b>County Web Address Review Date</b>	<b>Content</b>	<b>Transactions</b>	<b>Portal</b>
	<ul style="list-style-type: none"> <li>7. Ability to search various planning documents by a variety of factors.</li> <li>8 Sheriff's booking log</li> <li>9 Contact information for all departments</li> <li>10. Vendor registration and Bid information.</li> <li>11 Links to other government sites.</li> <li>12 Property assessment and tax information</li> <li>13. County souvenirs catalog.</li> <li>14. County code.</li> <li>15. Civil Service code</li> <li>16. Numerous forms for downloading.</li> <li>17. Election information Where is my booth ?</li> <li>18 Library Catalog Search</li> </ul>		
1.	1.	1.	



## County of San Mateo Internet Service Delivery Project

---

### V) Findings from review of reports from other agencies.

Among other public agencies viewing this option, Nevada County, California, has recently completed a similar report. We have gathered numerous ideas from that report to share with the departmental leadership.

Two of the more interesting observations however, are worth sharing with the Board. The first observation is the need to conduct a formal survey of County customers. This will assist the County to organize its web pages in a manner that the customers can relate to

Another observation that is interesting is the different view that is taken in evaluating the benefit side of the cost-benefit equation. In their view, the benefits to residents can be measured in terms of reduction in auto emissions that is possible by saving the residents a trip to county offices. This analysis also opens the door for grant funding from the local Air Quality Management District.

**County of San Mateo**  
**Internet Service Delivery Project**

---

**Exhibits**

**A) Detailed Descriptions of Projects.**

**I. Assessor, County clerk-recorder.**

**1. Ability to order vital records.**

**Description:** The public at large, regularly requires certified copies of vital records -- Birth, Death and Marriage certificates. This project will allow the customers to order the records from the Assessors web site

**Estimated Activity Level:**

**Advantages:** This will reduce postal delays for the client requests to reach us.

**Disadvantages:** None.

**Dependencies:** This requires electronic payment capturing ability, the County already has that in place

**System Interfaces:** None.

**Identified concerns:** Credit card processing needs to be performed using secure transactions.

**II. Board of Supervisors.**

**1. Make agendas available on-line.**

**Description:** Agendas for Board meetings are public documents. They are made available in advance of the meetings. The supporting documents for all agenda items together makes a large packet. This project will allow concerned citizens to review the agenda and 'click' their way to relevant supporting documents for specific items of interest.

**Estimated Activity Level:**

# County of San Mateo

## Internet Service Delivery Project

---

**Advantages:** This project will make it easier for the concerned citizens to focus on items of interest to them. The County will be more environmentally friendly by only printing a limited numbers of full agenda packets.

**Disadvantages:** None.

**Dependencies:** We require to implement an electronic agenda management software

**System Interfaces:** New software to be implemented.

**Identified concerns:** None.

### III. Controller.

#### **1. Allow owners to request tax refunds on-line.**

**Description:** Often there are overpayments made against the tax bill. The owner has a right to be refunded the excess tax paid. This project will allow the public to request their refund via the internet.

**Estimated Activity Level:**

**Advantages:** This will reduce postal delays for the client requests to reach us

**Disadvantages:** None.

**Dependencies:**

**System Interfaces:** Checks are created via the IFAS system. This system will need to be 'web-enabled'.

**Identified concerns:** The law requires a signature from the person requesting the refund

#### **2. Intranet: Provide employees with e-paystub.**

**Description:** The statement of earnings and deductions that is provided to employees is small and hard to re-create. Thus it is at once, likely to be lost while being difficult to reproduce. This project will allow employees to review and print their pay-stubs via the web.

# County of San Mateo

## Internet Service Delivery Project

---

**Estimated Activity Level:** Approximately 5000/2 weeks

**Advantages:** Allow employees to review their paystub history. Additionally, the larger space afforded by the web page will allow better communication to the employees

**Disadvantages:** None

**Dependencies:** The PIPS system is not presently ' web-enabled .

**System Interfaces:** Checks are produced by PIPS

**Identified concerns:** State law requires the employers to provide the employee with some documentation of the payroll.

### IV. Coroner

#### **1. Allow physicians to file death certificates on-line.**

**Description:** The State of California is planning a project to permit physicians to file death certificates on-line. This project will allow the Coroner of the County of San Mateo to participate in that project.

**Estimated Activity Level:**

**Advantages:** This will streamline the process of filing death certificates and make necessary documentation available to bereaved families in a timely manner.

**Disadvantages:** None.

**Dependencies:** State of California project.

**System Interfaces:** The certificates are filed in the Recorder's systems. These systems will need to be web-enabled.

**Identified concerns:** The present process is requires multiple steps before the document is completed and ready to be filed. Streamlining the process will take some creative thinking

# County of San Mateo

## Internet Service Delivery Project

---

### V. Employee and Public Services - Employee Relations

#### 1. Manager/Supervisor Training.

**Description:** Employee Relations division provides training to managers and supervisors in the County. Most of the material could be provided as a Computer Based Training (CBT) module over the web

**Estimated Activity Level:**

**Advantages:** This will allow departments and division to schedule training for their managers and supervisors depending on the workload.

**Disadvantages:** None

**Dependencies:** Need CBT software

**System Interfaces:** None.

**Identified concerns:** None.

### VI. Employee and Public Services - Human Resources

#### 1. Accept applications for open positions.

**Description:** The County requires an application to be filed by the applicant. This project will allow applicants to review open positions and file applications for positions of interest.

**Estimated Activity Level:**

**Advantages:** This project will save time and postage for applicants

**Disadvantages:** None

**Dependencies:** Some of the procedures and processes will need to be re-engineered.

**System Interfaces:** The County has an ' Applicant Tracking ' system. It will need to be web-enabled.

# County of San Mateo

## Internet Service Delivery Project

---

**Identified concerns:** None.

### VII. Employee and Public Services - Purchasing

#### **1. Provide information about vendor registration.**

**Description:** The County allows potential vendors to register their interest in conducting business with the County. This project will provide all of the background information to the potential vendors.

**Estimated Activity Level:**

**Advantages:** This project will improve County's responsiveness to potential vendors.

**Disadvantages:** None.

**Dependencies:** None.

**System Interfaces:** None.

**Identified concerns:** None

### VIII. Environmental Services Department - Planning.

#### **1. "Simple" building permits.**

**Description:** In order to protect residents from poor workmanship, the County provides Inspection, of certain types of home improvement work. In order for the County to provide this service, residents or their contractors acting as agents, are required to receive a permit. Currently the permit applicant has to drive to the County Center, pay permit fees and wait for the Permit to be typed. In Internet service delivery mode, the applicant will make the payment using a credit card and receive the permit with a verification number over the web. The only person-to-person contact between a County employee and the customer will be when the inspector visits the location for inspection.

**Estimated Activity Level:** Approximately 1000 permits/year.

# County of San Mateo

## Internet Service Delivery Project

---

**Advantages:** The customers will save at least one trip to the County offices. This will also reduce the "foot traffic" to the department and workload of dealing with the customers.

**Disadvantages:** None

**Dependencies:** The existing permit-planning system needs to be upgraded. The upgraded version does allow for web transactions.

**System Interfaces:** The enhanced, upgrade of the permit-planning system provides interfaces required for service delivery over the Internet. Payment collection interfaces have already been established and proven in the County by the tax collector.

**Identified Concerns:** The basic data store and the web environment should be secured from accidental (or otherwise) updates to the permit/planning records.

## **2. Planning Commission Agendas.**

**Description:** The agenda of the planning commission are public documents. In addition there are notification requirements -- where the County is required to notify neighbors of any planning action items that affect the neighborhood. Today, if a resident is interested in being better informed about a specific agenda item, they call the planner associated with the project. The planner then has to prepare a packet of all relevant documents and this packet is mailed to the interested party. This service will provide on-line informational links to all the analytical information presented to the commission.

**Advantages:** Residents and other interested agencies will have immediate access to the documents. County will save on staff time in preparation and mailing of document packets.

**Estimated Activity Levels:** Not available

**Disadvantages:** None

**Dependencies:** An agenda publication and management system will need to be installed in the County.

**System Interfaces:** New Application.

# County of San Mateo

## Internet Service Delivery Project

---

### 3. On-line comments for commission hearings.

## IX. Human Services Agency.

### 1. Allow Housing Aid applicants to review their status.

**Description:** The County has a large number of applicants who are waiting for housing aid. This project will allow those applicants to check the status of their application.

**Estimated Activity Level:**

**Advantages:** This project will improve County's responsiveness to applicants for aid.

**Disadvantages:** None

**Dependencies:** None

**System Interfaces:** The current database of applicants will need to be web-enabled.

**Identified concerns:** None.

### 2. Allow clients to provide current contact information.

**Description:** Clients of various assistance programs need to keep the Agency informed of their whereabouts. This project will permit the clients to provide the information over the web.

**Estimated Activity Level:**

**Advantages:** This project will allow the clients to provide the information once for all the programs

**Disadvantages:** None

**Dependencies:** None

**System Interfaces:** There are a number of State and Consortium systems that will need to be web enabled.



# County of San Mateo

## Internet Service Delivery Project

---

**Identified concerns:** None.

### **3. Allow clients to schedule/re-schedule inspections and interviews.**

**Description:** The Agency is required to interview prospective applicants as well as provide inspections on an on-going basis (for some of the programs) This project will enable the clients/prospective clients to schedule these activities to times that are convenient

**Estimated Activity Level:**

**Advantages:** This project will save the clients any frustration of waiting for an analyst to be available. It will also allow the Agency to better balance workload and schedule staff times.

**Disadvantages:** None

**Dependencies:** None.

**System Interfaces:** None.

**Identified concerns:** None

## **X. Information Services Department**

### **1. Public Hearing -- 2 way Web-cast.**

**Description:** Meetings of the Board of Supervisors are Web-cast -- broadcast over the Internet. However, this does not allow for public input to be received and disseminated over the Internet This project would allow for active public participation over the internet.

**Estimated Activity Level:** ??

**Advantages:** This will enable greater citizen participation in County governance.

**Disadvantages:** Web-casting uses a large amount of available bandwidth

**Dependencies:** None

# County of San Mateo

## Internet Service Delivery Project

---

**System Interfaces:** None

**Identified concerns:** This method of communicating with the Board requires a high bandwidth for the client; thus making it less available to the digitally challenged.

### **2. Show government services, on a map, around a stated address.**

**Description:** Often times the citizens are unaware about where to turn for a specific type of government service. This project will enable the residents and businesses within the County to find the correct Government Service Provider for most of the commonly required services, for any address within the County.

**Estimated Activity Level:**

**Advantages:** This project will save the clients any frustration of dealing with numerous government agencies. e.g., for a building permit, should a resident approach their City or the County office ?

**Disadvantages:** None

**Dependencies:** This project will need the GIS project to be completed

**System Interfaces:** Requires a GIS

**Identified concerns:** None.

## **XI. Probation Department**

### **1. Access to information about various providers.**

**Description:** The department officers often field inquiries from other agencies about options and providers of various services e.g., Services for at risk youth have numerous providers in common with juvenile probation. This project will make the relevant information available to all interested agencies.

**Estimated Activity Level:**

**Advantages:** Concerned citizens as well as other public agencies will have a common reference.

# County of San Mateo

## Internet Service Delivery Project

---

**Disadvantages:** None.

**Dependencies:** None.

**System Interfaces:** None

**Identified concerns:** None

## XII. Public Works

### 1. Allow citizens to report road hazards.

**Description:** The public at large is often the first to notice road hazards. This project will allow the public to report road hazards to the County.

**Estimated Activity Level:**

**Advantages:** This project will reduce the amount of time before the public works responds to an existing road hazard condition.

**Disadvantages:** None

**Dependencies:** None

**System Interfaces:** None

**Identified concerns:** None.

## XIII. Sheriff's office

### 1. Daily Booking Log

**Description:** Local newspapers publish "Police Blotter" columns. This

**Estimated Activity Level:**

**Advantages:** This project will save the clients any frustration of waiting for an analyst to be available. It will also allow the Agency to better balance workload and schedule staff times.

# County of San Mateo

## Internet Service Delivery Project

---

**Disadvantages:** None

**Dependencies:** None

**System Interfaces:** None.

**Identified concerns:** None.

### XIV. Information Services Department

#### **1. Public Hearing -- 2 way Web-cast.**

**Description:** Meetings of the Board of Supervisors are Web-cast -- broadcast over the Internet. However, this does not allow for public input to be received and disseminated over the Internet. This project would allow for active public participation over the internet

**Estimated Activity Level:** ??

**Advantages:** This will enable greater citizen participation in County governance.

**Disadvantages:** Web-casting uses a large amount of available bandwidth.

**Dependencies:** None.

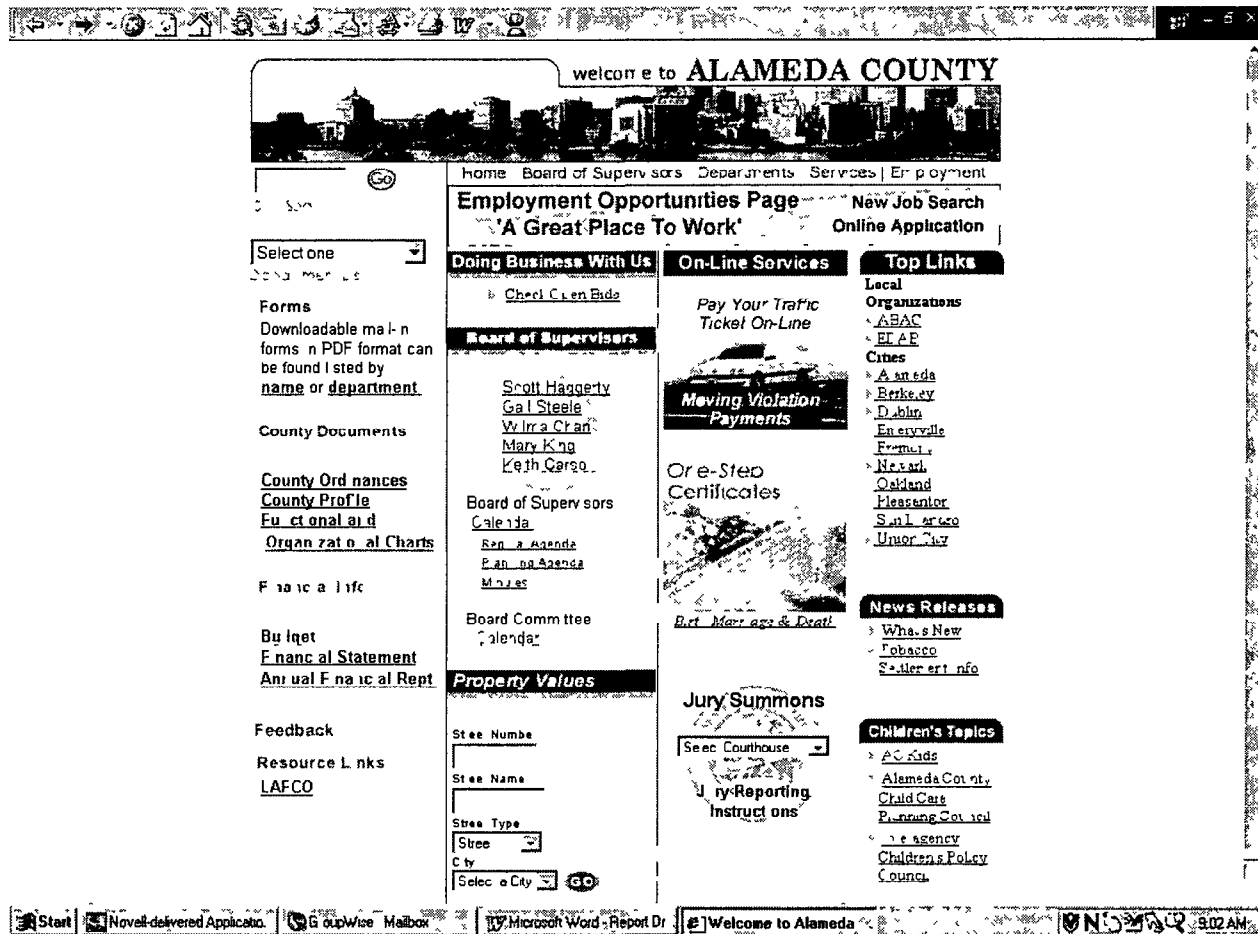
**System Interfaces:** None

**Identified concerns:** This method of communicating with the Board requires a high bandwidth for the client; thus making it less available to the digitally challenged

# County of San Mateo Internet Service Delivery Project

## B) Sample Web Screens from other Counties.

### a. Alameda County Home Page.



# County of San Mateo Internet Service Delivery Project

## b. County of San Diego - On-line Services Page:

**ONLINE SERVICES**  
COUNTY OF SAN DIEGO WEB SITE

<a href="#">10 Most Wanted</a>	<a href="#">Abducted Children</a>	<a href="#">Animal Control Lost and Found Pets</a>	<a href="#">Animal Control Pet Adoption</a>	<a href="#">Beach and Bay Advisory</a>
<a href="#">Booking Log</a>	<a href="#">CTN Programming Schedule</a>	<a href="#">Defaulted Property Tax Sale</a>	<a href="#">Food and Housing Listing</a>	<a href="#">Hazardous Materials &amp; Environmental Assessment Establishment Search</a>
<a href="#">Business Names</a>	<a href="#">Grantor/Grantee Index</a>	<a href="#">Parcel Maps</a>	<a href="#">Property Characteristics</a>	<a href="#">Property Tax Payments</a>
<a href="#">Fictitious Business Names</a>	<a href="#">Purchasing &amp; Contracting</a>	<a href="#">Rental Assistance Waiting List Application</a>	<a href="#">SanGIS Web Site</a>	<a href="#">Search for Sales Properties</a>

Start | Novell-delivered Application | GroupWise Mailbox | Microsoft Word Report | County Online Service | 9:11 AM

# County of San Mateo Internet Service Delivery Project

## c. County of San Diego: Sheriffs Booking Log

[ Home Page | About The Department | Office Locations | Department Services | Online Services | Employment Opportunities | E-Mail | Site Architecture Index ]

### BOOKING LOG BY NAME

Information is current as of last update 11/27/2000

The data contained in these files is updated only once a day and should not be relied upon for any type of legal action

LAST NAME	FIRST NAME	SEX	RACE	DOB
<a href="#">SMITH</a>	JAMES	M	W	01/05/1963
<a href="#">SMITH</a>	JOHNIE	M	B	07/24/1969
<a href="#">SOWLES</a>	RICHARD	M	W	07/08/1949
<a href="#">STANLEY</a>	JOHNNY	M	B	10/20/1968
<a href="#">STANLEY</a>	JOHNNY	M	B	10/20/1968
<a href="#">STANLEY</a>	JOHNNY	M	B	10/20/1968
<a href="#">STEPHEN</a>	TROY	M	B	07/26/1973
<a href="#">STEWART</a>	STEVEN	M	B	07/27/1971
<a href="#">STINSON</a>	JAMEY	M	W	11/29/1964
<a href="#">STJOHN</a>	ERIK	M	W	05/02/1976
<a href="#">SWANSON</a>	KENNETH	M	W	12/24/1956
<a href="#">SZABAD</a>	GENINE	F	H	02/19/1975

Chief Admin | Financial/General Govt | Community Dev | Health & Human Services | Land Use & Planning

Start | Novel delivered Applicat... | GroupWise - Mailbox | Microsoft Word - Report | COUNTY OF SAN DIEG... | 9:16 AM

# County of San Mateo Internet Service Delivery Project

## d. County of San Diego: Abducted Children Page.

**DISTRICT ATTORNEY**  
COUNTY OF SAN DIEGO WEB SITE

Monday, November 27, 2000

### Child Abduction Section

Help Us Find Abducted Children

- [Child Abduction Home](#)
- [What's an Abduction?](#)
- [Carla Farly Member: The r Own Child](#)
- [Are There Any Exceptions?](#)
- [What Should You Do if Your Child is Abducted?](#)
- [How Can the District Attorney's Office Assist You?](#)
- [Investigative Summary](#)

<u>Dora Marcela Alzaga</u> D.O.B. 09-22-93	<u>Marnelle Cory Croshier</u> D.O.B. 05-03-88	<u>Hannah Cav Jason</u> D.O.B. 09-16-95	<u>Gerard Dmitry Hupne</u> D.O.B. 09-20-97	<u>Carl Harrison Margols</u> D.O.B. 09-16-87
<u>Eric Leon Margolis</u> D.O.B. 04-12-90	<u>Sarah Ann Margols</u> D.O.B. 09-18-85	<u>Juliana Alcantara Silva</u> D.O.B. 10-13-97		

Start | Novel-delivered Application | GroupWise - Mailbox | Microsoft Word - Report Dr | COUNTY OF SAN DI | 11/27/00 9:16AM



# County of San Mateo Internet Service Delivery Project

## e. Miami-Dade County, Florida - Address based Portal:

The screenshot displays a web browser window with a navigation toolbar at the top. The main heading reads "Please Enter an Address". Below this, there is a form with two input fields: "Address" containing "1380 NE Mam Gardens Dr" and "ZipCode (Optional)" containing "33179". A "SUBMIT" button is located to the right of the zip code field. Below the form, a small text example reads "(example 5436 sw 53 avenue rd)". A button labeled "Address HELP" is positioned below the example text.

On the left side of the page, under the heading "Community Services Information", there is a list of links: "Office of the Executive Mayor", "Formal Center", "Municipality", "Team Metro Choice", "Districts", "Evacuate Under Hurricane Categories", "County Parks", "Libraries", "FEMA Flood Zone", "County Police District", "Fire Stations", "voter Polling Information", "Census Tract", "Cable Service Area", and "Township-Range-Section".

In the center-right, a map shows a street grid with labels for "N KROME AVE", "SR 27 HWY", "SW 8TH ST", "NGRAHAM HWY", "SR 24 HWY", "SR 21 HWY", "SR 17 HWY", "SR 14 HWY", "SR 11 HWY", "SR 8 HWY", "SR 5 HWY", "SR 2 HWY", "SR 1 HWY", "SR 0 HWY", "SR -1 HWY", "SR -2 HWY", "SR -3 HWY", "SR -4 HWY", "SR -5 HWY", "SR -6 HWY", "SR -7 HWY", "SR -8 HWY", "SR -9 HWY", "SR -10 HWY", "SR -11 HWY", "SR -12 HWY", "SR -13 HWY", "SR -14 HWY", "SR -15 HWY", "SR -16 HWY", "SR -17 HWY", "SR -18 HWY", "SR -19 HWY", "SR -20 HWY", "SR -21 HWY", "SR -22 HWY", "SR -23 HWY", "SR -24 HWY", "SR -25 HWY", "SR -26 HWY", "SR -27 HWY", "SR -28 HWY", "SR -29 HWY", "SR -30 HWY", "SR -31 HWY", "SR -32 HWY", "SR -33 HWY", "SR -34 HWY", "SR -35 HWY", "SR -36 HWY", "SR -37 HWY", "SR -38 HWY", "SR -39 HWY", "SR -40 HWY", "SR -41 HWY", "SR -42 HWY", "SR -43 HWY", "SR -44 HWY", "SR -45 HWY", "SR -46 HWY", "SR -47 HWY", "SR -48 HWY", "SR -49 HWY", "SR -50 HWY", "SR -51 HWY", "SR -52 HWY", "SR -53 HWY", "SR -54 HWY", "SR -55 HWY", "SR -56 HWY", "SR -57 HWY", "SR -58 HWY", "SR -59 HWY", "SR -60 HWY", "SR -61 HWY", "SR -62 HWY", "SR -63 HWY", "SR -64 HWY", "SR -65 HWY", "SR -66 HWY", "SR -67 HWY", "SR -68 HWY", "SR -69 HWY", "SR -70 HWY", "SR -71 HWY", "SR -72 HWY", "SR -73 HWY", "SR -74 HWY", "SR -75 HWY", "SR -76 HWY", "SR -77 HWY", "SR -78 HWY", "SR -79 HWY", "SR -80 HWY", "SR -81 HWY", "SR -82 HWY", "SR -83 HWY", "SR -84 HWY", "SR -85 HWY", "SR -86 HWY", "SR -87 HWY", "SR -88 HWY", "SR -89 HWY", "SR -90 HWY", "SR -91 HWY", "SR -92 HWY", "SR -93 HWY", "SR -94 HWY", "SR -95 HWY", "SR -96 HWY", "SR -97 HWY", "SR -98 HWY", "SR -99 HWY".

The taskbar at the bottom shows the Start button, several open applications including "Novel-delivered Applicat...", "Groupwise - Mailbox", "County Services - M", "Team Metro Home Page", and "Microsoft Word - Report", and a system clock showing "NOV 23 2:34 PM".



**County of San Mateo**  
**Internet Service Delivery Project**

---