


COUNTY OF SAN MATEO

INTER-DEPARTMENTAL CORRESPONDENCE

Date May 21, 2001
Hearing Date June 5, 2001

TO Honorable Board of Supervisors

FROM Luther Perry, Information Services Director 

SUBJECT Providing County Services via the Internet

RECOMMENDATION

Consider the Internet Service Delivery Study from the Information Services Department regarding provision of the County e-Government initiatives Services via the Internet, make any policy directives and set priorities as deemed appropriate, and refer this matter to the County Manager for recommendations at the June 2001 Budget Hearings

Background/Discussion

Your Board at your June 2000 Budget Hearings directed the Information Services Department to conduct a comprehensive study of County services in all County departments, identify those that would be good candidates for an Internet service modality, and submit a report to your Board prior to June 2001 Budget Hearings. A Board sub-committee comprised of Supervisors Hill and Jacobs Gibson assisted in this effort and monitored progress and interim results. Your Board reviewed and approved a draft report and partial results at your January 23rd meeting.

Your Board's direction has been that Internet service methodologies, public usage, accessibility and technology have sufficiently matured to make the Internet a viable, perhaps essential vehicle for delivering a broad range of County services. Your Board has observed that San Mateo County is a major center of Internet technology and the new "Internet economy". Consequently the San Mateo County government is well-positioned to and should be a strong leader in providing local government services via the Internet.

The Study identifies some 565 County services that are good candidates for Internet delivery. Most are direct services to the public, to the business community and to County clients, a few are support services that are necessary for proper operation of the others. These 565 services come from all County departments and include a broad range of depth and complexity, from technically simple (but important) to serious business functions involving money, certified legal materials and sensitive confidential matters. All have been reviewed by the departments and include priority indicators as described in the body of the report.

The County is now at a crossroad regarding Internet service delivery. We have a number of successful Internet services now fully implemented. These services functioned as pilots for implementing the technologies and exploring various approaches. However most were funded on an individual basis by the sponsoring departments. The County could continue with this

approach but the technologies would be partially fragmented and services would be narrowly focused in well-funded areas. This approach cannot achieve a sound, coordinated basis for a broad range of services targeted to public needs and your Board's vision.

A comprehensive but prudent alternative is to move forward assertively with a formal program, one intended to transform County service delivery methods in all departments over the next five years. The objectives are to implement most of the 565 services, as modified annually, and to transform County government so Internet service delivery becomes a normal part of every department's service strategy. The County would face substantial start-up and multi-year transition costs, but the end result would be more cost-effective overall service delivery and a higher level of many services.

Recommended Approach

Such a comprehensive approach over a multi-year period is very roughly estimated to cost some \$3 million per year of which one third would be needed for infrastructure and support services during the first three years. These costs can best be contained and effectiveness monitored if the project and budget are centralized in the Information Services Department, standardized methodologies and technologies applied, and a definite project plan established, monitored and regularly updated.

It is important to note that the bulk of the costs fall in the category of system development and such costs are notoriously hard to estimate accurately. We strongly recommend that detailed requirements analysis design and cost review be done for any service item estimated to cost over \$100,000.

It will not be possible to implement 565 services all at once. Prudence dictates a varied but modest plan for the first year, 2001-02. A selected list of some 40 projects is presented in Attachment A as an example. This example and the associated necessary support and project structures are consistent with a first year budget.

Attachment B provides additional information on (a) the development of the master list of 565 projects, (b) a summary of the essential elements of an Internet service support structure, and (c) the criteria by which the sample first-year list of some 40 projects was selected.

Fiscal Impact

The recommended plan would have an annual fiscal impact of some \$3 million for several years. Much of this funding can be provided by the County's technology reserve fund. Some funding should come from subvention-funded and non-General-Fund departments, especially where the related traditional County programs are not funded by Net County Cost. We recommend that funding for this effort be reviewed together with the project plan for the next year as part of the annual County budget process.

Internet Services Delivery Study - Attachment A
Examples of Services for Implementation in the first year.

Item # on list.	Project Title	See Also	Cost: Order of Magnitude	Department Division
5	Voter registration application		\$\$,\$\$\$	Assessor
16	Customer satisfaction survey		\$,\$\$\$	Controller
31	Intranet Allow on line time entry and approval		\$\$\$,\$\$\$	Controller
43	Procedures for public to post property bonds for bail		\$\$\$	County Counsel
80	Ability for traffic violators to request extension of citation due date		\$\$,\$\$\$	Courts
94	Ability to find future court dates, by name and or court case number		\$\$,\$\$\$	Courts
100	Consumer fraud complaints on line	*	\$,\$\$\$	District Attorney <i>Criminal</i>
110	Ability for clients to schedule appointments	**	\$\$,\$\$\$	District Attorney <i>Family Support</i>
128	Provide "intelligent search" that is functionally driven instead of organizationally based	***	\$,\$\$\$	EPS <i>Human Resources</i>
149	Intranet Employee Orientation materials and training		\$,\$\$\$	EPS <i>IOD</i>
162	Accept credit card and e check payments		\$\$,\$\$\$	EPS Revenue Services
176	Allow potential vendors to register interest	*	\$,\$\$\$	EPS <i>Purchasing</i>
194	Issue routine building permits		\$\$,\$\$\$	Environmental Services <i>Planning</i>
202	Improved, clearer links to library pages from County web pages		\$\$\$	Environmental Services <i>Libraries</i>

Internet Services Delivery Study - Attachment A
Examples of Services for Implementation in the first year.

Item # on list.	Project Title	See Also	Cost: Order of Magnitude	Department Division
209	Volunteer registration/scheduling	**	\$\$,\$\$\$	Environmental Services <i>Parks and Recreation</i>
233	Parks reservations		\$\$,\$\$\$	Environmental Services <i>Parks and Recreation</i>
235	Provide links to local humane society		\$\$\$	Environmental Services <i>Animal Control</i>
248	Ability to report use of pesticide	*	\$\$,\$\$\$	Environmental Services <i>Agriculture Commissioner</i>
285	Allow patients to search for appointments (Medical System)		\$\$\$,\$\$\$	Health Services <i>Public Health</i>
297	Provide physicians, medical groups and CBOs with health alerts via e mail, customized to their specialty		,\$\$\$\$	Health Services <i>Public Health</i>
326	Referral and abuse reporting forms for downloading		,\$\$\$\$	Health Services <i>Aging and Adult Services</i>
350	Allow physicians to schedule surgery along with special equipment required	**	\$\$,\$\$\$	Health Services <i>Patient Care Council</i>
355	Allow patients to fill in pre registration and registration forms		\$\$,\$\$\$	Health Services <i>Patient Care Council</i>
370	Ability for patients to request prescription refills on line		\$\$,\$\$\$	Health Services <i>Clinic Managers & Supervising Physicians</i>
399	Calendar of events		,\$\$\$\$	Health Services <i>EMS</i>
419	List of Shelters and Referral Organizations		,\$\$\$\$	Human Services Agency
429	Allow clients to schedule/re schedule appointments	**	\$\$,\$\$\$	Human Services Agency

Internet Services Delivery Study - Attachment A
Examples of Services for Implementation in the first year.

Item # on list.	Project Title	See Also	Cost: Order of Magnitude	Department Division
460	Show government services, on a map, around a stated address or APN		\$\$,\$\$\$	Information Services
461	Capture master street/address index City/County/Post office coordination, 911 coordination		\$\$\$,\$\$\$	Information Services
490	Ability to "adopt a road"		\$\$,\$\$\$	Public Works
499	Ability to file updates of Beneficiaries etc		\$\$,\$\$\$	Retirement
501	Daily Booking Log		\$\$,\$\$\$	Sheriff's
510	A form for citizens complaints	*	,\$,\$\$\$	Sheriff's
556	Extranet subscription Data access, ability to run analysis queries etc		\$\$\$,\$\$\$	Treasurer/Tax Collector
*	Software for managing forms and forms data		\$\$,\$\$\$	<i>Capability building</i>
**	Software for resource/task/person scheduling		\$\$\$,\$\$\$	<i>Capability Building</i>
***	Locally indexed search engine		\$\$\$,\$\$\$	<i>Capability Building</i>

DRAFT

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

List of Services

Prepared by the Information Services Department

May 23, 2001

Draft: 5/23/2001

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13. All County forms for downloading.	227
14. Enable all County forms for interactive, on-line completion.	228
15. Provide automatic links to assistance programs on the financial counseling part of registration forms.	228
16. Chat room/forum for patient education.	229
17. Enable electronic communication between patient and provider.	229
18. Improved search capability for ease of patient use.	230
19. Bi-lingual information for all content pages.	230
20. Provide real-time multi-lingual translations of medical information.	231
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22. Ability for physicians to order prescriptions from remote access.	232
XXIX. Health Services Agency; Mental Health.	232
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2. Improved description of services.	233
3. Well-placed links to information on local self-help groups.	233
4. Create self-help groups as chat rooms.	234
5. Psychological education/help.	234
6. Rehabilitation/Recovery chat-rooms	234
7. Multi-lingual pages	235
XXX. Health Services Agency; Emergency Medical Services.	235
1. Build a home page; departmental details.	235
2. Links to other, larger agencies.	236
3. Committee Information	236
4. Calendar of events.	237
5. EMS policies and procedures manual.	237
6. Computer based training.	238
7. Emergency Medical Technician certification applications for downloading.	238
8. Ability to schedule appointments.	239
9. Paramedic accreditation information and forms.	239
10. Ability to register for field care audit.	240
11. Provider applications to download.	240
12. Reports and statistical information.	241
13. EMS newsletter.	241
14. Links to information about other related services.	242
15. Topical and timely public information announcements.	242
16. EMS Fund information.	243
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2. Allow clients to provide their current contact information.	244
3. Allow clients to provide status updates.	244

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5. Allow clients to schedule/reschedule inspections and interviews. _____	245
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7. Provide landlords and assistance beneficiaries means to match up. _____	246
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10. Accept application for rehabilitation assistance. _____	247
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12. Accept bids for rehabilitation projects. _____	248
13. Accept financial assistance applications. _____	249
14. Route applications to case workers based on zip codes. _____	249
15. Accept supplemental information for assistance qualification. _____	250
16. Upload application information to Medi-cal. _____	250
17. Allow clients to schedule/re-schedule appointments. _____	251
18. Link to "Smart-engine" for qualifying applicants on-line. _____	251
19. Provide e-mail addresses to clients. _____	252
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21. Allow clients to review status of their application (for various programs). _____	253
22. Provide chat-room and/or bulletin board type infrastructure for foster/adoptive parents. _____	253
23. Publish detailed information for prospective foster/adoptive parents. _____	254
24. Provide concise links to California resources for foster and adoptive parents. _____	254
25. Provide a means for prospective foster and adoptive parents to register interest. _____	255
26. E-mail distribution of newsletter(s). _____	255
27. Secured chat-rooms for foster and adoptive parents continuing education. _____	256
28. Maintain an on-line calendar of events (for all divisions). _____	256
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30. Update State systems when updating local systems. _____	257
31. Allow foster and adoptive parents to schedule/reschedule inspections and interviews. _____	258
32. Anonymous child abuse prevention tip-line. _____	258
33. List of services, contacts and referral agencies. _____	259
34. Bid solicitation and response for Alcohol and Drug abuse prevention. _____	259
35. Allow on-line referrals from courts. _____	260
36. On-line registration for prevention programs. _____	261
37. Provide complete services guide. _____	261
38. Provide links to State and Federal information. _____	261
39. Provide multi-lingual capability for all agency web pages; especially Spanish. _____	262
40. Individually customized view of County and agency services. _____	262
41. Provide frequently needed forms for download. _____	263
42. Create a repository of forms. _____	264
43. Accept scanned images of documents for supplemental documentation. _____	264

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45. Web enable Alcohol & Drugs Rehabilitation providers reporting. _____	265
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2. Public Hearing -- 2 way Web-cast. _____	266
3. Insure that private web utilities report County data accurately _____	267
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5. Coordinate street address content for all systems such as post office, 911 system, Assessors system and City's systems _____	268
6. List nearby mass transit options for an address _____	268
7. List nearby parks (all agencies) for an address _____	269
8. List parcel information _____	269
9. Capture & display census information into GIS _____	270
10. Capture & Display Political Jurisdictions into GIS _____	270
11. Capture & Display K-14 school information in to GIS _____	271
12. Update County web site for usability and technology improvements _____	271
13. Add "smart search" capability to the entire county web site. _____	271
14. Provide a general forms management system. _____	272
15. Provide a general appointment management system. _____	272
16. Provide a general content management system. _____	273
17. Provide a general portal system. _____	273
18. Provide a general "lock-box" system for bid responses. _____	274
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2. Subscriptions to Justice databases. _____	276
3. Provide officers with access to Intranet services using mobile technologies. _____	277
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2. Allow citizens to report road hazards. _____	278
3. Encroachment permits for downloading. _____	278
4. Interactive encroachment permits application. _____	279
5. Completion reports for encroachment permits. _____	279
6. Form for the public to complain and request specific services. _____	280
7. Improved search facilities to make it easier to find information. _____	280
8. Collection of airport fees. _____	281
9. Bid solicitation and response. _____	281
10. Legal advertising. _____	282
11. Volunteer opportunities. _____	282
12. Ability to "adopt a road". _____	283
13. Customer satisfaction surveys. _____	283

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14. Downloadable maps and surveys. _____	284
15. Web conferencing the pre-bid conferences. _____	284
16. Additional GIS layers. _____	285
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2. Various retiree forms for downloading. _____	286
3. Intranet: Personalized retirement estimator. _____	286
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5. Ability for retirees to track pension payments. _____	287
XXXVI. Sheriff's office _____	288
1. Daily Booking Log _____	288
2. Who's in Jail interaction. _____	288
3. Press Releases. _____	289
4. Crime trends and other reports of public interest. _____	289
5. "Wanted" section and request for public assistance. _____	290
6. Non Emergency reports. _____	290
7. Scheduling car seat checks. _____	291
8. House check information. _____	291
9. Links to other police agencies. _____	292
10. "Ask the Sheriff" interaction. _____	292
11. Anonymous complaints. _____	293
12. Form for "cold complaints". _____	293
13. FAQ section for public information. _____	293
14. Crime statistics reports. _____	294
15. Updates to burglary reports. _____	294
16. Form for block party permits. _____	295
17. Megan's law information. _____	295
18. Appointments for fingerprints. _____	296
19. Dispatch statistics. _____	296
20. Appearance dates for persons in custody. _____	297
21. Jail visiting information. _____	297
22. Ability to schedule jail visits. _____	298
23. Self-surrender information. _____	298
24. Information about release procedures. _____	299
25. Multi-lingual pages. _____	299
26. Property release requests. _____	300
27. Links to community based organizations. _____	300
28. Informational pages about procedures. _____	300
29. Jail inmate money account transactions. _____	301
30. Commissary list and information. _____	301
31. Schedule for each correctional center. _____	302
32. Police Intranet: Ability to review criminal records from other agencies. _____	302
33. Business license applications involving background checks. _____	303
34. Civil process payment collections. _____	303

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35. Disaster preparedness information. _____	304
36. Information collection during disasters. _____	304
37. Links to larger disaster preparedness agencies. _____	305
38. OES Training. _____	305
39. Emergency preparedness plans and documents. _____	306
XXXVII. Treasurer - Tax Collector _____	306
1. Real property tax collection over the web. _____	306
2. Extranet: Special tax record access for title companies. _____	307
3. Intranet: Interdepartmental data sharing. _____	307
4. Access to current (production) data. _____	308
5. Tax collection for all rolls. _____	308
6. Business license application. _____	309
7. Business property statements. _____	309
8. Provide kiosks for public access to search and review tax bills. _____	310
9. Publish County portfolio information. _____	310
10. Business license fees collection. _____	310

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A. Summary List of projects: Chart I

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 provided a rough estimate of cost. The estimate only specifies 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 not in the tens of thousands.

The column following costs identifies the type of service this project would provide. In general, we distinguish four (4) types of services. These are:

1. Content-1: This is content that changes very infrequently.
2. Content-2: This is content that is frequently changing.
3. Content-3: This is requestor/request specific content.
4. Transaction: This are the business transactions.
5. Portal: This is technology that allows entire web pages to be customized for a requestor.
6. Infrastructure: These are services that need to be put into place to complete the vision of e-government.

Following service type, are three columns that identify recommendation for priorities. First of these columns identifies if the project enables the board's visioning goals. The visioning commitments as currently drafted are:

1. Realize the Potential of Our Diverse Population
2. Provide Equal Access to Educational Opportunity
3. Ensure Basic Health and Safety for All
4. Offer a Full Range of Housing Choices
5. Redesign Our Built Environment to Increase Vitality, Expand Variety, and Reduce Congestion
6. Preserve and Provide People Access to the Natural Environment
7. Create Opportunities for Every Household to Participate in the Growing Prosperity
8. Sow the Seeds of Our Future Prosperity
9. Responsive, Effective, and Collaborative Government
10. Leaders Work Together Across Boundaries to Preserve and Enhance the Quality of Life

The column contains the reference number of the board's visioning commitments that we believe a specific item furthers. This entire project was undertaken to meet commitment number 9. We reasonably believe that all of the items identified by the various departments serve to further that specific commitment.

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Hence, we have not specifically identified commitment number 9 against every project

The next column identifies departmental recommendation for priority based on their expectation of usefulness to their customers. 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 last of the three priority related columns identifies technical priorities as evaluated by ISD. The priorities are categorized as follows:

- ◆ A priority of '1' means that this project can be implemented immediately. This could be because of technical ease of implementation or technical alignment with other similar projects.
- ◆ A priority of '2' means that this project has minor implementation risks without the offsetting benefit of multiple projects that can leverage the technology. These project should be considered at a later date.
- ◆ A priority of '3' means that the project has considerable implementation risk. The risk could be because the project is based on unproven technology or the project depends on people and systems outside County control.

The identified projects are in a variety of planning and development stages, so the next column identified the stage that a project has achieved in the department. Common values in this column are:

1. **Vision:** This project was envisioned as a part of free-form brainstorming. There has not been any analysis performed on the feasibility or economic desirability of the project.
2. **In planning:** This project had already been identified by the department before discussions with ISD for the report.
3. **In development:** This project is being actively worked on.
4. **Available:** This project was in advanced stage of completion at the time of discussions with the department. It was expected to be completed before the final draft of this report.

Hopefully, other values in this column are intuitive.

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When estimating project costs as well as when setting priorities, it is helpful to understand dependencies between projects. The next column titled "Dep." identifies an generalized service, located in the ISD section of this document, that should be implemented to best leverage a project.

The last column provides page number, where the detailed description of a project can be found.

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Department Division Project		Rough Cost Estimate	Type of Service	Priority			Departmental Project Status	Dep.	Details Page Num.
				Vision	Dept	ISD			
Assessor - County Clerk-Recorder									59
1.	Citizen friendly department web pages.	,\$,\$,\$	Content-1	9	1	1	In planning		59
2.	Public web interface to access Assessors information.	,\$,\$,\$,\$	Content 3	9	1	1	In planing		59
3.	Electronic recording.	,\$,\$,\$,\$,\$	Transaction	9	1	1	In planning		60
4.	Provide a "Wedding Camera" service	,\$,\$,\$,\$	Content 3	9	1	1	Available 2/14/2001		60
5.	Voter registration application	,\$,\$,\$,\$	Transaction	1, 9	1	1	In planning		60
6.	Electronic filing of personal property statements.	,\$,\$,\$,\$	Transaction	9	2	2	In planning		61
7.	Ability to order Vital Records Certificates	,\$,\$,\$,\$	Transaction	9	1	1	Vision		61
8.	Fictitious business name transactions.	,\$,\$,\$,\$	Transaction	9	1	1	Vision		62
9.	Electronic building permit transmission.	,\$,\$,\$,\$	Transaction	9	1	3	Vision		62
Controller									63
1.	Provide detailed explanation of tax bill items.	,\$,\$,\$	Content 1	9	1	1	Vision		63
2.	Provide a County-wide tax FAQ page.	,\$,\$,\$	Content 1	9	1	1	Vision		63
3.	Provide tax apportionment information.	,\$,\$,\$,\$	Content 2	9	1	1	Vision	16	64
4.	Means to notify Audit of potential	,\$,\$,\$	Transaction	9	1	1	Vision	14	64

Chart I

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Department Division Project		Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
				Vision.	Dept	ISD			
	accounting irregularities.								
5.	Means for other agencies to file mandated forms.	\$\$,\$\$\$	Transaction	9	2	1	Vision	14	65
6.	Provide departments with County policies and accounting guide.	,\$\$\$\$	Content 1	9	1	1	Vision		65
7.	Customer satisfaction surveys.	,\$\$\$\$	Transaction	9	2	1	Vision	14	66
8.	Ability for customers to provide feedback.	,\$\$\$\$	Transaction	9	1	1	Vision	14	66
9.	Electronic copy of newsletter.	,\$\$\$\$	Content 2	9	1	1	Vision	16	67
10.	County financial reports.	,\$\$\$\$	Content-1	9	1	1	Vision		67
11.	Ability for Courts to file "Fines/Fees/Forfeitures" report.	\$\$,\$\$\$	Transaction	9	1	2	Vision	14	68
12.	Ability to drop from Internet access to Intranet access	,\$\$\$\$	Infrastructure	9	1	1	Vision. Partially available.		68
13.	Allow vendors to check status of payments	\$\$,\$\$\$	Content-3	9	2	1	Vision		69
14.	Complete B2B e-commerce -- with larger vendors.	\$\$,\$\$\$,\$\$	Transaction/ Infrastructure	9	2	3	Vision		69
15.	Departmental Budget and financial information.	,\$\$\$\$	Content-1	9	1	1	Vision		70
16.	Intranet: Allow employees to file tax related status change forms.	\$\$\$,\$\$\$	Transaction	9	1	2	Vision		70
17.	Intranet: Provide commonly used employment/payroll forms for	,\$\$\$\$	Content-1	9	1	1	Vision		71

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Department Division Project	Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
			Vision.	Dept	ISD			
	downloading.							
18.	Intranet: Provide a FAQ page for employees	,\$,\$,\$	Content-1	9	1	1	Vision	71
19.	Intranet: Provide employees with list of persons to call	,\$,\$,\$	Content-1	9	1	1	Vision	72
20.	Intranet: Allow on-line time-entry and approval	,\$,\$,\$,\$	Transaction	9	2	2	Vision	72
21.	Intranet: Provide employees with e pay stub	,\$,\$,\$	Content 1	9	1	1	In planning	73
22.	Intranet: Provide an availability / status page for system status		Content 2	9		1	Available	73
23.	Intranet: Provide system documentation.	,\$,\$,\$	Content-1	9		1	Vision	74
24.	Intranet: Provide on line training for departments.	,\$,\$,\$,\$	Content 3	9	1	2	Vision	74
Coroner								75
1.	Allow physicians to file Death certificates. (State project participation)	,\$,\$,\$	Transaction	9	2	2	Vision	75
2.	Create a Home page for Coroner's office.	,\$,\$,\$	Content 1	9	1	1	In planning	75
3.	Provide pamphlets for downloading.	,\$,\$,\$	Content-1	9	1	1	In planning	76
4.	Generate and provide planning information for elderly.	,\$,\$,\$	Content 1	9	2	1	Vision	76
County Counsel								77

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Department <u>Division</u> Project		Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
				Vision.	Dept	ISD			
1.	Post County ordinance code		Content-1	9	1	1	Available		77
2.	Procedures for public to post property bonds for bail.	,\$,\$,\$	Content-1	9	1	1	Vision		77
Office of County Manager/Clerk of the Board of Supervisors									78
1.	Make agendas available on line		Content-2	9	1	1	Available		78
2.	Build a home page	,\$,\$,\$	Content 1	9	1	1	In planning		78
3.	Provide Budget information	,\$,\$,\$	Content-1	9	1	1	In development		79
4.	Ability to conduct surveys	,\$,\$,\$	Transaction	9	2	1	Partially available.	14	79
5.	Legal advertising and notices	,\$,\$,\$	Content-2	9	1	1	Vision	16	80
6.	Citizens academy applications for downloading.	,\$,\$,\$	Content 1	1, 9	1	1	Vision		80
7.	Accept registration for citizens' academy.	,\$,\$,\$	Transaction	1, 9	2	1	Vision	14	81
8.	Convert outdated computers and add kiosks in County facilities.	,\$,\$,\$	Infrastructure	9	2	2	Vision		81
9.	Customer satisfaction surveys.	,\$,\$,\$	Transaction	9	1	1	Vision	14	82
10.	All County brochures - on-line and/or for downloading.	,\$,\$,\$	Content-1	9	3	1	Vision		82
11.	GIS links to other municipalities.	,\$,\$,\$	Content-3	5, 6, 9, 10	2	1	Vision		83
12.	GIS links to train and transit schedules.	,\$,\$,\$	Content 3	5, 6, 9	2	1	Vision		83

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Department Division Project	Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
			Vision.	Dept	ISD			
13.	Install joint kiosks with other agencies.	\$\$\$\$	Infrastructure	9, 10	2	3	Vision	84
14.	Develop joint systems with other agencies.	\$\$\$\$	Infrastructure	9, 10	2	3	Vision	84
15.	Improve contents and presentation of main County web page.	\$\$\$\$	Content 1	1, 9	1	1	Vision	12 85
16.	County profile information.	\$\$\$\$	Content 1	9	1	1	Vision	86
17.	Directory of services and contact numbers.	\$\$\$\$	Content-1	9	1	1	Vision	86
18.	County organizational charts.	\$\$\$\$	Content-1	9	1	1	Vision	86
19.	Press releases and current issues	\$\$\$\$	Content 2	9	1	1	Vision	16 87
20.	GIS - ability to identify special districts, unincorporated areas and city limits.	\$\$\$\$	Content-3	9	2	2	Vision	10 87
21.	Listings of volunteer opportunities.	\$\$\$\$	Content-2	1, 9	2	1	Vision	16 88
22.	Services in Spanish; multilingual services.	\$\$\$\$	Portal	9	1	1	Vision	88
23.	Links to other area agencies.	\$\$\$\$	Content-1	9	3	1	Vision	89
24.	Interactive Board meetings	\$\$\$\$	Content 2	9	2	1	Vision	89
25.	Board position on legislation.	\$\$\$\$	Content-2	9	1	1	Vision	16 90
26.	Boards and Commissions description, vacancies etc.	\$\$\$\$	Content 1	1, 9	1	1	Vision	90
27.	Assessment appeal application.	\$\$\$\$	Transaction	9	1	1	Vision	14 91
28.	Other public information and documents.	\$\$\$\$	Content 2	9	1	1	Vision	16 91

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Department <u>Division</u> Project	Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
			Vision.	Dept	ISD			

Courts								92
1.	Ability to pay traffic fines and bail.	\$\$\$,\$\$\$	Transaction	9	1	1	In development	92
2.	Ability for traffic violators to check qualification for traffic school	\$\$\$	Content-3	9	1	1	In development	92
3.	Ability to request sign up for traffic school	\$\$\$	Transaction	9	1	1	In development	93
4.	Ability for traffic violators to request "Trial by declaration"	\$\$\$	Transaction	9	1	1	In development	93
5.	Ability for traffic violators to request continuance	\$\$\$	Transaction	9	1	1	In development	94
6.	Ability for traffic violators to request a trial; Court calendaring	\$\$\$	Transaction	9	1	1	In development	94
7.	Ability for traffic violators to request extension of citation due date.	\$\$,\$\$\$	Transaction	9	1	2	Vision	95
8.	Ability for traffic violators to request extension for traffic school completion due date.	\$\$,\$\$\$	Transaction	9	1	2	Vision	96
9.	Ability for clients to look-up cases by name	\$\$,\$\$\$	Content 3	9	1	1	Vision	96
10.	Information about filing cases	,\$\$\$	Content-1	9	1	1	Vision	97
11.	Ability to file case documents.	\$\$\$,\$\$\$	Transaction	9	2	2	Vision	97
12.	Ability to pay fees for request for final judgements	\$\$,\$\$\$	Transaction	9	2	1	Vision	98
13.	Ability for potential jurors to request	\$\$,\$\$\$	Transaction	9	1	1	Vision	14 98

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Department <u>Division</u> Project		Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
				Vision.	Dept	ISD			
	exemptions								
14.	Ability for potential jurors to request postponement	\$\$,\$\$\$	Transaction	9	1	1	Vision	14	99
15.	Step by-step information for "proper" appeals filing.	,\$\$\$\$	Content-1	9	1	1	Vision		99
16.	Intranet: Ability for DAs to review prior case information.	\$\$,\$\$\$	Content-3	9	2	2	Vision		100
17.	Ability to pay fees and access docket documents.	\$\$,\$\$\$	Transaction	9	2	2	Vision		100
18.	Ability to request records expunging.	\$\$,\$\$\$	Transaction	9	2	1	Vision		101
19.	Ability to reschedule on failure to appear	\$\$,\$\$\$	Transaction	9	1	2	Vision		101
20.	Ability to find future court dates, by name and or court case number.	\$\$,\$\$\$	Content-3	9	1	1	Vision		102
21.	View court calendars	\$\$,\$\$\$	Content 2	9	1	1	Partially available	16	102
22.	Bail and bond books review and status information	\$\$,\$\$\$	Content-3	9	2	2	Vision		103
District Attorney									
<u>Criminal and Public Administrator</u>									
1.	Ability for witnesses to confirm service of subpoena by e-mail	\$\$,\$\$\$	Transaction	9	3	2	Vision	14	103
2.	Consumer fraud complaint forms for downloading	,\$\$\$\$	Content-1	9	1	1	Vision		104
3.	Consumer fraud complaints -- on line	,\$\$\$\$	Transaction	9	1	1	Vision	14	104

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Department <u>Division</u> Project	Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
			Vision.	Dept	ISD			
4.	Departmental information	\$\$\$\$	Content 1	9	1	1	Vision	105
5.	Departmental special services information	\$\$\$\$	Content-1	9	1	1	Vision	105
6.	Explanation of criminal justice process	\$\$\$\$	Content-1	9	1	1	Vision	106
7.	Intranet: Filing of police reports	\$\$\$\$	Transaction	9	2	1	Vision	106
8.	Extranet: Ability to review police reports	\$\$\$\$	Content 3	9	2	2	Vision	107
9.	Press releases/Press notes	\$\$\$\$	Content-2	9	2	1	Partially available	16 107
Family Support Division								
1.	Forms for downloading	\$\$\$\$	Content-1	9	1	1	In planning	108
2.	Interactive forms for pre filling	\$\$\$\$	Transaction	9	1	1	In planning	14 108
3.	Ability to schedule appointments	\$\$\$\$	Transaction	9	2	1	Vision	15 109
Employee and Public Services								
Employee Relations								
1.	Publish MOU for other agencies and County managers	\$\$\$\$	Content-1	9		1	Available	16 109
2.	Manager/Supervisor training	\$\$\$\$	Content-3	1, 2, 8, 9	2	2	Vision	110
3.	Ensure all managers/supervisors have access to PC/e-mail/Internet	\$\$\$\$	Infrastructure	9		1	Countywide issue	110
Human Resources/Recruitment								
1.	Accept applications	\$\$\$\$	Transaction	9		1	Available	111
2.	Accept resumes to create a resume	\$\$\$\$	Transaction	9	1	1	In planning	111

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Department Division Project	Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
			Vision.	Dept	ISD			
	bank							
3.	Provide workstations/kiosks in lobby	\$\$,\$\$\$	Infrastructure	9, 10		2	Countywide issue	112
4.	Provide easy to follow help; e.g., voice assisted	\$\$,\$\$\$	Content-2	9		2	Countywide issue	112
5.	Provide easy to navigate (visually better) County web	\$\$,\$\$\$	Content-1	9		1	Countywide issue	12 112
6.	Intranet: Self help forms for employees	\$\$,\$\$\$	Transaction	9		1	Countywide issue	14 113
7.	Interactive tour of County services -- like a video game	\$\$,\$\$\$	Content 1	9		2	Countywide issue	113
8.	Clean up conflicting information across web pages. e.g., Ordinance code under EPS and County counsel pages	\$\$,\$\$\$	Content Infrastructure	9	1	1	Vision	114
9.	Conference calls/Video conference interviews with candidates	\$\$,\$\$\$	Content	9	2	2	Vision	114
10.	Feedback loops and evaluations; surveys of candidates and exit interviews	\$\$,\$\$\$	Transaction	9	2	2	Vision	14 115
11.	Intranet: Conduct all recruitment activities online; list maintenance and forwarding	\$\$,\$\$\$	Transaction	9	2	1	Vision	115
12.	Allow candidates to identify areas of interest for future openings	\$\$,\$\$\$	Transaction	9	1	1	Vision	116

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Department <u>Division</u> Project	Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
			Vision.	Dept	ISD			
13.	Intranet: Provide departments immediate access to on line applications	\$\$,\$\$\$	Content	9	2	1	Vision	116
14.	Provide "intelligent search" that is functionally driven instead of organizationally based.	\$\$,\$\$\$	Content/ Portal	9		1	Countywide issue	13 117
15.	Provide general directions to services of other government; including links to pages	\$\$,\$\$\$	Portal	9		1	Countywide issue	17 117
16.	Provide links to driving directions, for other government agencies.	\$\$,\$\$\$	Portal	9		1	Available	12, 17 118
17.	Easy to find; interactive information about public services of the department.	\$\$,\$\$\$	Portal	9		1	Countywide	12, 17 118
18.								
<u>Human Resources/Benefits</u>								
1.	Allow employees to provide feedback about benefits levels	\$\$,\$\$\$	Transaction	9	2	2	In planning	14 119
2.	Personalized Benefits statements for employees	\$\$,\$\$\$	Content-3	9	2	2	In planning	119
3.	Employee enrollment for benefits	\$\$,\$\$\$	Transaction	9	2	2	In planning	120
4.	Forward program updates from providers to participants	\$\$,\$\$\$	Content-2	9	1	2	In Development	120
5.	Links to provider sites	\$\$,\$\$\$	Content-1	9	1	1	In Development	121

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Department Division Project		Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
				Vision.	Dept	ISD			
6.	Appropriate use policy?		Infrastructure	9	1		In planning		121
7.	Benefits plan RFP/solicitation	,\$,\$,\$	Content 2	9		2	Available	16	122
8.	Accept bids for RFPs	,\$,\$,\$	Transaction	9	2	2	In Development	18	122
9.	E mail for all employees		Infrastructure	9			Available		123
10.	Customers surveys/feedback forms	,\$,\$,\$	Transaction	9	2	1	In planning	14	123
11.	Benefits plan documents	,\$,\$,\$	Content 1	9	1	1	In Development	16	124
12.	On-line		Transaction	9			Available		
<u>Individual and Organization Development</u>									
1.	Intranet & Extranet: Computer Based Training	,\$,\$,\$,\$	Content 3	2, 8, 9		2	Available		124
2.	Online surveys of training effectiveness.	,\$,\$,\$	Transaction	2, 8, 9	2	1	Vision	14	125
3.	Intranet: Employee orientation materials and training.	,\$,\$,\$	Content 1	9	2	1	In Planning		125
4.	Citizen Orientation materials	,\$,\$,\$,\$	Content-1	9	3	1	Vision		126
5.	2-way web casting for video conferencing.	,\$,\$,\$,\$	Infrastructure	9	3	2	Vision		126
6.	Intranet: Ability for employees to register for training.	,\$,\$,\$	Transaction	2, 8, 9	1	1	In Planning	14	127
7.	Intranet: Ability to track continuing education of employees.	,\$,\$,\$	Transaction	2, 8, 9		1	Available	14	127
8.	Intranet: Career development	,\$,\$,\$,\$	Transaction	2, 8, 9		1	Available		128

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Department <u>Division</u> Project			Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
					Vision.	Dept	ISD			
	assessment tools.									
9.	Intranet: Ability for employees to sign-up as mentors.	\$\$\$\$	Transaction	2, 8, 9	2	1	Vision	14	128	
10.	Intranet: Ability for supervisors to recommend mentoring for employees.	\$\$\$\$	Transaction	2, 8, 9	2	1	Vision	14	129	
11.	Intranet: Tuition reimbursement requests.	\$\$\$\$	Transactions	2, 8, 9	2	1	Vision	14	129	
12.	Intranet: Tuition reimbursement status tracking.	\$\$\$\$\$	Content 3	2, 8, 9	2	1	Vision		130	
Revenue Services										
1.	Ability to request set up of payment plan	\$\$\$\$\$	Transaction	9	2	1	Vision		130	
2.	Accept payment with credit-card and e-checks.	\$\$\$\$\$	Transaction	9	2	1	Vision		131	
3.	Add informational content pages	\$\$\$\$	Content-1	9	1	1	In Planning		131	
4.	Add FAQ pages	\$\$\$\$	Content 2	9	2	1	Vision		131	
5.	Ability for clients to provide change of address information	\$\$\$\$\$	Transaction	9	2	1	Vision		132	
6.	Accept Traffic fines	\$\$\$\$\$	Transaction	9	2	1	Vision		132	
7.	Intranet: Information for departments about Revenue Services.	\$\$\$\$	Content 1	9	1	1	In Planning		133	
8.	Place brochures for public access	\$\$\$\$	Content-1	9	1	1	In Planning		133	
9.	Ability for clients to provide "MediCal" information.	\$\$\$\$\$	Transaction	9	3	2	Vision	14	134	

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Department Division Project		Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
				Vision.	Dept	ISD			
10.	Provide links to other local services.	,\$,\$,\$	Content-1	9		1	Countywide issue		134
11.	Animal licensing information	,\$,\$,\$	Content-1	9	1	1	In Planning		135
12.	Animal licensing transactions.	\$\$,\$,\$,\$	Transaction	9	2	1	Vision		135
13.	Ability for veterinarians to file "Vaccination without License" forms.	\$\$,\$,\$,\$	Transaction	9	2	1	Vision		136
Purchasing									
1.	Provide information about Vendor registration	,\$,\$,\$	Content-1	9	2	1	Vision		136
2.	Allow potential vendors to register interest.	,\$,\$,\$	Transaction	9	2	1	Vision	14	137
3.	Post solicitation information and full download.	,\$,\$,\$	Content-2	9	3	1	Vision	16	137
4.	Allow vendors to respond to bids/RFQ.	,\$,\$,\$	Transaction	9	3	2	Vision	18	137
5.	Publish award information	,\$,\$,\$	Content 2	9	3	1	Vision		138
6.	Provide purchase order by e-mail	\$\$,\$,\$,\$	Content 3	9	1	1	In Development		138
7.	Allow electronic bill presentation.	\$\$,\$,\$,\$	Transaction	9	2	1	Vision		139
8.	Provide e-auction capability for surplus property warehouse	\$\$,\$,\$,\$	Transaction	9	3	1	Vision		139
9.	Intranet: Publish customer guide for copy center	,\$,\$,\$	Content-1	9	1	1	In Development		140
10.	Intranet: Publish administrative memos	,\$,\$,\$	Content 1	9		1	Countywide issue		140

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Internet Service Delivery Study

Department Division Project	Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
			Vision.	Dept	ISD			

Public Safety Communications								
1.	Build an improved home page	,\$,\$,\$	Content 1	9	1	1	In Development	141
2.	Web-cast live audio streams of radio dispatch	,\$,\$,\$,\$	Content-2	9	3	2	Vision	141
Environmental Services Agency								
Planning								
1.	Provide Internet reference on notices sent to residents.	,\$,\$,\$	Content-2	9	2	1	In planning	142
2.	Issue routine building permits	,\$,\$,\$,\$	Transaction	9	1	1	In planning	142
3.	Make public hearing agendas and supporting documents available on-line.	,\$,\$,\$,\$	Content-2	9	2	1	Partially available.	16 143
4.	Accept comments for public hearings	,\$,\$,\$	Transaction	9	1	1	In planning	14 144
5.	Make status of permits available on-line.	,\$,\$,\$,\$	Content 3	9	1	1	In planning	144
6.	Accept applications for all permits on-line.	,\$,\$,\$,\$	Transaction	9	3	1	Vision	145
7.	Make environmental impact documents available.	,\$,\$,\$	Content-2	9	1	1	Partially available.	16 145
8.	Ability to schedule and reschedule building inspections.	,\$,\$,\$,\$	Transaction	9	1	1	In planing	15 146
Libraries								
1.	Improved, clearer links to library pages from County web pages	,\$,\$	Content/ Portal	9	1	1	Vision	146

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Department Division Project	Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
			Vision.	Dept	ISD			

Parks and Recreation									
1.	Enhance parks web pages look and feel, add more information.	\$\$,\$\$\$	Content	9	1	1	Vision		147
2.	Improved searching capability	\$\$,\$\$\$	Content-3	9	2	1	Vision	13	148
3.	Information for volunteers	\$\$,\$\$\$	Content-2	1, 6, 9	1	1	Vision	16	148
4.	Volunteer registration/scheduling	\$\$,\$\$\$	Transaction	1, 6, 9	1	1	Vision	15, 14	148
5.	Build a kids corner	\$\$,\$\$\$	Content 2	6, 9	2	2	Vision		149
6.	Information about "natural resources" aspect of Parks	\$\$,\$\$\$	Content 1	6, 9	1	1	Vision		149
7.	Environmental education programs for schools	\$\$,\$\$\$	Content 1	2, 9	1	1	Vision		150
8.	Information about wildlife in parks	\$\$,\$\$\$	Content 1	6, 9	1	1	Vision		150
9.	Commission and committee agendas, staff reports and minutes.	\$\$,\$\$\$	Content 2	9	1	1	Vision	16	151
10.	Master planning for parks; community input questionnaires	\$\$,\$\$\$	Transaction	6, 9, 10	1	1	Vision	14	151
11.	Posting of part time, seasonal and volunteer opportunities	\$\$,\$\$\$	Content 2	1, 6, 9	1	1	Vision	16	152
12.	Accepting applications for regular, part time, seasonal and volunteer opportunities.	\$\$,\$\$\$	Transaction	1, 6, 9	1	1	Vision	1	152
13.	Public safety information	\$\$,\$\$\$	Content 2	3, 9	1	1	Vision	16	153
14.	Feedback forms for park users	\$\$,\$\$\$	Transaction	9	2	1	Vision	14	153
15.	Events Calendar	\$\$,\$\$\$	Content-2	9	2	1	Vision	16	154

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Department <u>Division</u> Project		Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
				Vision.	Dept	ISD			
16.	Log Book for park visitors	,\$,\$,\$	Transaction	9	3	1	Vision	14	154
17.	Ability for users to design their own route over park trails.	\$\$,\$,\$,\$	Content-3	6, 9	3	2	Vision		155
18.	Printable park and trail maps	\$\$,\$,\$,\$	Content-3	6, 9	2	1	Vision		155
19.	Wait-list sign-up for renting berths at Marina	\$\$,\$,\$,\$	Transaction	9	2	1	Vision	14	156
20.	Ability for users to view current open berths.	,\$,\$,\$	Content-3	9	2	1	Vision		156
21.	Electronic bill presentation and credit card collection from berth renters at the marina	\$\$,\$,\$,\$	Transaction	9	2	2	Vision		157
22.	Concessionaire-billing and collection	\$\$,\$,\$,\$	Transaction	9	2	2	Vision		157
23.	San Bruno Mountains developer fees collections	\$\$,\$,\$,\$	Transaction	9	2	2	Vision		158
24.	Donations collections and receipt	\$\$,\$,\$,\$	Transaction	9	3	2	Vision		
25.	Photo Gallery and "Live Cam"	\$\$,\$,\$,\$	Content-2	9	3	2	Vision		159
26.	Virtual store of park souvenirs	\$\$,\$,\$,\$	Transaction	9	3	1	Vision		159
27.	Links for driving directions.	,\$,\$,\$	Content-1	9	1	1	Vision		159
28.	Parks reservations.	\$\$,\$,\$,\$	Transaction	6, 9	1	1	Vision		160
<u>Animal Control</u>									
1.	Provide links to local humane society	,\$,\$,\$	Content-1	9	1	1	Vision		161
2.	Provide County and local ordinances regarding animal control and dangerous animals	,\$,\$,\$	Content-1	3, 9	1	1	Vision	16	161
3.	Provide redemption procedures and	,\$,\$,\$	Content-1	3, 9	1	1	Vision	16	161

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Department Division Project		Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
				Vision.	Dept	ISD			
	fees for animal shelter.								
4.	Ability to pay fees and request hearing about dangerous animal declaration.	\$\$,\$\$\$	Transaction	9	3	1	Vision	14	162
5.	Ability to pay quarantine fees	\$\$,\$\$\$	Transaction	9	2	1	Vision		162
6.	Ability to pay fees for and request breeder permits	\$\$,\$\$\$	Transaction	9	2	1	Vision		163
7.	Ability to pay fees and request animal fancier permits	\$\$,\$\$\$	Transaction	9	2	1	Vision		163
8.	Ability to pay fees and request mandatory spay/neuter hearings	\$\$,\$\$\$	Transaction	9	3	1	Vision		164
9.	Ability to pay surrender fees	\$\$,\$\$\$	Transaction	9	3	1	Vision		164
10.	Ability to pay fees imposed by animal control	\$\$,\$\$\$	Transaction	9	2	1	Vision		165
<u>Agriculture Commissioner/Sealer of Weights and Measures</u>									
1.	Ability to request restricted materials permit	\$\$,\$\$\$	Transaction	9	3	1	Being developed by the State of California.		165
2.	Ability to request pesticide use permits (operator identification numbers).	\$\$,\$\$\$	Transaction	9	3	1	Vision		166
3.	Complaint and injury/illness report	\$\$,\$\$\$	Content 1	3, 9	2	1	Vision		167

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Department <u>Division</u> Project	Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
			Vision.	Dept	ISD			
	forms, for downloading							
4.	Information about safe use and control of pesticide	,\$,\$,\$	Content-1	9	1	1	Vision	167
5.	Topical information - target pests etc.	,\$,\$,\$	Content-2	9	2	1	Vision	167
6.	Informational pages	,\$,\$,\$	Content-1	9	1	1	In planning	168
7.	Crop reports, e-mailed to interested persons.	,\$,\$,\$	Content 3	9	3	1	Vision	168
8.	Annual device registration and fees	,\$,\$,\$	Transaction	9	3	1	Vision	169
9.	Consumer complaints forms for downloading	,\$,\$,\$	Content-1	9	1	1	In planning	169
10.	Interactive consumers complaints forms	,\$,\$,\$	Transaction	9	2	1	Vision	14 170
11.	"San Mateo County Cares" survey.	,\$,\$,\$	Transaction	9	1	1	Vision	14 170
<u>UC Extension</u>								
1.	Build a local home page	,\$,\$,\$	Content 1	9	1	1	Vision	171
2.	Ability for public to register for local programs	,\$,\$,\$	Transaction	1, 9	1	1	Vision	14 171
3.	Q & A bulletin board for home gardening issues	,\$,\$,\$	Transaction	9	1	1	Vision	172
4.	Links to latest research from the university system.	,\$,\$,\$	Content-2	9	1	1	Vision	172
5.	Program information about various programs and grants - both UC and local	,\$,\$,\$	Content-2	9	1	1	Vision	173
6.	Volunteer opportunities information	,\$,\$,\$	Content-2	1, 9	1	1	Vision	173

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Department Division Project	Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.	
			Vision.	Dept	ISD				
7.	Volunteer applications	,\$,\$,\$	Transaction	1, 9	2	1	Vision	14	174
8.	Ability to schedule field trips etc. to managed facilities	\$\$,\$,\$\$	Transaction	2, 9	2	1	Vision	15	174
9.	Conference center information and reservation.	\$\$,\$,\$\$	Transaction	9	2	1	Vision	15	175
10.	Newsletters by e mail and on the web pages.	,\$,\$,\$	Content 2	9	1	1	Vision		175
11.	Countywide web pages organized for ease of use	,\$,\$,\$	Content-1	9	1	1	Vision	12	176
LAFCo									
1.	Build a home page and informational pages.	,\$,\$,\$	Content	9	1	1	In planning	16	177
2.	Notices of Hearings	,\$,\$,\$	Content	9	1	1	In planning		177
3.	Hearing agendas and supporting documents	\$\$,\$,\$\$	Content	9	2	1	In planning	16	178
4.	Annexation application	\$\$,\$,\$\$	Transaction	9	3	1	Vision		178
5.	Detailed maps and political boundaries	\$\$,\$,\$\$	Content-1	9	3	1	Vision		179
Fire Protection									
6.	Build a home page and informational web site	\$\$,\$,\$\$	Content 1	9	1	1	In planning		179
7.	Volunteer opportunity information.	,\$,\$,\$	Content2	1, 9	1	1	Vision		180
8.	Ability for public to register for training	\$\$,\$,\$\$	Transaction	2, 9	2	1	Vision		180
9.	Community satisfaction surveys	,\$,\$,\$	Transaction	9	1	1	Vision	14	180

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Department <u>Division</u> Project		Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
				Vision.	Dept	ISD			
10.	Operation and policy/procedure manuals	,\$,\$\$	Content-1	9	1	1	Vision	16	181
11.	Topical and timely information	,\$,\$\$	Content-2	9	1	1	Vision	16	181
Health Services Agency									
Public Health/Environmental Health									
1.	Allow customers to make appointments.	\$\$,\$\$\$	Transaction	3, 9	2	2	Vision	15	182
2.	Allow patients to search for appointments.	\$\$,\$\$\$	Content-3	3, 9	3	2	Vision		182
3.	Allow clients to "self-refer"; request for contact.	,\$,\$\$	Transaction	3, 9	2	1	Vision	14	183
4.	Allow field services to access County network infrastructure from the field.	\$\$,\$\$\$	Infrastructure	3, 9	2	1	Vision		183
5.	Allow Physicians to file death certificates.	\$\$,\$\$\$	Transaction	9	2	2	Vision	19	184
6.	Allow medical institutions to file birth certificates	\$\$,\$\$\$	Transaction	9	1	2	Vision	19	184
7.	Allow others to file initial birth reports and make appointments.	\$\$,\$\$\$	Transaction	9	2	2	Vision	15, 14	185
8.	Allow funeral directors to file and pay for burial permits	\$\$,\$\$\$	Transaction	9	1	1	Vision		185
9.	Allow requests and payments for vital records	\$\$,\$\$\$	Transaction	9	1	1	Vision		186
10.	Provide general information for public health. e.g., Maternal and child	,\$,\$\$	Content-2	3, 9	1	1	Partially available		186

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Department Division Project	Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
			Vision.	Dept	ISD			
	health							
11.	Provide statistical reports and information.	\$\$,\$\$\$	Content-3	9	1	2	Partially available	187
12.	Send appointment reminders via e mail	\$\$,\$\$\$	Content 3	3, 9	2	1	Vision	187
13.	Allow physicians, laboratories and institutions to report infectious disease instances.	\$\$,\$\$\$	Transaction	3, 9	1	1	Vision	14 188
14.	Provide physicians, medical groups and CBOs with health alerts via e-mail; customized to their specialty.	\$\$,\$\$\$	Content	3, 9	1	1	Vision	188
15.	Report TB/HIV/AIDS to state/federal agencies	\$\$,\$\$\$	Content	3, 9	1	2	Vision	189
16.	Allow AIDS Drug Assistance Program beneficiaries to enroll in the program.	\$\$,\$\$\$	Transaction	3, 9	2	1	Vision	14 189
17.	Provide the ability to refer to/from other agencies. Automatically track follow up to referrals.	\$\$\$,\$\$\$	Portal	3, 9	3	3	Vision	190
18.	Ability to track identical services across duplicating service agencies.	\$\$\$,\$\$\$	Portal.	3, 9	3	3	Vision	190
19.	Provide Public health laboratories access to "OpenLab".	\$\$,\$\$\$	Infrastructure	9	1		Vision	191
20.	Ability to provide lab results to physicians and institutions.	\$\$,\$\$\$	Content-3	3, 9	1		Vision	191

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21.	Department Division Project	Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
				Vision.	Dept	ISD			
21.	Ability for patients to view their laboratory test results.	\$\$,\$\$\$	Content-3	3, 9	2	3	Vision		192
22.	Request/Requisition for water testing etc.	\$\$,\$\$\$	Transaction	3, 9	2	1	Vision	14	192
23.	Dynamically provide status of beach closures etc.	\$\$,\$\$\$	Content-3	3, 9	1	1	Vision	14	193
24.	Ability for physicians to track the status of laboratory work ordered.	\$\$,\$\$\$	Content-3	3, 9	1	3	Vision	19	193
25.	Allow children services providers to track status of referrals, authorizations and payments.	\$\$,\$\$\$	Content-3	3, 9	3	3	Vision	17	194
26.	Improved information dissemination for infection control.	\$\$,\$\$\$	Content-2	3, 9	1	1	Vision	16	194
27.	Collect inspection fees for Environmental Health inspections.	\$\$,\$\$\$	Transaction	3, 9	1	1	Vision		195
28.	Provide food permit application forms for downloading	\$\$,\$\$\$	Content-1	3, 9	1	1	Available		195
29.	Electronic acceptance of environmental health applications.	\$\$,\$\$\$	Transaction	3, 9	1	1	Vision	14	195
30.	Accept "animal bite" reports.	\$\$,\$\$\$	Transaction	3, 9	2	1	Vision	14	196
31.	Provide field inspectors (and other field workers) with web-enabled mobile devices for filing their reports from the field.	\$\$,\$\$\$	Transaction / Infrastructure	9	1	2	Vision		196
32.	Allow mobile clinics to access	\$\$,\$\$\$	Infrastructure	9	1	1	Vision	4	197

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Department Division Project	Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
			Vision.	Dept	ISD			

	infrastructure IS services.							
33.	Provide links and access to outside services. e.g., University pages	,\$,\$,\$	Content-1	3, 9	1	1	Vision	197
34.	Provide a searchable index of vital records.	,\$,\$,\$	Content 3	9	2	3	Vision	198
35.	Create an animal immunization registry	,\$,\$,\$	Transaction	9	3	2	Vision	14 198
36.	Provide specific selectable disease information.	,\$,\$,\$	Content-3	9	1	2	Vision	199
37.	Grievance process for food inspections.		Content	9	1	1	Available	199
38.	Easier to find and access web pages.	,\$,\$,\$	Portal	9	1	1	Vision	12 200
39.	General customer surveys with ability to specify servicing agency.	,\$,\$,\$	Transaction	9	2	1	Vision	14 200
40.	Create an immunization registry.	,\$,\$,\$	Transaction	9	2	3	Vision	14 201
<u>Aging and Adult Services</u>								
1.	Provide a FAQ page about services provided.	,\$,\$,\$	Content-1	3, 9	1	1	Vision	201
2.	FAQ for potential referrers and reporters.	,\$,\$,\$	Content 1	3, 9	1	1	Vision	202
3.	Referral and abuse reporting forms for downloading	,\$,\$,\$	Content 1	3, 9	1	1	Vision	202
4.	Accept referrals and abuse reports.	,\$,\$,\$	Transaction	3, 9	1	1	Vision	14 203
5.	Accept "request for contact".	,\$,\$,\$	Transaction	3, 9	1	1	Vision	14 203
6.	FAQ page related to intake questions.	,\$,\$,\$	Content-1	3, 9	1	1	Vision	204

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Department <u>Division</u> Project	Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
			Vision.	Dept	ISD			
7.	Information about nursing homes within the County.	\$\$\$\$	Content 2	3, 9	1	1	Vision	204
8.	Links to information about nursing homes in neighboring counties.	\$\$\$\$	Content-1	3, 9	1	1	Vision	204
9.	Conservatorship referral packets for downloading.	\$\$\$\$	Content-1	3, 9	1	1	Vision	205
10.	Accept conservatorship referrals on line.	\$\$\$\$	Transaction	3, 9	2	1	Vision	14 205
11.	Allow discharge planners to provide referrals, and demographics on-line.	\$\$\$\$	Portal	3, 9	1	3	Vision	17 206
12.	Application packet, for in home care, for downloading.	\$\$\$\$	Content 1	3, 9	1	1	Vision	207
13.	Accept applications/referrals for in-home care.	\$\$\$\$	Transaction	3, 9	1	1	Vision	14 207
14.	Accept applications for in-home care providers.	\$\$\$\$	Transaction	3, 9	1	1	Vision	14 208
15.	Ability to match available care providers with referrals	\$\$\$\$	Content 3	3, 9	1	2	Vision	208
16.	Ability for in home service providers to enter time-sheet information	\$\$\$\$	Transaction	9	1	1	Vision	14 208
17.	Orientation packet for providers to download.	\$\$\$\$	Content-2	3, 9	1	1	Vision	209
18.	Ability for providers to request reimbursements on line.	\$\$\$\$	Transaction	9	2	1	Vision	14 209
19.	Allow providers to track status of	\$\$\$\$	Content 3	9	2	2	Vision	18 210

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Department Division Project	Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
			Vision.	Dept	ISD			
	their payments.							
20.	Intranet: Allow conservatorship filings on line	\$\$,\$\$\$	Transaction	3, 9	2	1	Vision	210
21.	Intranet: Allow Inventory and appraisal filing (for conservator cases) on line.	\$\$,\$\$\$	Transaction	9	2	1	Vision	211
22.	Allow physicians and institutions to file capacity declarations and renewals on line	\$\$,\$\$\$	Transaction	9	2	1	Vision	14, 19
23.	Allow physicians and family to file "Do not resuscitate" statements on-line.	\$\$,\$\$\$	Transaction	9	2	1	Vision	14, 19
24.	Provide other conservatorship forms for downloading; links to other public agencies.	\$\$,\$\$\$	Content-1	9	1	1	Vision	212
<u>Hospitals and Clinics; Patient Care Council</u>								
1.	Enable Computer Based Training for hospital and clinics staff.	\$\$\$,\$\$\$	Content 3	2, 9	1	2	Vision	213
2.	Enable on-line registration for training	\$\$,\$\$\$	Transaction	2, 9	1	1	Vision	14
3.	Allow physicians to schedule surgery along with special equipment required.	\$\$,\$\$\$	Transaction	3, 9	2	2	Vision	214
4.	Digital signatures of physicians on	\$\$,\$\$\$	Transaction	3, 9	2	3	Vision	19

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Department <u>Division</u> Project		Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
				Vision.	Dept	ISD			
	transcriptions of orders.								
5.	Intranet: filing unusual occurrence reports	,\$,\$\$	Transaction	3, 9	1	1	Vision	14	215
6.	Referrals to/from physicians and institutions	\$\$\$,\$\$\$	Portal	3, 9	2	3	Vision		215
7.	Computer Based Training - Patient training.	\$\$\$,\$\$\$	Content-3	2, 3, 9	1	3	Vision		216
8.	Allow patients to fill in pre registration and registration forms.	\$\$,\$\$\$	Transaction	3, 9	2	3	Vision		216
9.	Participate in PACS network for transmission of radiology images.	\$\$\$,\$\$\$	Portal	3, 9	2	3	Vision		217
10.	Reporting patient records to referring physician.	\$\$,\$\$\$	Content-3	3, 9	2	3	Vision		217
11.	Recruitment on-line; improved, multimedia facility descriptions.	\$\$,\$\$\$	Content-1	9	1	3	Vision		218
12.	Remote access for medical staff	,\$,\$\$	Infrastructure	3, 9	1	1	Vision		218
<u>Hospitals and Clinics; Emergency Medicine</u>									
1.	Tele Medicine: (Teleconferencing) Critical incident debriefing for Sheriff's office	\$\$,\$\$\$	Content-3	3, 9	1	2	In planning		219
2.	Tele Medicine: Use of robotic, digital equipment.	\$\$\$,\$\$\$	Content	3, 9	2	3	Vision		219
3.	Form Alliances with CBOs to bridge digital divide issues.	\$\$\$,\$\$\$	Infrastructure	3, 9, 10	1	3	In planning		220

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Internet Service Delivery Study

Department Division Project	Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
			Vision.	Dept	ISD			
4.	Medical information of Topical interest for the community.	,\$,\$,\$	Content 2	3, 9	1	1	Vision	220
5.	Distance Learning -- Continuing Education for medical staff	,\$,\$,\$,\$	Content 3	2, 3, 9	1	2	Vision	221
<u>Hospitals and Clinics; Clinic Managers and Supervising Physicians</u>								
1.	Intranet: Provide easy to locate and refer HIPAA rules.	,\$,\$,\$	Content-1	9	1	1	Vision	221
2.	Make diagnosis codes available in a searchable format.	,\$,\$,\$,\$	Content 2	3, 9	1	1	Vision	222
3.	Links to insurance carrier formularies.	,\$,\$,\$	Content 1	3, 9	1	1	Vision	222
4.	Access to patient records; from exam room, mobile devices; nurses' station remote access.	,\$,\$,\$,\$	Infrastructure	3, 9	2	3	Vision	223
5.	Ability for patients to request prescription refills on-line.	,\$,\$,\$,\$	Transaction	3, 9	1	3	Vision	223
6.	Ability to provide and track referrals to outside providers.	,\$,\$,\$	Transaction	3, 9	2	3	Vision	17 224
7.	Make triage protocols and forms interactively available on line	,\$,\$,\$	Content-1	3, 9	1	1	Vision	224
8.	Make kiosks available at clinics for patient self help	,\$,\$,\$,\$	Infrastructure	3, 9	1	2	Vision	225
9.	Sharing data with other health agencies and institutions.	,\$,\$,\$,\$	Transaction	3, 9, 10	2	3	Vision	225

County of San Mateo Internet Service Delivery Study

Department Division Project		Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
				Vision.	Dept	ISD			
10.	Ability to access "core" systems from remote locations.	\$\$,\$\$\$	Infrastructure	3, 9	1	1	Vision		226
11.	Patient/Client satisfaction surveys	\$,\$\$\$	Transaction	3, 9	1	1	Vision	14	226
12.	Patient self-help registration and enrollment forms.	\$\$,\$\$\$	Transaction	3, 9	1	2	Vision		227
13.	All County forms for downloading	\$,\$\$\$	Content-1	9	1	1	Vision		227
14.	Enable all County forms for interactive, on-line completion.	\$\$\$,\$\$\$	Transaction	9	2	3	Vision		228
15.	Financial counseling part of registration - automatic links to assistance programs.	\$,\$\$\$	Content-1	9	2	1	Vision		228
16.	Chat room/forums for patient education	\$,\$\$\$	Content 2	3, 9	1	2	Vision		229
17.	Enable electronic communication between patient and providers	\$,\$\$\$	Content-3	3, 9	1	2	Vision		229
18.	Improved/Smart search engines for ease of patient/client use.	\$,\$\$\$	Content-3	9	2	1	Vision	13	230
19.	Bilingual information for all content pages.	\$\$,\$\$\$	Content-1	9	1	1	Vision		230
20.	Provide real-time multi-lingual translations of medical information.	\$\$\$,\$\$\$	Content	3, 9	2	3	Vision		231
21.	Add prescriptions to the scope of "core systems"	\$\$\$,\$\$\$	Infrastructure	3, 9	2	3	Vision		231
22.	Ability for Physicians to order prescriptions -- from remote access.	\$\$,\$\$\$	Transaction	3, 9	2	3	Vision	21	232

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Department Division Project	Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
			Vision.	Dept	ISD			

<u>Mental Health</u>									
1.	Participate in search engines	,\$,\$,\$	Content-2	3, 9	1	2	Partially available		232
2.	Improved descriptions of services	,\$,\$,\$	Content-1	3, 9	1	1	Vision		233
3.	Well placed links to information on local self help groups	,\$,\$,\$	Content-1	3, 9	1	1	Vision		233
4.	Create self help groups as chat-rooms	,\$,\$,\$	Transaction	3, 9	1	1	Vision	16	234
5.	Psychological Education/Help.	,\$,\$,\$	Content-2	3, 9	1	1	Vision		234
6.	Rehabilitation/Recovery chat room	,\$,\$,\$	Transaction	3, 9	1	1	Vision	16	234
7.	Multi-lingual pages	\$\$,\$,\$\$	Content-1	3, 9	1	1	Vision		235
<u>Emergency Medical Services</u>									
1.	EMS department details	,\$,\$,\$	Content-1	9	1	1	Vision		235
2.	Links to other (larger) agencies	,\$,\$,\$	Content-1	3, 9	1	1	Vision		236
3.	Information about committees, including agendas etc.	\$\$,\$,\$\$	Content-2	9	1	1	Vision	16	236
4.	Calendar of events	,\$,\$,\$	Content-2	9	1	1	Vision	16	237
5.	EMS policy and procedure manual	,\$,\$,\$	Content-1	9	1	1	Vision	16	237
6.	Computer based training materials	\$\$\$,\$,\$\$	Content-3	2, 9	2	2	Vision		238
7.	EMT Certification - Application for downloading	,\$,\$,\$	Content-1	2, 9	1	1	Vision		238
8.	Ability to schedule appointments	\$\$,\$,\$\$	Transaction	3, 9	1	1	Vision	15	239
9.	Paramedic accreditation information, and forms	,\$,\$,\$	Content-1	3, 9	1	1	Vision		239
10.	Ability to register for Field care audits	\$\$,\$,\$\$	Transaction	3, 9	1	1	Vision	15	240

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Department <u>Division</u> Project		Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
				Vision.	Dept	ISD			
11.	Provider applications for various services for downloading.	,\$,\$,\$	Content-1	3, 9	1	1	Vision		240
12.	Reports and statistical information	,\$,\$,\$	Content-3	3, 9	1	2	Vision	14	241
13.	EMS newsletter	,\$,\$,\$	Content-2	3, 9	1	2	Vision	16	241
14.	Links to information about other related services (like car seat checks)	,\$,\$,\$	Content-1	3, 9	1	1	Vision		242
15.	Topical and timely public service announcements	,\$,\$,\$	Content-2	3, 9	1	1	Vision	15	242
16.	Information about EMS fund	,\$,\$,\$	Content-1	9	2	1	Vision		243
Human Services Agency									
1.	Allow Housing Aid applicants to review their status	,\$,\$,\$,\$	Content-3	4, 9	2	2	Vision		243
2.	Allow clients (Housing Aid, Financial Assistance, Foster/Adoptive Parents etc.) to provide current contact information	,\$,\$,\$,\$	Transaction/ Portal	4, 9	2	2	Vision		244
3.	Allow clients to provide status updates.	,\$,\$,\$,\$	Transaction/ Portal	4, 9	2	2	Vision		244
4.	Allow clients to provide annual renewal information.	,\$,\$,\$,\$	Transaction/ Portal	4, 9	2	2	Vision		245
5.	Allow clients to schedule/re-schedule inspections and interviews	,\$,\$,\$,\$	Transaction	4, 9	2	1	Vision	15	245
6.	Allow landlords to review payment status	,\$,\$,\$,\$	Content-3	4, 9	2	2	Vision		246
7.	Provide landlords with facility to list	,\$,\$,\$,\$	Content-3	4, 9	2	2	Vision		246

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Department Division Project	Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
			Vision.	Dept	ISD			
	available property - provide recipients to find available properties							
8.	List of Shelters and Referral Organizations	,\$,\$,\$	Content 2	4, 9	1	1	In planning	247
9.	Ability to find shelters nearest an address.	,\$,\$,\$	Content-3	4, 9	2	2	Vision	247
10.	Accept application for rehabilitation assistance	,\$,\$,\$	Transaction	4, 9	2	1	Vision	247
11.	Post bid requests for rehabilitation projects	,\$,\$,\$	Content-2	9	2	1	Vision	16 248
12.	Accept bids for rehabilitation projects	,\$,\$,\$	Transaction	9	2	2	Vision	18 248
13.	Accept financial assistance applications	,\$,\$,\$	Transaction	9	2	2	Vision	249
14.	Route applications to case worker based on zip code	,\$,\$,\$	Transaction/ Portal	9	2	2	Vision	249
15.	Accept supplemental information for assistance qualification	,\$,\$,\$	Transaction	9	2	2	Vision	250
16.	Upload application information to Medi cal	,\$,\$,\$	Transaction	9	1		In Development	250
17.	Allow clients to schedule/re schedule appointments.	,\$,\$,\$	Transaction	9	2	1	Vision	15 251
18.	Link to "SMART-Engine" for qualifying applicants on-line	,\$,\$,\$	Infrastructure	9	2	2	Vision	251
19.	Provide e mail addresses to clients	,\$,\$,\$	Infrastructure	7, 9	2	3	Vision	252
20.	Increase access points/service levels	,\$,\$,\$	Infrastructure	7, 9	1	3	Partially	252

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Department Division Project	Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
			Vision.	Dept	ISD			
	at libraries and CBOs.					available		
21.	Allow clients to review status of their application.	\$\$,\$\$\$	Content-3	9	2	2	Vision	253
22.	Provide support infrastructure for foster/adoptive families; like chat-rooms and bulletin boards.	\$\$,\$\$\$	Transaction	3, 9	2	3	Vision	253
23.	Publish detailed information for prospective foster/adoptive families	\$\$,\$\$\$	Content-1	3, 9	2	1	Vision	254
24.	Provide concise links to CA resources for foster/adoptive families.	\$\$,\$\$\$	Content 1	3, 9	2	1	Vision	254
25.	Provide a means for prospective foster/adoptive families to register interest.	\$\$,\$\$\$	Transaction	3, 9	2	1	Vision	14 255
26.	List server e mail distribution of newsletters	\$\$,\$\$\$	Content-3	3, 9	2	1	Vision	255
27.	Provide secured chat rooms for foster/adoptive parents to earn CEUs	\$\$,\$\$\$	Transaction	3, 9	2	2	Vision	256
28.	Maintain a "calendar of events"; all divisions.	\$\$,\$\$\$	Content-2	9	2	1	Vision	16 256
29.	Provide a means for registered foster/adoptive parents to view/search information on children (in County care).	\$\$,\$\$\$	Content-3	3, 9	2	2	Vision	257
30.	Provide means to automatically update State systems when updating	\$\$\$,\$\$\$	Infrastructure	9	2	3	Vision	257

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Department Division Project		Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
				Vision.	Dept	ISD			
	local information like address etc.,								
31.	Allow foster/adoptive families to schedule interviews and inspections.	\$\$,\$\$\$	Content	3, 9	2	1	Vision	15	258
32.	Provide means for anonymous child abuse prevention tips.	\$\$,\$\$\$	Transaction	3, 9	1	1	Vision	14	258
33.	List of services, contacts and referral agencies	\$\$,\$\$\$	Content-1	3, 9	2	1	Vision		259
34.	Allow alcohol/drug abuse prevention program to solicit bids and receive responses.	\$\$,\$\$\$	Transaction	3, 9	2	2	Vision	18	259
35.	Allow on line referrals from courts (Alcohol and drug abuse prevention)	\$\$,\$\$\$	Transaction	3, 9	2	3	Vision		260
36.	Allow on line registration for prevention programs	\$\$,\$\$\$	Transaction	3, 9	2	1	Vision	14	261
37.	Provide complete services guide	\$\$,\$\$\$	Content-1	3, 9	2	1	Vision		261
38.	Links to State and Federal information.	\$\$,\$\$\$	Content-1	9	2	1	Vision		261
39.	Provide multi-lingual capabilities for all HSA options (especially Spanish)	\$\$,\$\$\$	Content 1	9	2	1	Vision		262
40.	Provide means/capability for clients to customize their view of County services ("MyCounty").	\$\$,\$\$\$	Portal	9	2	1	Vision	17	262
41.	Provide frequently needed forms for download	\$\$,\$\$\$	Content-1	9	2	1	Vision		263
42.	Create a repository of forms	\$\$,\$\$\$	Content-1	9	2	1	Vision	15	264

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Department <u>Division</u> Project	Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
			Vision.	Dept	ISD			
43.	Accept scanned document images for supplemental information	\$\$,\$\$\$	Transaction	9	2	3	Vision	264
44.	Provide scanning hardware at public access stations (libraries etc.)	\$\$\$,\$\$\$	Infrastructure	9, 10	2	3	Vision	265
45.	Web enable Alcohol & Drug provider reporting.	\$\$,\$\$\$	Transaction	9	1	1	Vision	14 265
Information Services Department								
1.	Conduct town hall meetings on line.	\$\$,\$\$\$	Transaction	9	2	2	Feasibility test	266
2.	Conduct public hearings with 2-way web cast	\$\$,\$\$\$	Transaction	9	1	1	Feasibility test	266
3.	Private web utilities data updates	\$\$,\$\$\$	Infrastructure	9	1	1	Vision	267
4.	Show government services, on a map, around a stated address or APN	\$\$,\$\$\$	Content-3	9	1	2	Vision	267
5.	Capture master street/address index: City/County/Post-office/911 address coordination	\$\$,\$\$\$	Infrastructure	9	1	1	Vision	268
6.	List nearby mass transit options for an address	\$\$,\$\$\$	Portal	5, 9	2	3	Vision	268
7.	List nearby parks (all agencies) for an address	,\$\$\$\$	Portal	6, 9	2	3	Vision	269
8.	List parcel information from a map.	,\$\$\$\$	Content/ Portal	9	1	1	In Development	269
9.	Capture census information into GIS	\$\$,\$\$\$	Infrastructure	9	1	2	Vision	270
10.	Capture political jurisdictions into GIS	,\$\$\$\$	Infrastructure	9	1	2	Vision	270

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Department Division Project	Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
			Vision.	Dept	ISD			
11.	Capture K-14 school information into GIS	\$\$,\$\$\$	Infrastructure	9	3	3	Vision	271
12.	Update County web site for usability and Technology improvements.	\$\$\$,\$\$\$	Infrastructure	9	1	1	Vision	271
13.	Add "smart search" capability to the entire County web.	\$\$,\$\$\$	Content	9	1	1	Vision	271
14.	Provide a general forms management system.	\$\$,\$\$\$	Infrastructure	9	1	1	Vision	272
15.	Provide a general appointment management system.	\$\$,\$\$\$	Infrastructure	9	1	1	Vision	272
16.	Provide a general content management system.	\$\$,\$\$\$	Infrastructure	9	1	1	Vision	273
17.	Provide a general portal system.	\$\$\$,\$\$\$	Infrastructure	9	1	1	Vision	273
18.	Provide a general "lock-box" system for bid responses.	\$\$,\$\$\$	Infrastructure	9	3	2	Vision	274
19.	Enable Digital signatures and certificates technology on County web pages.	\$\$\$,\$\$\$	Infrastructure	9	2	3	Vision	275
20.	Provide GIS support on the web	\$\$,\$\$\$	Infrastructure	9	1	1	In planning	275
Probation								
1.	Access to information about various providers, schools, service agencies, etc.	\$\$,\$\$\$	Content-1	3, 9	1	1	Vision	276
2.	Subscription to department of justice (State and federal) databases, e.g.,	\$\$,\$\$\$	Infrastructure	3, 9	1	3	Vision	276

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Department Division Project	Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
			Vision.	Dept	ISD			
3.	cal-gang. Provide officers access to intranet services using mobile technology	\$\$,\$\$\$	Infrastructure	3, 9	1	2	Vision	277
4.	Provide links to State and Federal statutes	\$\$,\$\$\$	Content	3, 9	1	1	Vision	277
Public Works								
1.	Improve current content presentation.	\$\$,\$\$\$	Content-1	9	1	1	In planning	278
2.	Allow citizens to report road hazards	\$\$,\$\$\$	Transaction	9	1	1	Vision	14 278
3.	Encroachments permit applications for downloading.	\$\$,\$\$\$	Content-1	9	1	1	Vision	278
4.	Interactive encroachments permit applications and fees payment	\$\$,\$\$\$	Transaction	9	2	2	Vision	279
5.	Interactive completion information reporting for encroachment permits.	\$\$,\$\$\$	Transaction	9	2	2	Vision	279
6.	Ability for public to complain and request specific services.	\$\$,\$\$\$	Transaction	9	2	1	Vision	14 280
7.	Improved search facility -- easy to find documents.	\$\$,\$\$\$	Content-1	9	1	1	Vision	13 280
8.	Billing and payments of Airport fees	\$\$,\$\$\$	Transaction	9	1	2	Vision	281
9.	Bid solicitation and response	\$\$,\$\$\$	Transaction	9	2	2	Vision	18 281
10.	Legal advertising	\$\$,\$\$\$	Content-2	9	2	1	Vision	16 282
11.	Volunteer opportunity information and application.	\$\$,\$\$\$	Transaction	1, 9	2	1	Vision	14 282
12.	Ability to "adopt a road"	\$\$,\$\$\$	Transaction	1, 9	3	1	Vision	14 283
13.	Customer Surveys	\$\$,\$\$\$	Transaction	9	1	1	Vision	14 283

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Department Division Project	Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
			Vision.	Dept	ISD			
14.	Ability to download maps and surveys	\$\$,\$\$\$	Content-1	9	1	2	Vision	284
15.	Web conferencing pre bid conferences	\$\$,\$\$\$	Content 3	9	3	2	Vision	284
16.	Additional GIS layers for Internet users.	\$\$,\$\$\$	Content 3	9, 10	1	2	Vision	285
Retirement								
1.	Scheduling counseling sessions.	\$\$,\$\$\$	Transaction		2	1	Vision	15 285
2.	Various retiree forms for downloading.	\$\$,\$\$\$	Content-1	9	1	1	In planning	286
3.	Intranet: Personalized retirement estimator	\$\$,\$\$\$	Content-3	9	1	2	In planning	286
4.	Ability to view and file updates of Beneficiaries etc.	\$\$,\$\$\$	Transaction	9	2	2	Vision	14, 19 287
5.	Ability to track pension payments.	\$\$,\$\$\$	Content 3	9	2	2	Vision	287
6.								
Sheriff's Office								
1.	Daily booking log	\$\$,\$\$\$	Content 3	9	2	1	Vision	288
2.	"Who's in Jail" interaction	\$\$,\$\$\$	Content 3	9	2	1	Vision	288
3.	Press Releases over the Internet	\$\$,\$\$\$	Content 2	9	2	1	Vision	16 289
4.	Crime trends reports and reports of public interest.	\$\$,\$\$\$	Content-2	9	1	1	Vision	16 289
5.	"Wanted" section as well as assistance requests.	\$\$,\$\$\$	Content 2	3, 9	1	1	Vision	16 290
6.	Ability for citizens to schedule	\$\$,\$\$\$	Transaction	3, 9	1	1	Vision	15 290

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Department <u>Division</u> Project		Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
				Vision.	Dept	ISD			
	meetings for non-emergency reports.								
7.	Ability to schedule car seat security checks	\$\$,\$\$\$	Transaction	3, 9	1	1	Vision	15	291
8.	House check information	,\$\$\$\$	Content-1	3, 9	2	1	Vision		291
9.	Links to other police agencies	,\$\$\$\$	Content-1	3, 9	1	1	Vision		292
10.	"Ask the Sheriff" interaction for citizens questions.	\$\$,\$\$\$	Transaction/ Portal	3, 9	1	2	Vision		292
11.	Form for anonymous complaints about deputies	,\$\$\$\$	Transaction	3, 9	1	1	Vision	14	293
12.	Form for "cold complaints"	,\$\$\$\$	Transaction	3, 9	2	1	Vision	14	293
13.	A Frequently Asked Questions (FAQ) section for public information and education	,\$\$\$\$	Content-1	3, 9	1	1	Vision		293
14.	Crime statistics reports -- by patrol/beat.	\$\$,\$\$\$	Content 3	3, 9	2	2	Vision		294
15.	Ability for residents to file updates to burglary reports.	,\$\$\$\$	Transaction	3, 9	2	1	Vision	14	294
16.	Form to file for "Block Party" permits	,\$\$\$\$	Transaction	3, 9	2	1	Vision	14	295
17.	Megan's Law information	\$\$,\$\$\$	Content 3	3, 9	3	2	Vision		295
18.	Ability to schedule appointments for fingerprints.	\$\$,\$\$\$	Transaction	3, 9	2	1	Vision	15	296
19.	Dispatch statistics for media and public.	,\$\$\$\$	Content-2	3, 9		1	Vision	16	296
20.	Court appearance dates for	\$\$,\$\$\$	Content 3	9	3	2	Vision		297

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Department Division Project	Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
			Vision.	Dept	ISD			
	individuals in custody							
21.	Jail visiting schedule information	,\$,\$,\$	Content-1	9	2	1	Vision	297
22.	Ability to schedule jail visits	,\$,\$,\$	Transaction	9	3	2	Vision	15 298
23.	Self-surrender information	,\$,\$,\$	Content-1	3, 9	2	1	Vision	298
24.	Information about release procedures	,\$,\$,\$	Content-1	3, 9	2	1	Vision	299
25.	Multi-lingual pages; especially Spanish.	,\$,\$,\$	Content-1	9	1	1	Vision	299
26.	Forms for requesting property release	,\$,\$,\$	Transaction	9	3	1	Vision	14 300
27.	Links to Service League and other Community based Organizations	,\$,\$,\$	Content-1	9	2	1	Vision	300
28.	Informational pages about procedures.	,\$,\$,\$	Content-1	9	3	1	Vision	300
29.	Jail inmate money account transactions	,\$,\$,\$	Transaction	9	3	3	Vision	301
30.	Commissary list and information	,\$,\$,\$	Content-2	9	3	1	Vision	16 301
31.	Schedule information for each correctional center.	,\$,\$,\$	Content-1	9	2	1	Vision	302
32.	Police Intranet: Ability to review criminal records at other local agencies.	,\$,\$,\$,\$	Content-3	3, 9	3	3	Vision	302
33.	Business license application involving background checks	,\$,\$,\$	Transaction	3, 9	2	1	Vision	14 303
34.	Ability to pay for civil processes	,\$,\$,\$	Transaction	9	3	2	Vision	303
35.	Disaster preparedness information	,\$,\$,\$	Content-1	3, 9	1	1	Vision	304
36.	Ability to collect responses in case of	,\$,\$,\$	Transaction	3, 9	3	1	Vision	14 304

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Department <u>Division</u> Project		Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
				Vision.	Dept	ISD			
	disasters								
37.	Links to larger disaster preparedness agencies	,\$,\$,\$	Content-1	9	3	1	In planning		305
38.	Information about and the ability to register for training offered	,\$,\$,\$	Transaction	2, 9	3	1	Vision	14	305
39.	Emergency preparedness plans and documents	,\$,\$,\$	Content	3, 9	3	1	In planning		306
40.									
Treasurer - Tax Collector									
1.	Allow customers to pay property taxes over the internet		Transaction	9	1		Available		306
2.	Special tax record access for title companies.	,\$,\$,\$	Content-3	9	2	1	In planning		307
3.	Intranet: Inter department data sharing	,\$,\$,\$	Content	9	2	3	In planning		307
4.	Provide public access to "production", most current data.	,\$,\$,\$	Content/ Infrastructure	9	1		In planning		308
5.	Ability to pay taxes for all rolls	,\$,\$,\$	Transaction	9	2	1	Vision		308
6.	Ability to file for a business license	,\$,\$,\$	Transaction	9	3	1	Vision	14	309
7.	Ability to file business property statements	,\$,\$,\$	Transaction	9	3	2	Vision		309
8.	Provide kiosks for public access to review and search tax bills.	,\$,\$,\$	Infrastructure	9	3	3	Vision		310
9.	Portfolio information of County holdings	,\$,\$,\$	Content-2	9	3	1	Vision	16	310

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Department Division Project	Cost : Order of Magnitude	Type of Service	Priority			Departmental Project Status	Dep	Details Page Num.
			Vision.	Dept	ISD			
10.	Business licenses fees collections	\$\$,\$\$\$	Transaction	9	3	2	Vision	310

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B) Detailed Descriptions of Projects.

I. Assessor, County Clerk-Recorder.

1. Citizen friendly department web pages.

Description: This project will reformat the web presence of the department to more accurately reflect how a citizen would view, search and use information within a government web page.

Estimated Activity Level: Same as current.

Advantages: This will increase customer satisfaction, speed access and reduce bureaucracy.

Disadvantages: None.

Dependencies: None.

System Interfaces: All departmental systems.

Identified concerns: None.

2. Public Web interface to access Assessor's information.

Description: This project will create a unified web interface to access data from various departmental applications and systems.

Estimated Activity Level: Heavy public usage.

Advantages: The project will provide a simple and direct method for the public to research and locate information within the department.

Disadvantages: None.

Dependencies: None.

System Interfaces: All departmental systems and department internet.

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Identified concerns: None.

3. Electronic recording.

Description: Allow financial institutions to record documents electronically.

Estimated Activity Level:

Advantages: Will improve our responsiveness to businesses while also reducing potential transcription errors.

Disadvantages: None.

Dependencies: None.

System Interfaces: Cris + a recording application.

Identified concerns: None.

4. Provide a wedding camera service.

Description: This project will enable web-broadcast of real-time civil marriage ceremonies over the Internet.

Estimated Activity Level: Initially 2 or 3 / Week.

Advantages: Will allow distant family members and friends to participate in the actual marriage ceremony.

Disadvantages: None.

Dependencies: None.

System Interfaces: Department Internet and County web access pipeline.

Identified concerns: None.

5. Voter Registration Application.

Description: This project will allow citizen residents to register to vote over the Internet.

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Estimated Activity Level: Heavy near election time.

Advantages: This project will provide a convenient and easy method for voters to register. Additionally, this project will reduce potential transcription errors.

Disadvantages: None.

Dependencies: None.

System Interfaces: Department Internet.

Identified concerns: None.

6. Electronic filing of personal property statements.

Description: This project will allow residents to file personal property tax statements over the Internet.

Estimated Activity Level: Anticipate 70% to 80% filers to use this feature.

Advantages: Provide residents with a convenient method of filing personal property taxes. Also reduces the potential for transcription errors.

Disadvantages: None.

Dependencies: None.

System Interfaces: EZ Access Personal Property System.

Identified concerns: A different California County is in the process of implementing a similar project. We should wait to review their success.

7. Ability to order Vital Records Certificates.

Description: The public needs certified copies of Vital Records - records of Birth, Death and Marriage. This project will allow Internet users to pay for and order certified copies of specific vital records.

Estimated Activity Level: Unknown.

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Advantages: This will provide a direct means of ordering records from the County recorder.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

8. Fictitious business name transactions.

Description: Businesses in the County have to register their name with the registrar-recorder. The process involves ensuring that the name is not being used, giving notices and legal advertisements and then paying fees to register the business name. This project will enable existing business name look-up as well as registration of the new business name.

Estimated Activity Level: Unknown.

Advantages: This will provide local businesses with a simple means to complete their transactions with the County.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: We need to work-out how to ensure that the required advertisements have been published?.

9. Electronic building permit transmission.

Description: Building permits are required for construction work. These may trigger a reassessment of the property value. They also become a part of the property records. In the County, building permits are issued and monitored by planning departments of the various cities. These permits are then transmitted to the Assessor's office for processing. This project will enable Internet based electronic transmission of the permit data to the Assessor.

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Estimated Activity Level: Unknown.

Advantages: This will increase the timeliness of assessment review based on building permits. This project will also reduce the potential for transcription errors in transcribing from paper documents.

Disadvantages: None.

Dependencies: None.

System Interfaces: Assessor s systems.

Identified concerns: None.

II. Controller.

1. Provide a detailed explanation of tax bill items.

Description: The most common set of questions that property owners have concern the various line items that appear on their tax bills. This project will provide detailed explanation of all line items that are for the County.

Estimated Activity Level: Unknown.

Advantages: This project will provide residents and property owners with answers to their most common questions.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

2. Provide a County wide "Tax Frequently Asked Questions" page.

Description: The County collects taxes on behalf of a number of public agencies and special districts in the County. This project will consolidate answers to all common questions about all of the taxes and fees on the tax bill.

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Estimated Activity Level:

Advantages: Property owners and residents will be able to get information about all of the line items on the tax bill at one place. This process will save tax payers from having to make multiple telephone calls to multiple taxing authorities for answers to common questions.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: Information from/about other taxing authorities will need to be kept updated.

3. Provide tax apportionment information.

Description: As the County collects property taxes, they are apportioned to the other taxing agencies within the County. The apportioned taxes are then paid on a periodic schedule to the districts and agencies. This project will allow the taxing agencies to check the amount apportioned and scheduled payment date etc.

Estimated Activity Level: Unknown.

Advantages: The information that this project will provide helps the agencies to plan expenditures that improve public service.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

4. Provide a means to notify Audit division of potential accounting irregularities.

Description: The Audit division is responsible for ensuring that accounting practice of the various departments of the County follow accepted norms. This

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project will provide an anonymous means for anyone to notify Audit of potential problems.

Estimated Activity Level: Unknown.

Advantages: This project will provide an additional mechanism for finding potential accounting problems.

Disadvantages: None.

Dependencies: None.

System Interfaces: Web to e-mail.

Identified concerns: None.

5. Provide a means for other agencies to file mandated forms.

Description: Public agencies within the County are required to file various expenditure-related forms with the Controller. The information is then aggregated for dissemination as well as reporting to the State. This project will create a process to allow the agencies to file the forms via the Internet.

Estimated Activity Level: Unknown.

Advantages: Receiving the information directly into a database will increase the timeliness and accuracy of the statistical reports - both for the State as well as general dissemination..

Disadvantages: None.

Dependencies: None.

System Interfaces: New Database(s).

Identified concerns: None.

6. Provide County policies and accounting guide for departments.

Description: The accounting function in the County is largely decentralized. This project will publish the accounting standards to be followed by the department accounting staff.

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Estimated Activity Level: Unknown.

Advantages: Department staff will have easy, handy access to the County accounting standards and policies.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

7. Customer satisfaction surveys.

Description: In the spirit of excellent service, Controller's office, like other County departments, conducts customer satisfaction surveys. These surveys are an integral tool for keeping the service levels very high. This project will enable customers to fill out the survey information via the Internet.

Estimated Activity Level: Unknown.

Advantages: The surveys are used to monitor service levels against customer expectations. Receiving the survey directly in a database format will allow better aggregation and analysis of the survey.

Disadvantages: None.

Dependencies: None.

System Interfaces: New database for survey results.

Identified concerns: None.

8. Ability for customers to provide feedback.

Description: Customer satisfaction surveys generally target specific service items that are monitored. This project will enable customers to provide specific feedback about issues not entirely covered by the customer satisfaction surveys.

Estimated Activity Level: Unknown.

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Advantages: Customers will be able to provide feedback about issues that are important to them. The department will be able to identify trends in changing customer expectations, this will allow the department to be responsive to customer needs in a more timely manner.

Disadvantages: None.

Dependencies: None.

System Interfaces: Web to e-mail facility is required.

Identified concerns: None.

9. Electronic copy of the newsletter.

Description: The (department or County?) publishes a newsletter for public dissemination of information. This project will publish the newsletter on-line.

Estimated Activity Level: Unknown.

Advantages: Reduce creation of paper waste at the source.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

10. County financial reports.

Description: Reports on the financial health of the County are public information. The media as well as concerned citizens regularly review these documents. This project will regularly publish County financial reports to the Internet.

Estimated Activity Level: Unknown.

Advantages: Concerned citizens and the media will have direct and easy access to public information concerning County finances.

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Disadvantages: None

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

11. Ability for Courts to file mandated reports.

Description: Courts are required by the state to file a report of amounts 'collected' - via fines, fees, and forfeitures (of bail). The auditor-controller then forwards the aggregate information to the state. This project will enable the filing of that information, by the courts, electronically.

Estimated Activity Level: 1 per Court division per month.

Advantages: The project will improve inter-agency communication and enhance the timeliness of the report to the state.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: This should probably be an 'intranet' application -- limited to authorized courts personnel.

12. Ability to access local network resources from the internet.

Description: The County Auditor-Controller is active in State and National organizations. This often requires the department personnel to travel in order to make presentations of our achievements to other agencies. This project will ease the accessibility of intranet resources from the Internet.

Estimated Activity Level: Unknown.

Advantages: Employees will be able to access resources while away from County on County work.

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Disadvantages: None.

Dependencies: None.

System Interfaces: VPN and Defender interfaces will be made easier.

Identified concerns: The ability to secure the network from malicious or accidental attacks.

13. Allow vendors to check the status of their payments.

Description: Excellent service by vendors deserves prompt and timely payments by the County. One of the most common concerns of vendors concerns the status of their invoices -- Questions like 'when will I be paid?' This project will enable the vendors to check the status of their payments via the Internet.

Estimated Activity Level: Large.

Advantages: Businesses that provide services to the County will be served by being able to track their payments status and planned payment dates etc.

Disadvantages: None.

Dependencies: None.

System Interfaces: IFAS will need to be web-enabled.

Identified concerns: None.

14. Complete B2B e-commerce with vendors.

Description: The County regularly transacts business with a number of vendors. This project will enable B2B e-commerce with those vendors. The B2B e-commerce relationship encompasses all stages of the transaction; Requisition, Response/Bid, Order/Bid acceptance, Delivery notification, Invoice presentation and Payment being conducted via the Internet.

Estimated Activity Level: Unknown.

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Advantages: The vendors who are e-commerce enabled will benefit from this project by improving their delivery schedules etc. The County will benefit from an expected reduction of material and inventory costs.

Disadvantages: None.

Dependencies: None.

System Interfaces: New B2B e-commerce software will need to be integrated with IFAS.

Identified concerns: None.

15. Departmental budget and financial information.

Description: Budgets and expenses of the various departments are public information. Concerned citizens and the media track this information carefully. This project will publish this information over the Internet.

Estimated Activity Level: Unknown.

Advantages: This project will improve the dissemination of important public information.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

16. Intranet: Allow employees to file tax status change forms.

Description: Employees need to provide updates to their personal information that affects tax reporting -- items like IRS form W-4, address changes etc. This project will allow employees to directly change such fields on the payroll computation system.

Estimated Activity Level: Unknown.

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Advantages: Employee change requests will be available sooner for payroll computation. Potential for transcription errors will also be reduced.

Disadvantages: None.

Dependencies: None.

System Interfaces: PIPS system will need to be web-enabled.

Identified concerns: None.

17. Allow employees to download commonly used employment and payroll forms.

Description: Human Resources and Payroll functions are "forms intensive". This project will provide the forms that are commonly used by employees for easy downloads.

Estimated Activity Level: Unknown.

Advantages: Employees will have access to the most current versions of forms they need to file. Departments will not have to maintain copies of common forms.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: This may be better suited as an Intranet applications.

18. Intranet: Provide a Frequently Asked Questions (FAQ) page for employees.

Description: New employees have questions about all procedures; established employees have questions about common, but infrequent, occurrences. This project will identify common questions that employees have and provide standard answers.

Estimated Activity Level: Unknown.

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Advantages: Employees will have a common, direct location for getting answers to their questions.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

19. Intranet: Provide employees with "who to call" page for payroll and employment related questions.

Description: When an employee's question is not covered by the FAQ, this project will provide the employee with details of who to call for different type of questions.

Estimated Activity Level: Unknown.

Advantages: Employees will not have to spend their time attempting to get their questions resolved; this project will provide them with a directory of where they can be assisted.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

20. Intranet: On-line time entry and approval.

Description: Every employee has to provide the Controller's payroll section with an approved time reporting form. In addition, for special types of entries, the employee is also required to provide additional approved forms. This project will web-enable this process, of time entry and approval.

Estimated Activity Level: 1 per employee per week - minimum.

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Advantages: The time reporting process will be standardized across the County departments. In addition, this process will improve the timeliness of time reports and adjustments to employee's pay.

Disadvantages: None.

Dependencies: None.

System Interfaces: PIPS.

Identified concerns: None.

21. Intranet: Provide employees with e-pay-stub.

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.

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.

22. Intranet: Provide a status page for Countywide systems like IFAS.

Description: IFAS is the Countywide accounting system; however the system execution is managed centrally. Problems with accessing the central system could be caused by factors other than the system being unavailable. This project will provide a message board where the system status can be reviewed.

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Estimated Activity Level: Unknown.

Advantages: This project will allow employees to quickly verify system or system component availability.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

23. Intranet: Provide system documentation for countywide systems like IFAS.

Description: Large, complex systems like IFAS have many features. Most employees do not need all of the features and capabilities everyday. This project will provide documentation of all the systems features.

Estimated Activity Level: Unknown.

Advantages: Employees can find easy reference to specific questions they may have.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

24. Provide on-line training materials.

Description: Systems users need regular training. However, just as important new employees need training in general accounting practices and standards in the County etc. This project will consolidate all the training to be available over the Internet/Intranet as applicable.

Estimated Activity Level: Unknown.

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Advantages: Client departments will not need to wait for scheduled training before their employees can be productive. Employees and departments will be able to train at their convenience and schedule.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

III. 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.

2. Create a home page for Coroner's office.

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Description: The Coroner's office currently does not have a presence on the Internet. This project would create a 'home page' for the Coroner of the County of San Mateo.

Estimated Activity Level:

Advantages: The Coroner's home page would provide links to the other information and services of the Coroner.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

3. Provide pamphlets for downloading.

Description: The Coroner's office publishes informational pamphlets for the public good. The Coroner's office also carries and distributes pamphlets from community based organizations. This project would provide the community with the ability to download/read these pamphlets on-line.

Estimated Activity Level:

Advantages: The ability to access the information contained in the pamphlets from home will save the public a trip to the Coroner's office.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: Some of the pamphlets are specifically intended for police officers.

4. Generate and provide planning information for the elderly.

Description: When someone living alone passes away, there are a number of items of information that are needed by peace officers and coroners

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investigators. This project would provide information to the elderly that would assist them to plan for that eventuality.

Estimated Activity Level:

Advantages: The planned information would be invaluable for the independent elderly residents of the County.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

IV. County Counsel

1. Post the County ordinance code.

Description: The ordinance code of the County of San Mateo needs to be easily accessible.

Estimated Activity Level:

Advantages: This project makes the ordinance code of the County of San Mateo available for everyone.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

2. Procedures for the public to post property bonds for bail.

Description: Occasionally homeowners in the County need to post bail. There are established procedures for using the property as a bond. This project would publish these procedures over the internet.

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Estimated Activity Level:

Advantages: This project would make the information required by residents easily available to them.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

V. County Manager/Clerk of the 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: Unknown.

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 need to implement an electronic agenda management software.

System Interfaces: New software to be implemented.

Identified concerns: None.

2. Build a home page for the County Manager's office.

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Description: The County Manager's office presently does not have a 'home' page on the web. This project will generate a home page for the County manager's office. Ideas for content will be derived from the following ideas.

Estimated Activity Level:

Advantages: The public will be better informed about the role of the County manager. Issues important to the Board can be highlighted by the County Manager's office on their home page.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

3. Provide budget information.

Description: One of the tasks of the CMO is to consolidate departmental budgets. Concerned citizens and the media regularly track the County budget. This project will publish the County budget information over the Internet.

Estimated Activity Level: Unknown.

Advantages: The proposed and approved budgets for all County departments will be available to the public in a timely fashion.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

4. Ability to conduct surveys.

Description: County government is frequently faced with deciding on best allocation of limited resources. One of the factors used in deciding the best

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allocation is public opinion. This project will enable various County agencies to seek public input on items of public interest.

Estimated Activity Level: Unknown.

Advantages: The county will be more responsive to directly voiced public opinion.

Disadvantages: None.

Dependencies: None.

System Interfaces: New system for quickly setting up surveys and presenting these on the web site.

Identified concerns: None.

5. Legal advertising and Notices.

Description: Law requires the County to provide public notice via advertising. These advertisements are usually in the print media and are hard for concerned citizens to find. This project will publish all required legal notices via the County web sites.

Estimated Activity Level: Unknown.

Advantages: This will be one additional avenue for giving the residents public notice. This means of advertising will be searchable so that affected and concerned citizens can easily find notices that they need.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

6. Citizens academy applications - for downloading.

Description: All candidates for positions on various boards and commissions are invited to attend a 'citizens academy'. The academy provides information

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about how the County government works and how the various departments interrelate. This project will provide the application forms for the citizens academy for downloading.

Estimated Activity Level: Unknown.

Advantages: Potential applicants to the citizens academy can download and fill the forms at their convenience

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

7. Accept applications for citizens academy.

Description: All candidates for positions on various boards and commissions are invited to attend a 'citizens academy'. The academy provides information about how the County government works and how the various departments interrelate. This project will accept registration for the citizens academy over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will provide an additional means for the applicants to County boards and commissions to apply.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

8. Convert outdated computers to add Kiosks in County facilities.

Description: Computers and workstations used by County employees need constant upgrades. County needs to install kiosks to increase self-help

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capability for visitors to the County facility. In addition, waiting jurors could benefit from having access to kiosk type facility. This project will utilize outdated computers and add kiosk type of capability on County facilities.

Estimated Activity Level: Unknown.

Advantages: This project will increase the useful life of County computers while also increasing self-help capability for County facility visitors.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

9. Customer satisfaction surveys.

Description: County government is guided by the principle of quality customer service. Customer satisfaction surveys are an essential tool in measuring the customer satisfaction levels. This project would utilize the general surveying capability identified separately, and provide a means for customers to provide feedback about the service levels.

Estimated Activity Level: Unknown.

Advantages: This will provide an additional means for customers to provide us with feedback about the level and quality of service received.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

10. All County brochures on-line and or available for downloading.

Description: Informed citizens is the cornerstone of good governance. The County provides informative brochures, in print form, for public dissemination

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of information. This project would make all that information available over the Internet; either to peruse on-line or to be downloaded

Estimated Activity Level: Unknown.

Advantages: This will provide an additional medium for the County to disseminate public information.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

11. GIS links to other municipalities.

Description: The County offices provide municipal services only for the unincorporated areas in the County. This project will allow all County residents to locate the correct municipality for their address/area using a geographical system interface.

Estimated Activity Level: Unknown.

Advantages: This project will help all residents of the County to find their local municipal services.

Disadvantages: None.

Dependencies: None.

System Interfaces: This will be a separate map layer in the planned GIS.

Identified concerns: None.

12. GIS links to train and transit schedules.

Description: A GIS provides an easy to use map-based interface for users. This project will allow users to point and click to find local transit options and schedules for all areas within the County.

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Estimated Activity Level: Unknown.

Advantages: Making it easy to find transit options and schedules ought to increase transit usage.

Disadvantages: None.

Dependencies: None.

System Interfaces: This will be another layer in the planned GIS.

Identified concerns: None.

13. Install joint kiosks with other agencies.

Description: Local cities provide a number of duplicating services -- for their sphere of influence. County provides these services for the unincorporated areas within the County. This project will identify locations that are not direct County facilities but where similar services are provided -- like city halls. We could then provide kiosk based services jointly with the local cities at these locations.

Estimated Activity Level: Unknown.

Advantages: Residents will truly see the benefits of e-government by being able to receive County and City services at a single point.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

14. Develop joint systems with other agencies.

Description: City governments and other local agencies provide identical services -- each within their own sphere of influence. e.g., Building permits are issued by cities for properties within their incorporated areas, and the County issues building permits for unincorporated areas. This project would recognize

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this commonality of services and develop jointly, technical infrastructure systems.

Estimated Activity Level: Unknown.

Advantages: Having common systems across agencies will provide to the residents with a common interface to services provided by the individual agencies.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: Identifying common tasks and developing common solutions with each independent agency, could be a long and arduous project.

15. Improve content and presentation of main County web page.

Description: The main web page for an organization makes the first impression on a visitor. Our home page, reportedly is not very user friendly. Also, the contents of the County needs to be easily searchable and navigable -- for the novice customer. Again the County home page could bear some improvement. This project will identify various issues reported by customers of the County and make the County home page more user friendly. Ideas for home page contents could include projects that follow.

Estimated Activity Level: Unknown.

Advantages: All of the efforts and investments made by the County towards e-government will begin to make an impact.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: We need to identify ways and means to understand the public (customer) view of County government in order to organize the web presence to better meet the needs of the customers.

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16. County profile information.

Description: Information about employers in the County, demographics, housing information etc. is the type of information that businesses and people wishing to locate to the County need. This project would publish this type of County profile to the Internet.

Estimated Activity Level: Unknown.

Advantages: Provides a direct and simple means for inviting new employment and employees into the County

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

17. A directory of County services and contact phone numbers.

Description: The County government provides a number of essential services. This project will make a directory of services and contact phone numbers available over the Internet.

Estimated Activity Level: Unknown.

Advantages: Provide a direct means for the public to find contact information for needed services.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

18. County Organization charts.

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Description: The County government is composed of a number of departments; each providing direct services to their customers. This project will publish County organization charts.

Estimated Activity Level: Unknown.

Advantages: Interrelationship between the various County departments will be clarified.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

19. Press releases and current issues.

Description: The County government often issues press releases about current issues. This project will enable publication of current issues press releases over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will provide an additional medium for publication of County press releases and current information.

Disadvantages: None.

Dependencies: None.

System Interfaces: We will need a (new) system to easily manage the changing content; current topics by nature are rapidly changing.

Identified concerns: None.

20. GIS - ability to identify special districts, unincorporated areas and city limits.

Description: Postal (zip) codes are not always aligned with the City limits. In addition, property owners are affected by property taxes and fees assessed by

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special districts. This project will allow residents to point and click at locations on a map to find the relevant special districts and city limits.

Estimated Activity Level: Unknown.

Advantages: This will provide a direct and simple means for residents to find their taxing and servicing agencies for various services

Disadvantages: None.

Dependencies: None.

System Interfaces: This will be an additional map layer in the planned GIS.

Identified concerns: None.

21. Listing of volunteer opportunities.

Description: A number of services provided by the County, depend on the services of volunteers. This project will publish volunteer opportunities in various County programs.

Estimated Activity Level: Unknown.

Advantages: This project will provide wider dissemination of volunteer needs.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

22. Multilingual services.

Description: A number of residents of the County do not speak English as a first language. As with rest of California, Spanish is a common primary language among recipients of County services. This project will publish most of the County web pages in multiple languages; beginning with Spanish.

Estimated Activity Level: Unknown.

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Advantages: This will increase civic participation among the population who do not speak English as the primary language.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

23. Links to other area agencies.

Description: The residents and businesses of the County are serviced by numerous other agencies. This project will provide links to the web pages of other agencies, as appropriate.

Estimated Activity Level: Unknown.

Advantages: Links to specialist agencies will allow users to receive the most current information from the source.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: The links should be to relevant information at the originating agency site. This requires coordination among agencies to ensure that the links do not become obsolete.

24. Interactive Board meetings.

Description: The Board of Supervisors always welcomes public input; however, in the current economic climate, interested citizens cannot always attend Board meetings in person. This project will utilize various technologies to make the Board meetings interactive over the Internet. Technologies considered include: ability to e-mail response to Board items, ability to participate virtually using two way web-casting etc.

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Estimated Activity Level: Unknown

Advantages: This project will make the meetings of the Board of Supervisors more accessible to the general public. This will improve the quantity and breadth of public input available to the Board.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

25. Board position on legislation.

Description: Whenever any legislation affects the County, the Board of Supervisors takes a position, either for or against the legislation. This project will publish the position of the Board about legislation on which the Board has taken a position.

Estimated Activity Level: Unknown.

Advantages: This will provide the residents with a direct means of determining the position of their Board on issues that affect them.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

26. Boards and Commissions - Description, Vacancies etc.

Description: The County has a number of Boards and Commissions. The Board of Supervisors in order to focus, aggregate and analyze public opinion regarding various important issues forms these. This project will provide the details about all of the various Boards and Commissions in the County.

Estimated Activity Level: Unknown.

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Advantages: Increasing awareness about the functions of the various boards and commissions will increase the pool of candidates for working on these bodies.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

27. Assessment appeal application.

Description: Property owners are taxed as a percentage of the assessed value of their property. Property owners who feel their property has been assessed unfairly have a right to appeal the assessment. This project will enable the property owners to seek review of their assessment, by applying over the Internet.

Estimated Activity Level: Unknown.

Advantages: This project will provide a direct means for the property owners to provide relevant information for review of their assessment. Property owners will be saved a trip to the County offices.

Disadvantages: None.

Dependencies: None.

System Interfaces: A new system for receiving and filing the appeal applications will need to be developed.

Identified concerns: None.

28. Other public information and documents.

Description: The County disseminates vast amounts of information to the public. This project will identify all public documents and information that is not covered by other projects and publish the information over the Internet.

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Estimated Activity Level: Unknown.

Advantages: This will provide an additional means for public access to general information.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

VI. Courts.

1. Ability to pay traffic fines and bail.

Description: Each traffic ticket has associated with it a definite fine (bail amount). An application could access the outstanding ticket, verify the amount of fine/bail to be paid, and accept payment via credit card or check, including added costs for traffic school.

Estimated Activity Level: Expected to be high.

Advantages: Reduces the time spent waiting in line for regular transactions.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

2. Ability for traffic violators to check qualification for traffic school.

Description: Each person who receives a ticket has the option of attending traffic school if his/her driving record meets certain qualifications. The rules for attendance can be posted for all to review. This project will allow traffic

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violators to sign-in and check for a specific citation, if they meet the criteria for attending traffic school.

Estimated Activity Level: Expected to be high.

Advantages: Eliminate phone calls to courts and DMV; eliminate personal trips to traffic counter for such questions.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

3. Ability for traffic violators to sign up for traffic school.

Description: Each person who receives a ticket has the option of attending traffic school if his/her driving record meets certain qualifications. The attendance at school has to be formally requested (and approved). This can be requested online, allowing the person to make the request and pay the additional fees on-line.

Estimated Activity Level: Expected to be high.

Advantages: Eliminate a personal trip to the traffic counter to file the application.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

4. Ability for traffic violator to request a "Trial by declaration".

Description: Each person who receives a ticket has the option of having the matter heard without a trial where witnesses attend but one where a judge/magistrate reviews the record as it is submitted by the defendant and by

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the arresting officer. This trial by declaration is one that is requested in lieu of paying a fine and in lieu of a real trial.

Estimated Activity Level: Unknown.

Advantages: Eliminates phone calls and personal trips to the traffic counter for routine transactions.

Disadvantages: None.

Dependencies: None.

System Interfaces: Would require the calendaring function for setting a date with the court for a due date for the documentation.

Identified concerns: None.

5. Ability to request a continuance.

Description: Each person who receives a ticket has the option of getting a continuance where a trial has been set. The court, usually as a matter of courtesy, will automatically grant one continuance but will not do so for a second request. An online request for such a continuance could be programmed.

Estimated Activity Level: Unknown.

Advantages: Eliminates phone calls and personal trips to the traffic counter for routine transactions.

Disadvantages: None.

Dependencies: None.

System Interfaces: Would require the calendaring function for setting a date with the court for "continued-to" dates.

Identified concerns: None.

6. Ability for traffic violators to request and calendar a trial.

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Description: Each person who receives a ticket has the option of having the matter heard through a trial where witnesses attend and where they can argue the case. The Internet could be used to request a trial and to set a date for such a trial, within the limits set by the court for available hearing dates.

Estimated Activity Level: Unknown.

Advantages: Eliminates phone calls and personal trips to the traffic counter for routine transactions.

Disadvantages: None.

Dependencies: None.

System Interfaces: Would require the calendaring function for setting a date with the court for trial dates.

Identified concerns: None.

7. Ability to request an extension of citation due date.

Description: Each person who receives a citation is given a certain date by which some action must be taken; either the fine must be paid or a trial must be requested. The person has the option of requesting additional time beyond the original assigned date. If the court has a set of rules that govern the non-objective granting of such a continuance, such an extension could be handled via the Internet.

Estimated Activity Level: Unknown.

Advantages: Eliminates phone calls and personal trips to the traffic counter for routine transactions.

Disadvantages: None.

Dependencies: None.

System Interfaces: Traffic citation system.

Identified concerns: None.

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8. Ability for traffic violators to request an extension for traffic school completion due date.

Description: Each person who signs up for traffic school is given a certain date by which such school must be completed taken. The person has the option of requesting additional time beyond the original assigned date. If the court has a set of rules that govern the non-objective granting of such a continuance, such an extension could be handled via the Internet.

Estimated Activity Level: Unknown.

Advantages: Eliminates phone calls and personal trips to the traffic counter for routine transactions.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

9. Ability to find cases based on names.

Description: The court currently has a public terminal where court cases can be searched via a name search (MIDX). An Internet version of such a search could be fairly easily implemented. Such a search would make available all cases (civil and criminal) presently in the system except for those where 'sealing' has been mandated by a court order.

Estimated Activity Level: Unknown.

Advantages: Eliminate phone calls to courts ;eliminate personal trips to courts counters or HOJ for such questions.

Disadvantages: None.

Dependencies: None.

System Interfaces: MIDX, CJIS, ICMS.

Identified concerns: None.

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10. Information about filing cases.

Description: Documents that give such information could be easily accessed on the Internet, covering procedures and filing fees

Estimated Activity Level: Unknown.

Advantages: Eliminate phone calls to courts; eliminate personal trips to traffic counter for such questions.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

11. Ability to file case documents.

Description: State Court systems have given the permission to file documents electronically instead of physically filing a paper copy. The advent of electronic signatures permits us to overcome security concerns.

Estimated Activity Level: Unknown.

Advantages: Having the documents in electronic format permits the courts to continue toward a paperless file folder approach, eliminating the need to physically transport files between courtrooms and making the environment more secure (no lost files). Having electronic files eliminates the requirements for storage of the vast amount of paper handling involved in the court files (2,000,000+ per year).

Disadvantages: Requirements for digital signatures will add a layer of verification to the filing process.

Dependencies: None.

System Interfaces: Court case management systems.

Identified concerns: None.

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12. Ability to pay fees for request for final judgement.

Description: When final judgment is ordered in a civil matter, the winning side pays a series of fees to have the final judgment made official and for documents (e.g., levy, garnishment, foreclosure) to enforce the judgment. The production of those final steps could be done online and fees paid online.

Estimated Activity Level: Unknown.

Advantages: The fees schedule and documents are usually quite straightforward; having the fees paid online and automatically generating such documentation would eliminate counter clerk's time in the doing of a rather mundane job.

Disadvantages: Requirements for digital signatures (in this case signed by the court) a layer of verification to the documentation process.

Dependencies: None.

System Interfaces: Court Case Management System.

Identified concerns: None.

13. Ability for potential jurors to request exemption.

Description: Exemptions for jurors are currently handled via the mail with questions phoned in by the jurors in advance of the requested appearance date. Exemption requests could certainly be completed with a better turn-around time over the Internet.

Estimated Activity Level: Unknown.

Advantages: Less dependence on phone and mail responses and a faster turn around time.

Disadvantages: None.

Dependencies: None.

System Interfaces: Court case management systems (Jury).

Identified concerns: None.

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14. Ability for potential jurors to request postponement.

Description: A large number of jurors make a request for a postponement of their time, usually through the mail or by phone. Postponements are generally given once. Postponement requests could certainly be completed with a better turn-around time over the Internet.

Estimated Activity Level: Unknown.

Advantages: Less dependence on phone and mail responses; faster turn-around time.

Disadvantages: None.

Dependencies: None.

System Interfaces: Court Case Management Systems(Jury).

Identified concerns: None.

15. Step-by step information for 'proper' appeals filing.

Description: Filing of appeals at any level within the courts requires, by regulation, a very time-specific and procedure specific process to be followed. The failure to perform each step is taken as a reason to deny in total the appellant's request for justice. A step-by-step checklist and helpful hints would relieve the court clerks, who routinely handle a multitude of questions about such procedure, of a huge burden (telephonic and counter time) and would be a good first step toward impressing on would-be appellants the gravity, risk and hard work involved in the appeal process.

Estimated Activity Level: Unknown.

Advantages: Eliminate phone and counter time regarding questions in this area.

Disadvantages: Any advice must be specific enough to avoid any claim from appellants that the information given wasn't complete or specific enough and must avoid any challenges which might be made from the legal profession regarding the practice of law.

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Dependencies: None.

System Interfaces: None.

Identified concerns: None.

16. Intranet: Ability for DA s to review prior case information.

Description: The availability of historical court case information is helpful in gathering of information about a defendant. Such historical data will assist the DA in determining questions of bail, plea negotiation and sentencing considerations.

Estimated Activity Level: Unknown.

Advantages: One place where all information about an individual can be found.

Disadvantages: None.

Dependencies: None.

System Interfaces: Court case management systems (Criminal and Civil).

Identified concerns: None.

17. Ability to pay fees and access docket documents.

Description: Access to docket information and file documents (for public cases, that is, non-sealed) is one that takes a fair amount of time to service at the civil and criminal counter. Having court files, docket information about the file and the ability to order certain documents (i.e., certified copies of judgment) would relieve counter staff of a lot of person-to-person service related time and would provide a faster turn-around time for the public.

Estimated Activity Level: Unknown.

Advantages: For all public files, the ability to access is already there; this project would provide an easy way for the public to view at their leisure.

Disadvantages: Procedures haven't yet defined, for electronic purposes, how to determine if all documents on public files are suitable for viewing. For

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example, all files are currently paper and would require document-imaging to make this accessibility work.

Dependencies: None.

System Interfaces: Court case management systems (civil & criminal, EDMS).

Identified concerns: None.

18. Ability to request expunging of records.

Description: Persons with a criminal history can ask a court to expunge their record. The courts make a final determination on the request based on merits and law. This project will provide a form for making the request for expunging of record.

Estimated Activity Level: Unknown.

Advantages: This will ensure that the courts are presented with all the relevant facts, in specific sequence and format.

Disadvantages: None.

Dependencies: None.

System Interfaces: CJIS.

Identified concerns: None.

19. Ability to reschedule court appearances.

Description: When a defendant fails to appear, a warrant for his arrest may be sworn out. Giving the defendant the ability to reschedule the case could eliminate the warrant process, thereby eliminating a hearing for the missed appearance and the costs of warrant service.

Estimated Activity Level: Unknown.

Advantages: For those cases where the failure to appear was in some sense forgivable, the rescheduling of a hearing would lessen the burden on law enforcement and the courts (and probation if the person is a probationer.).

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Disadvantages: None.

Dependencies: None

System Interfaces: Court case management system (Criminal).

Identified concerns: None

20. Ability to find future court dates by name and or court case number.

Description: Current MIDX retrieval system permits people in courthouse to access the MIDX terminals to find case numbers and thereby to find information about the next scheduled date for that case. That information is available, online, through both the civil and criminals system and could be available through the Internet after a search and selection process for a specific court case.

Estimated Activity Level: Unknown.

Advantages: Eliminate trips to the courthouse; eliminate counter time spent by public and court personnel. Faster turn-around time for public; better service.

Disadvantages: None.

Dependencies: None.

System Interfaces: Court case management systems (civil and criminal).

Identified concerns: None.

21. View court calendars.

Description: Court calendars are currently only available to the public by appearing in the courthouse and viewing the calendars as they are printed by court staff. These calendars can be published to the net

Estimated Activity Level: Unknown.

Advantages: Save public trip to the courthouse to verify an appearance time.

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Disadvantages: None.

Dependencies: None.

System Interfaces: Court case management systems.

Identified concerns: None.

22. Ability to view bail and bond books and bail status information.

Description: Information regarding bail and bonding information is currently obtained through phone or personal contact with a court clerk at a counter. Making that information available over the net would reduce that clerk time in the search and status reporting activity and would provide the information to interested parties immediately.

Estimated Activity Level: Unknown.

Advantages: Less dependence on phone and mail responses; faster turn-around time.

Disadvantages: None.

Dependencies: None.

System Interfaces: Bail and Bonds books.

Identified concerns: None.

VII. District Attorney; Criminal and Public Administrator.

1. Ability for witnesses to confirm service of subpoena by e-mail.

Description: Permit witnesses (probably to be used mostly for friendly witnesses) to file written acceptance of subpoena service by mail, presuming allowed by present statute.

Estimated Activity Level: Unknown.

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Advantages: Faster turn-around time for DA to know that witness has received and is 'friendly' witness. Would eliminate need for personal service of subpoena and costs associated with service by Sheriff or private service company.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

2. Ability for public to view consumer fraud complaint information and to download complaint form.

Description: Provide general information about consumer fraud complaint process online and make complaint form available for downloading.

Estimated Activity Level: Unknown.

Advantages: Faster turn-around time for public, eliminating need to visit DA office in Redwood City. Eliminates some person-to-person contact between public and DA.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

3. Ability for the public to enter consumer fraud complaint online.

Description: Consumer presents and enter information about consumer fraud complaint into an online form giving all pertinent information.

Estimated Activity Level: Unknown.

Advantages: Faster turn-around time for public, eliminating need to visit DA office in Redwood City. Faster turn around time for DA in making initial determination of complaint.

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Disadvantages: Would still require that documentation be delivered to DA office.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

4. Departmental information.

Description: Provide internal information via Internet to employees; an online newsletter.

Estimated Activity Level: Unknown.

Advantages: Faster turn-around time on getting information to employees, better information for the public.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

5. Departmental special services information.

Description: Provide information to public about services available through DA office.

Estimated Activity Level: Unknown.

Advantages: Publicizes service areas that public may not be aware that DA is involved in.

Disadvantages: None.

Dependencies: None.

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System Interfaces: None.

Identified concerns: None.

6. Explanation of criminal justice process.

Description: Basic information about criminal justice process including what to do if you have a court appearance, if you have an outstanding warrant, if you're served with a subpoena, etc.

Estimated Activity Level: Unknown.

Advantages: Eliminate the need for public to call DA about basic information.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

7. Police Extranet: Filing of police reports.

Description: Permit police departments to electronically transfer police reports to DA, rather than hand carry printed report to DA office.

Estimated Activity Level: Unknown.

Advantages: Immediate turn-around when police need to have complaint drafted and filed. Would enable DA to make quicker decisions on whether to proceed with complaint. Would be first step in making reports available to other justice agencies in criminal justice process (courts, probation, private/public defender). Would eliminate transport of the reports by each police agency and would eliminate copying of that report by DA office.

Disadvantages: None.

Dependencies: None.

System Interfaces: DA/CJIS. Document imaging system.

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Identified concerns: None.

8. Intranet/Extranet: Ability to review police reports.

Description: Make police reports that have been filed and/or acted on by DA available within DA office and to other justice agencies.

Estimated Activity Level: Unknown.

Advantages: Eliminate DA office internal searches for paper copies of reports of related cases for same defendant or related defendants; eliminate copying of reports for other agencies in justice process(courts, probation, jail etc.).

Disadvantages: None.

Dependencies: None.

System Interfaces: DA/CJIS. Document imaging system.

Identified concerns: Security of access and ensuring appropriate access.

9. Publish press release/notes.

Description: Publish press releases to the Internet.

Estimated Activity Level: Unknown.

Advantages: Faster turn-around; eliminate distribution process currently in place for distribution of public announcements/publicity either about specific cases or DA policies.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

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VIII. District Attorney; Family Support Division.

1. Forms for downloading.

Description: The division has a number of forms for the clients to provide information and complaints. This project will make the forms available for downloading.

Estimated Activity Level: Unknown.

Advantages: This will save a trip to the division offices for preliminary form gathering purposes.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

2. Interactive forms for pre-filling.

Description: The division has a number of forms for the clients to provide information and complaints. This project will make the forms available interactively so clients can pre-fill the information before their appointments.

Estimated Activity Level: Unknown.

Advantages: This will allow clients to provide the background information. This will enable the division employees to be better prepared for meeting the clients.

Disadvantages: None.

Dependencies: None.

System Interfaces: New databases to store the form responses.

Identified concerns: None.

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3. Schedule appointments.

Description: Clients need to wait for a division employee to be available before they are serviced. In the case of clients who earn minimum wages this is a large burden. This project will allow clients to schedule/reschedule appointments.

Estimated Activity Level: Unknown.

Advantages: This will save clients elapsed time in the division offices. It will help the division better manage staff time with scheduling ability.

Disadvantages: None.

Dependencies: None.

System Interfaces: A resource scheduling system will be required.

Identified concerns: None.

IX. Employee and Public Services - Employee Relations

1. Publish Memoranda of Understanding.

Description: The Employee Relations division negotiates with employee organizations on behalf of the County of San Mateo. The approved settlements are known as "Memoranda of Understanding". This is a public document most often used by other agencies and counties -- to compare and contrast with their own documents. This project will publish these Memoranda over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will provide other public agencies easy access to County's public documents.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

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2. Manager/Supervisor Training.

Description: The 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: Weekly

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.

3. Computer, e-mail and Internet access for all managers and supervisors.

Description: Employee Relations often needs to communicate with managers and supervisors in the County. Internal e-mail would be an excellent resource. This project is a request to ensure that all managers and supervisors of the County have access to the tools for communicating with the division.

Estimated Activity Level: Unknown.

Advantages: This will ensure complete and seamless communication ability for all the managers and supervisors in the County.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

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X. 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:

Identified concerns: None.

2. Resume Bank.

Description: Resume-banks and associated software help find qualified interested applicants quickly when required. The County presently only accepts and retains applications on County application forms. This project will allow applicants to forward their resumes to be included in a resume bank.

Estimated Activity Level: Unknown.

Advantages: This is expected to increase the size of the applicant pools especially for technical positions.

Disadvantages: None.

Dependencies: None.

System Interfaces: New system for scanning and storing resumes. Separate system for searching the resume database for specific qualifications.

Identified concerns: None.

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3. Kiosks in lobby.

Description: With the wealth of information available in electronic form, it makes sense to provide the infrastructure for the public to find the information they seek. This project will install information kiosks in the lobby of the County Office buildings.

Estimated Activity Level: High.

Advantages: This will provide self-help facilities for visitors to the County facilities.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

4. Easy to follow help.

Description: There is a wealth of information available in the County web pages. Navigating the web pages can be a daunting task. This project will create help files that are specifically targeted for the general public; the format should be simple and easy to follow.

Estimated Activity Level: High.

Advantages: This will make the County web pages easy to use for the public.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

5. Easy to navigate web pages.

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Description: The depth and breadth of information published (and planned to be published) over the Internet means that the information will be spread over a large number of pages. It is important that users be able to 'navigate' from page to page to find the information they need. This project is a request to connect the web pages in an easy to understand and follow manner.

Estimated Activity Level: High.

Advantages: This will make the information published by the County easier to follow for the general public.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

6. Intranet: Self-help forms for the employees.

Description: There are a number of 'standard' interactions between the employees of the County and Human Resources division; e.g., change of home address. This project will allow employees to file this information using Intranet web pages.

Estimated Activity Level: Unknown

Advantages: This will eliminate any transcription errors.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

7. Interactive explanation of County services.

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Description: The general public often does not know which services the County provides versus the State. This project will create an interactive, virtual tour of the County explaining the various services provided by the County.

Estimated Activity Level: Unknown.

Advantages: This will provide the public with a better understanding of the County government.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

8. Provide consistent information.

Description: One of the biggest advantage of the web is the ability to link to other pages. This feature allows information to be published once and referenced multiple times. This project will ensure that information that is published over the Internet is correct and consistent.

Estimated Activity Level: Unknown.

Advantages: This will provide the public with correct and consistent information.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

9. Alternative interviewing formats.

Description: Software and hardware now available allows numerous alternative methods of communications. This project is to utilize these means of

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communication to conduct candidate interviews using techniques like video conferencing etc.

Estimated Activity Level: Unknown.

Advantages: This will allow the County to extend, geographically, the search for qualified candidates without having to spend on travel costs for interviews etc.

Disadvantages: None.

Dependencies: None.

System Interfaces: Video/audio communication hardware and software.

Identified concerns: None.

10. Feedback loops and evaluation.

Description: Human resources is always looking for ways to make County employment a viable alternative to private jobs. This project will establish surveys to receive feedback from employees who are leaving (exit interviews) and from candidates who elect not to accept County offers.

Estimated Activity Level: Unknown.

Advantages: This will provide us with the information needed to evaluate County employment practices for satisfaction levels.

Disadvantages: None.

Dependencies: None.

System Interfaces: A surveying system.

Identified concerns: None.

11. Intranet: Recruitment activities.

Description: Recruitment activities like maintaining lists and forwarding application to the hiring department etc. can also be performed electronically.

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This project will establish the standards required to conduct these activities online in a fair and consistent manner

Estimated Activity Level: Unknown.

Advantages: This will reduce potential for delays inherent in manual systems.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

12. Register potential candidates for jobs not open.

Description: Applicants and potential applicants can be interested in other County jobs. It is beneficial, both for candidates and the County, to allow candidates to register interest in specific job classifications and departments. This project will allow applicants and potential applicants to identify specific jobs of interest to them.

Estimated Activity Level: Unknown.

Advantages: This will increase the potential job applicant pool.

Disadvantages: None.

Dependencies: None.

System Interfaces: A new database to register specific interests of candidates.

Identified concerns: None.

13. Intranet: Immediate access to online applications.

Description: Presently the division collects applications over a period of time before forwarding copies of the application to the hiring departments. This project will establish procedural infrastructure to allow departments to begin reviewing electronic applications earlier on in the process.

Estimated Activity Level: Unknown.

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Advantages: This will improve the responsiveness to the various departments.

Disadvantages: None.

Dependencies: None.

System Interfaces: Applications and applicant information in electronic format.

Identified concerns: None.

14. Intelligent searchability for County web pages.

Description: There is a wealth of information published by the various County departments and agencies. All the information is placed in departmental web pages. Such organization of information requires detailed knowledge of County organization structure. This project will provide visitors to County web sites the ability to search for information they need. The search will provide an "intelligent" intuitive interface for ease of client use.

Estimated Activity Level: Unknown.

Advantages: This will make it easier for clients to find information published by the various County departments and agencies.

Disadvantages: None.

Dependencies: None.

System Interfaces: A new search software.

Identified concerns: None.

15. Links to services of other government agencies.

Description: The public often does not distinguish between the various sectors of government. This project will provide an explanation of services offered by other government agencies along with links to the appropriate agency web pages.

Estimated Activity Level: Unknown.

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Advantages: This will provide the web visitors with a single web site to begin their search for government services.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

16. Driving directions to other government agencies.

Description: The public often visits the County (and implicitly County web pages) center for government services provided by other government agencies. This project will provide links to mapping sites and driving directions to other government agencies in the area.

Estimated Activity Level: Unknown.

Advantages: This will provide web visitors with the ability to locate other government agencies in the area.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

17. Information about the department's public services.

Description: The department offers numerous services to the general public. This project will publish, in an easy to understand format, information about the public services.

Estimated Activity Level: Unknown.

Advantages: This project, along with the ability to search, will make it easier for the public to locate the services they need.

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Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

XI. Employee and Public Services - Benefits

1. Candidate feedback on benefits.

Description: Benefits forms an important part of the total compensation package. As such, the benefits package is a separate item that candidates evaluate in deciding on accepting an offer of employment. This project will enable candidates to provide feedback about their evaluation of the benefits package offered by the County.

Estimated Activity Level: Unknown.

Advantages: Information gathered will enable EPS to evaluate the effectiveness of the benefits package offered by the County.

Disadvantages: None.

Dependencies: None.

System Interfaces: A survey system.

Identified concerns: None.

2. Employee benefits statement.

Description: The County offers its employees a comprehensive benefits package. Many of the programs require employees to enroll. This project will

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enable employees to review their benefits enrollment in the form of a benefits statement.

Estimated Activity Level: Unknown.

Advantages: This will allow employees to verify enrollment in specific benefits plans.

Disadvantages: None.

Dependencies: None.

System Interfaces: PIPS (Countywide payroll/personnel system) will need to be web enabled.

Identified concerns: None.

3. Employee enrollment/ registration

Description: Employees of the County enjoy a comprehensive package of benefits. Some of the plans offered required enrollment by the employee. This project will allow employees to enroll in programs of their choice.

Estimated Activity Level: Unknown.

Advantages: This will allow employees to enroll in their plan choices.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: Some of the plan provides require actual enrollment forms with employee signatures.

4. Program update information to participants.

Description: Private providers under contract with the County administer many of the benefits programs. This project is to enable forwarding the program update information to participants.

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Estimated Activity Level: Unknown.

Advantages: This will improve the responsiveness of the division to employees.

Disadvantages: None.

Dependencies: None.

System Interfaces: A list server is needed.

Identified concerns: None.

5. Links to provider sites.

Description: Private providers administer many of the benefits plans for the County. This project is to provide links to provider web sites for program information.

Estimated Activity Level: Unknown.

Advantages: This will provide participants with program specific information directly from the providers web sites.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

6. Appropriate use policy.

Description: Internet is a powerful tool for researching information. In the case of benefits, much of plan information is available at provider web sites. This project is a request to establish an appropriate use policy for County employees using the Internet to visit outside web sites.

Estimated Activity Level: Unknown.

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Advantages: This will provide clarity for employees about appropriate use of County resources.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

7. Soliciting RPFs for benefit plans.

Description: Private providers administer many of the benefits plans offered to the employees. These contracts are periodically reviewed/renewed. This project will publish information on bid solicitation, for benefits plans, over the Internet.

Estimated Activity Level: Low.

Advantages: This will provide benefit vendors with an alternative medium of reviewing information about benefits bids.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

8. Accept bid responses on-line.

Description: Private providers administer many of the benefits plans offered to the employees. These contracts are periodically reviewed/renewed. This project will allow potential vendors to submit bids over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will be an additional means of receiving bids from vendors.

Disadvantages: None.

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Dependencies: None.

System Interfaces: None.

Identified concerns: None.

9. E-mail capability for all employees.

Description: The department often needs to communicate information to all employees. In the case of benefits, this could be program changes information etc. This project is a request to ensure that all employees have the ability to receive and read e-mail.

Estimated Activity Level: Unknown.

Advantages: This will enable all employees to receive important countywide information by e-mail.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

10. Customer surveys and feedback forms.

Description: County government is guided on the principle of excellent customer service. Feedback from the customers is an important means of measuring excellence in customer service. This project will enable customers to provide feedback about services received and desired.

Estimated Activity Level: Unknown.

Advantages: This will provide a simple, direct means for customers to provide feedback on service.

Disadvantages: None.

Dependencies: None.

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System Interfaces: A customer survey system.

Identified concerns: None.

11. Benefits plan documents.

Description: The County offers employees with a comprehensive package of benefits. Many of the benefits offer choices between a variety of plans. Plan participants need to review the plan documents to make educated selection between choices. This project will publish various benefit plan documents over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will provide a simple and direct means for employees to review various plan documents before making their choices.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

XII. Employee and Public Services - Individual and Organization Development

1. Intranet and Extranet: Computer based training.

Description: IOD (Individual and Organization Development) provides training to employees and managers in the County. Additionally, the same services are also offered to local cities. This project is to build a library of computer based training that can be offered over Intranet and Extranet.

Estimated Activity Level: Available to all Counties users.

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Advantages: This will enable ' trainees to receive training at their own pace.

Disadvantages: None.

Dependencies: None.

System Interfaces: Training delivery system.

Identified concerns: Some of the training that is offered by the section is specific to County government. This material will have to be built internally.

2. Surveys of training effectiveness.

Description: Organization development is based on effective communication and interventions. This project will allow employees and managers to provide feedback about the effectiveness of interventions.

Estimated Activity Level: Unknown.

Advantages: This will provide information for evaluating the effectiveness of various training or organizational development programs provided by the department.

Disadvantages: None.

Dependencies: None.

System Interfaces: A survey system.

Identified concerns: None.

3. Intranet: Employee orientation.

Description: New employees and employees in new positions need orientation information. This project will develop orientation materials to be published over the Internet.

Estimated Activity Level: Every new employee.

Advantages: This will provide employees with ongoing ability to read and review orientation materials.

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Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

4. Citizen orientation materials.

Description: New employee orientation requires description of the County services. This same information is also relevant information that can be useful for citizens in navigating the County government. This project will publish this information for citizen orientation to the County government.

Estimated Activity Level: Unknown.

Advantages: This will provide a simple explanation of County government.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

5. Video conferencing.

Description: County offices are spread over multiple campuses. Meetings and conferences require additional time for participants to drive from one location to another. This project will create the infrastructure to conduct 'virtual meetings using Internet related technologies like 2-way web casting.

Estimated Activity Level: Unknown.

Advantages: This will improve productivity by reducing the time spent on travel etc.

Disadvantages: None.

Dependencies: None.

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System Interfaces: None.

Identified concerns: None.

6. Registration for training.

Description: Some of the training will continue to be offered for in person participation. Usually these have a limit on participation. This project will allow employees to register for training.

Estimated Activity Level: Unknown.

Advantages: This will allow employees to register for training.

Disadvantages: None.

Dependencies: None.

System Interfaces: A new database for storing registrant information.

Identified concerns: Most training usually requires supervisor or manager approval. The system will need to deal with the workflow issues associated with that.

7. Intranet: Track continuing education of employees.

Description: Many job classifications require employees to maintain licenses. The licenses require the employees to receive continuing education in order to keep their licenses current. This project will allow employees to provide continuing education received by employees.

Estimated Activity Level: Unknown.

Advantages: This will provide a simple, direct means for employees to provide IOD with continuing education information.

Disadvantages: None.

Dependencies: None.

System Interfaces: A new web enabled database to track employee CEUs.

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Identified concerns: None.

8. Intranet: Career development assessment tools.

Description: IOD provides career guidance to employees. One of the tools that is used is an assessment instrument. This software is currently provided by an outside vendor and can only be accessed by the internet. This project is to make the assessment instrument available over the Intranet.

Estimated Activity Level: Unknown.

Advantages: This will enable employees to take the assessment instrument at their convenience.

Disadvantages: None.

Dependencies: None.

System Interfaces: The assessment instrument will need to be web-enabled. Currently provided by an outside vendor contract.

Identified concerns: None.

9. Intranet: Mentor sign-up.

Description: Mentors are experienced persons who agree to provide guidance to junior inexperienced persons. Mentoring is one of the techniques used by IOD to enhance employee performance. This project will allow employees to sign-up to be mentors.

Estimated Activity Level: Unknown.

Advantages: This will provide an easy means for employees to register to be mentors.

Disadvantages: None.

Dependencies: None.

System Interfaces: A new database to store potential mentors information.

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Identified concerns: None.

10. Intranet: Mentoring recommendation.

Description: Supervisors of employees are in the best position to identify employees who can benefit from mentoring. This is one of the most common referral sources for mentoring. This project will allow supervisors to provide that referral over the Intranet.

Estimated Activity Level: Unknown.

Advantages: This will allow supervisors to provide the referral for their employees.

Disadvantages: None.

Dependencies: None.

System Interfaces: A new database for storing referral information.

Identified concerns: None.

11. Intranet: Tuition reimbursement request.

Description: One of the features of County employment is the reimbursement of higher education tuition costs. This project will allow employees to provide needed information and request reimbursement.

Estimated Activity Level: Unknown.

Advantages: This will provide employees with a simple and direct method of requesting tuition reimbursement.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: We also require documentation -- like grade reports. The system will need to handle scanned images of grade reports for submission.

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12. Intranet: Tuition reimbursement status tracking.

Description: The County provides reimbursement of higher education tuition expenses. The employees provide required documentation to IOD which is first processed then paid. This project will allow employees to track the status of their reimbursement requests.

Estimated Activity Level: Unknown.

Advantages: This will provide employees with the ability to track the status of their reimbursement request.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

XIII. Employee and Public Services - Revenue Services

1. Request a payment plan.

Description: Revenue services provides collection services for County departments. This project will allow debtors to provide information and request that the division establish a regular payment plan.

Estimated Activity Level: Unknown.

Advantages: This will enable debtors to initiate the establishment of a payment plan without needing to make an extra trip to the County facilities.

Disadvantages: None.

Dependencies: None.

System Interfaces: None

Identified concerns: Security of data exposed to the Internet is of concern.

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2. Payment collection systems.

Description: Many of the debtors can pay off their debt using credit cards or checks. This project will establish a system to enable collection of payment using credit cards or e-checks

Estimated Activity Level: Unknown.

Advantages: This will allow debtors to pay their dues without making a trip to the County.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

3. Informational content pages.

Description: The division provides collection services for County departments. The public is often unaware of the policies and practices that are followed. This project will provide the public with information about the policies and practices of the division.

Estimated Activity Level: Unknown.

Advantages: This will provide the public with important information about the practices of the division.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

4. Frequently Asked Questions (FAQ) pages.

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Description: Debtors that the division contacts have a common set of concerns and questions. This project will consolidate the common questions and publish answers on FAQ pages.

Estimated Activity Level: Unknown.

Advantages: This will provide debtors with answers to common questions.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

5. Client address change forms.

Description: The division needs to track the current contact information for all the clients. This project will provide the clients to file that information directly.

Estimated Activity Level: Unknown.

Advantages: This will increase responsiveness of the division while reducing the potential for transcription errors.

Disadvantages: None.

Dependencies: None.

System Interfaces: the current system will need to be web enabled.

Identified concerns: None.

6. Traffic fine collection.

Description: One of the County agencies that the division makes collections for is the Courts. This project will allow traffic violators to make payments against their citations.

Estimated Activity Level: Unknown.

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Advantages: This will enable drivers to pay traffic fines without standing in lines.

Disadvantages: None.

Dependencies: None.

System Interfaces: The current system will need to be web-enabled.

Identified concerns: None.

7. Intranet: Information for departments about services available.

Description: The division provides collection services for departments that request these services. This project will provide the departments about the services of the division.

Estimated Activity Level: Unknown.

Advantages: This will provide County departments and agencies with information about the division services.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

8. Public information brochures.

Description: The division publishes informational brochures for the public. This project will publish those brochures over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will provide an additional means for dissemination of information.

Disadvantages: None.

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Dependencies: None.

System Interfaces: None

Identified concerns: None.

9. Ability for clients to provide their medi-cal information.

Description: Some of the debtors are qualified, under Medi-cal to receive payment from the Medi-cal system. This project will enable the clients to provide the division with the information required to file the claim with Medi-cal.

Estimated Activity Level: Unknown.

Advantages: This will allow clients to provide information that will enable the division to collect payment from Medi-cal system.

Disadvantages: None.

Dependencies: None.

System Interfaces: The current system will need to be web-enabled.

Identified concerns: None.

10. Provide links to other services.

Description: Many clients of the division are unaware of options for receiving assistance from public programs. This project will provide links to other service agencies.

Estimated Activity Level: Unknown.

Advantages: This will provide clients with additional information about options for assistance.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

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Identified concerns: None.

11. Animal licensing information.

Description: County ordinances provide for pet owners to license their animals. This project will provide information about licensing the pets.

Estimated Activity Level: Unknown.

Advantages: This will provide residents information about licensing their pets.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

12. Animal licensing transaction.

Description: County ordinances require pet owners to register and license their animals. This project will allow pet owners to register their pets and pay license fees.

Estimated Activity Level: Unknown - expected to be high.

Advantages: This will provide a simple means for pet owners in the County to license their pets.

Disadvantages: None.

Dependencies: None.

System Interfaces: the current pet licensing system will need to be web-enabled.

Identified concerns: None.

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13. Veterinarian filing.

Description: Veterinarians who provide vaccinations to animals without licenses are required to file a report with the County. This project will provide the means for veterinarians to file this report on-line.

Estimated Activity Level: Unknown.

Advantages: This will provide veterinarians with a simple and direct means of meeting their obligations.

Disadvantages: None.

Dependencies: None.

System Interfaces:

Identified concerns: None.

XIV. 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.

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2. Allow vendor registration.

Description: Vendors looking to conduct business with the County can register their interest with purchasing. This project will allow vendors to provide all the information to register their interest with purchasing.

Estimated Activity Level: Unknown.

Advantages: This will improve our responsiveness to potential vendors.

Disadvantages: None.

Dependencies: None.

System Interfaces: A new database to store interested vendor information.

Identified concerns: None.

3. Bid Solicitation.

Description: In order to ensure that the County pays a reasonable amount for goods and services, vendors are asked to bid their best price. County's requirements are specified and sent to known vendors to solicit bids. This project will establish rules for posting bid requests on the County's web sites.

Estimated Activity Level: Unknown.

Advantages: This will enable more vendors to participate in our bid requests.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

4. Accept vendor responses to bid solicitations.

Description: In order to minimize purchase costs for the County, multiple vendors are asked to bid the best prices for our needs. This project will enable vendors to provide their bids in electronic form over the Internet.

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Estimated Activity Level: Unknown.

Advantages: This will provide vendors with an additional medium for submitting bids for County business.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: Bids have to be kept "sealed" until specified time. We will need to ensure that process can be modeled in the electronic format.

5. Publish bid award information.

Description: After bids are opened and compared, a vendor is awarded the contract. This project is to establish procedures to publish bid award information.

Estimated Activity Level: Unknown.

Advantages: This will ensure the purchasing process is open and fair to all vendors.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

6. Purchase orders by e-mail.

Description: Purchase orders authorize vendors to send specified items to the County, with the promise of being paid at specified prices. This project will allow purchase orders to be e-mailed to vendor representatives.

Estimated Activity Level: Unknown.

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Advantages: This will speed-up the purchasing process and improve our responsiveness to the vendors.

Disadvantages: None.

Dependencies: None.

System Interfaces: IFAS (County-wide financial system) will need to be web-enabled.

Identified concerns: None.

7. Electronic bill presentation.

Description: When the vendors provide the County with goods, they expect to be paid. In order to be paid, vendors present the County with an invoice. This invoice is then processed according to procedures. This project is to establish procedures and capability to allow vendors to present bills over the Internet or via e-mail.

Estimated Activity Level: Unknown.

Advantages: This will simplify bill presentation and invoice tracking for vendors.

Disadvantages: None.

Dependencies: None.

System Interfaces: IFAS will need to be web-enabled.

Identified concerns: None.

8. Web auction of surplus property.

Description: County surplus property, like office equipment etc., is disposed off by selling it. Success of web auction sites has proven the viability this technique of selling used property. This project will establish procedures and policies to allow the division to sell surplus property via web auction sites and collect payment electronically with e-check and credit card.

Estimated Activity Level: Unknown.

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Advantages: This will enable public over a wider area to buy County surplus property.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

9. Intranet: Customer guide for copy center.

Description: The copy center provides excellent printing and reproduction services to County departments. This project will publish the procedures, advantages and budgetary considerations for client departments.

Estimated Activity Level: Unknown.

Advantages: This will be an alternative source of information for the customers.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

10. Intranet: Publish administrative memos.

Description: Administrative memos are official documents that establish, explain, revise or clarify County policy and procedures. These policies and procedures apply to all County employees, vendors and business partners, as appropriate. This project will publish the administrative memos over the Intranet.

Estimated Activity Level: Unknown.

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Advantages: This will provide the ability to easily and effectively disseminate information to County employees.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

XV. Employee and Public Services - Public Safety Communications.

1. New home page.

Description: The division provides direct services to the public. This project will build a new and improved home page for the division that better explains the role of the division in the community.

Estimated Activity Level: Unknown.

Advantages: This will provide the public with a better understanding of the division's function.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

2. Web cast of dispatch audio stream.

Description: The division provides dispatch services to local fire and police agencies. The radio communications between dispatch and the unit on site can be web-cast over the Internet. This project will provide that capability.

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Estimated Activity Level: Unknown.

Advantages: This will provide the ability to listen to radio traffic for incidents being serviced by public safety organizations.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

XVI. Environmental Services Agency - Planning.

1. Internet reference on notices.

Description: Whenever any changes to County plans, development regulations or issuing of planning permits are being considered, neighboring property owners are provided a written notice, by mail. This project will identify the web address of the supporting documentation and print the address of that material on the notice.

Estimated Activity Level: Unknown.

Advantages: This will provide the property owners with simple, direct means of retrieving the information they need.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

2. "Simple" building permits.

Description: In order to protect public health and safety, the County requires permits for most construction. Currently, for routine permits such as re-roofing,

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and water heaters, the permit applicant has to drive to the County Center, pay permit fees and wait for the permit to be issued. Alternatively, the customers can submit an application with a credit card number by fax & receive the permit by mail. 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.

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

Disadvantages: None.

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

System Interfaces: The enhanced, upgrade of the permit 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.

3. Public Hearing Agendas.

Description: The agendas of public hearings such as, the Planning Commission are public documents and are currently available on Planning web pages. 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 sends relevant documents to the interested party. This service will provide on-line informational links to all the analytical information prepared in conjunction with agenda items.

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.

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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.

4. On-line comments for public hearings.

Description: The Planning Commission conducts public hearings to receive input from the public. This project will allow residents and concerned citizens to provide input over the internet. The formats to consider would be: e-mail.

Estimated Activity Level: Unknown.

Advantages: This will provide the residents with an additional means to provide the Planning Commission with their thoughts.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

5. Ability to check the status of permit applications.

Description: Applications for permits undergo review and processing. This project will enable applicants and the public to review the status of permit applications.

Estimated Activity Level: Unknown.

Advantages: This will provide permit applicants and the public with a simple, direct means of checking the status of permit applications.

Disadvantages: None.

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Dependencies: None.

System Interfaces: The permit planning system needs to be web enabled.

Identified concerns: None.

6. Accept applications for all types of permits.

Description: Planning a development, starting construction etc are examples of cases when permits are required. Some permit applications require detailed plans and other documents. This project will enable all permit applications to be filed on-line.

Estimated Activity Level: Unknown.

Advantages: This will provide an alternative means for permit applications to be filed with the County.

Disadvantages: None.

Dependencies: None.

System Interfaces: The permit-planning system will need to be web-enabled.

Identified concerns: There is concern about the ability to review the supporting documentation and charts; there are numerous software applications that can be used to create the plans and supporting material. Additionally, in the case of major planning activity, there are issues of "workflow"; these issues deal with the ability to receive documents and signatures in a stepwise sequenced manner.

7. Environmental documents.

Description: Environmental documents, like negative declarations and environmental impact reports, are an important aspect associated with development. The planning division regularly publishes documents regarding the potential environmental issues of proposed developments. This project will publish those environmental documents and supporting material available over the Internet.

Estimated Activity Level: Unknown.

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Advantages: This will provide an additional and simple means for interested persons to review the environmental documents

Disadvantages: None.

Dependencies: None.

System Interfaces: None

Identified concerns: None.

8. Ability to schedule and reschedule building inspections.

Description: Building inspectors visit construction sites at specific stages of construction. The purpose of the visit is to ensure that construction is according to the approved plans. This project will allow clients to schedule, and cancel or reschedule their building inspections.

Estimated Activity Level: Unknown.

Advantages: This will be an additional medium for the customers to schedule their building inspections.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

XVII. Environmental Services Agency; Libraries.

1. Clearer links to the library system.

Description: The County is a participant in the Peninsula Library System (PLS). PLS has their own web presence. This project will provide clear and easy to find links to the PLS web site from the County web pages and search pages.

Estimated Activity Level: Unknown.

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Advantages: This will provide residents with links to the library system.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

XVIII. Environmental Services Agency; Parks and Recreation.

1. Enhance parks web pages.

Description: The parks web pages need enhancements for look and feel items. In addition, new material about trails and facilities description needs to be added. This project will dedicate resources for the purpose of building new web page.

Estimated Activity Level: Unknown.

Advantages: This will help users find the information they need. Increased quality of information will improve the user satisfaction.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: Developing accurate material while keeping the web page updated and interesting is an on-going task.. We need long term plans for maintaining and updating the web pages both for presentation and information content.

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2. Improved search capabilities.

Description: The normal techniques of organizing information leads to web pages that are highly nested. This project will provide users an easy to use search capability to assist them in finding the information they need.

Estimated Activity Level: Unknown.

Advantages: This will provide the users with an easy to use interface to find information they need.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

3. Information for volunteers.

Description: A number of programs depend on volunteers. This project will publish information for volunteers.

Estimated Activity Level: Unknown.

Advantages: This will provide an additional medium for publishing volunteer information.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

4. Volunteer registration and scheduling.

Description: A large number of public programs offered at various parks depend on volunteers. Volunteers have to be registered and scheduled based on program offerings and volunteer availability. This project will allow volunteers

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to register their interest. It will also allow parks staff to publish volunteer events.

Estimated Activity Level: Unknown.

Advantages: This will allow volunteers to register and provide scheduling information.

Disadvantages: None.

Dependencies: None.

System Interfaces: A new database for registering volunteers and their hours.

Identified concerns: None.

5. Build a "kids corner".

Description: County parks provides an excellent environment for children's education. This project will create web based educational activities for children.

Estimated Activity Level: Unknown.

Advantages: This will provide the children in the County with educational activities on the web.

Disadvantages: None.

Dependencies: None.

System Interfaces: New kinds of web pages; organized as games and activities.

Identified concerns: Data will have to be developed to produce kids corner.

6. Parks as natural resources.

Description: Everyone recognizes the importance of various recreational activities within parks. However, one of the guiding principles used in planning is the importance of natural resources within park lands. This project will publish the information about natural resources.

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Estimated Activity Level: Unknown.

Advantages: This will provide the residents of the County with clearer information about the other resources of the parks.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: Data will have to be developed.

7. Environmental education programs for schools.

Description: County parks, such as Fitzgerald Marine Reserve, are popular field trip destinations with area schools. This project will generate educational material about the environment of the parks.

Estimated Activity Level: Unknown.

Advantages: This will provide students in area schools with an alternative means of visiting and learning from the park environment.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: Materials will have to be developed to support an environmental education effort.

8. Information about wildlife in the parks.

Description: The County park lands host a variety of wildlife. This project will publish information about the wildlife in the parks.

Estimated Activity Level: Unknown.

Advantages: This will provide visitors with information about wildlife within the parks.

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Disadvantages: None

Dependencies: None.

System Interfaces: None.

Identified concerns: Materials will have to be developed.

9. Commission and committee agendas and supporting documents.

Description: Park and Recreation Commission, Trails Committee and the Fish and Wildlife Committee etc are public bodies that guide certain operations of the division. This project will publish the agendas and supporting documents.

Estimated Activity Level: Unknown.

Advantages: This will provide interested citizens with agendas and the supporting documents for various public meetings.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

10. Community input form for parks planning.

Description: Parks are community resources. The Staff, the Parks and Recreation Commission and committees need input from the community in order to make long term plans. This project will create transaction forms for the community to provide input.

Estimated Activity Level: Unknown.

Advantages: This will provide the community with a simple, direct means of providing their input into the planning process.

Disadvantages: None.

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Dependencies: None.

System Interfaces: None.

Identified concerns: None.

11. Posting work opportunities.

Description: The division is always looking for employees. EPS handles recruitment for regular opportunities. The division handles recruitment for part-time opportunities, seasonal opportunities and volunteer opportunities. This project will create a web page describing various opportunities.

Estimated Activity Level: Unknown.

Advantages: This will provide potential volunteers and workers with information about the opportunities available within the division.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

12. Accept applications for work opportunities in the division.

Description: The division is always looking for seasonal help. EPS handles recruitment for regular positions. The division does recruitment for seasonal and volunteer opportunities. This project will accept applications for work opportunities in the division.

Estimated Activity Level: Unknown.

Advantages: This will provide candidates with a direct means for applying for opportunities in the division over the Internet.

Disadvantages: None.

Dependencies: None.

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System Interfaces: A new database for saving applications filed by candidates.

Identified concerns: None.

13. Public safety information.

Description: The park lands host a variety of wildlife. Wildlife, such as rattlesnakes and mountain lions are potentially dangerous to the visiting public. Changing conditions on the trails could create dangerous situations on the trails. This project will publish safety related information.

Estimated Activity Level: Unknown.

Advantages: This will provide park visitors with a place to check for safety information before visiting into the park.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

14. Feedback form for park users.

Description: The division aims to provide the public with an excellent recreation and parks environment. Visitor feedback is an important part of delivering desired-service levels and service types. This project will provide the park users with the ability to provide feedback to the division over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will provide park users with a simple means of providing feedback about their experiences and expectations to the division.

Disadvantages: None.

Dependencies: None.

System Interfaces: A new database to save the feedback responses.

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Identified concerns: None.

15. A calendar of events.

Description: County parks offer a variety of informational and recreational programs. This project will provide a calendar of events for the different parks and division.

Estimated Activity Level: Unknown.

Advantages: This will provide parks users with an easy to follow means to review the schedule of events -- at a specific park or at all parks.

Disadvantages: None.

Dependencies: None.

System Interfaces: A system to 'roll-up' the calendar from individual facility to division-wide calendar.

Identified concerns: Calendar will have to be developed.

16. Log book for park visitors.

Description: Visitors like to see enjoyable ideas from other who have visited parks before them. Also, historical value of previous visitor logs is beyond enumeration. This project will allow visitors to sign the guest book and log memorable moments for sharing with others. The project will also provide a older entries in the log-book.

Estimated Activity Level: Unknown.

Advantages: This will enable visitors to share their experiences. Over time, this will also provide parks with a very valuable historic perspective.

Disadvantages: None.

Dependencies: None.

System Interfaces: A new database for storing individual log entries.

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Identified concerns: Inappropriate materials will have to be edited.

17. Customizing trail routes.

Description: County parks have a large number of trails with varying degrees of difficulty. Trail users have individual needs for difficulty and hike length. Also, some of the trails cross park boundaries; from County parks to local parks to state parks etc. This project will present web site visitors with topographic maps identifying the existing trails. Additional features will enable the draws a route and review the related topographical, and permit requirement information.

Estimated Activity Level: Unknown.

Advantages: This will offer all park users with capabilities that presently need the purchase of specialized software.

Disadvantages: None.

Dependencies: None.

System Interfaces: Topographic information for all parts of the County (including all park wild lands) will be an additional layer in the GIS system. Also needs license to topographic software.

Identified concerns: Data will have to be developed for inclusion.

18. Printable park and trail maps.

Description: Park and trail maps are provided to visitors at the parks. However, this is too late for planning outings. This project will provide printer create and publish printer quality maps of parks and trails for public to download and print.

Estimated Activity Level: Unknown.

Advantages: Visitors will be able to print park and trail maps when they are planning their outing.

Disadvantages: None.

Dependencies: None.

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System Interfaces: One potential solution is to add this as an additional layer in the GIS system.

Identified concerns: Data will have to be developed for inclusion.

19. Sign-up for renting berths at the marina.

Description: The Coyote Point Recreation area includes berths that are available for boaters. Occasionally, there are wait-lists for berths based on allowed boat size and location etc.. This project will allow the public to sign-up for the wait-lists.

Estimated Activity Level: Unknown.

Advantages: This will allow potential renters to indicate their interest without needing to make a trip to the park facility or offices.

Disadvantages: None.

Dependencies: None.

System Interfaces: A new database to store the waitlist.

Identified concerns: None.

20. Ability to view open berths at the marina.

Description: Location of an available berth is one of the factors that is used by potential renters to decide on renting the berth. This project will allow the public to view the 'open berth' on a detailed map.

Estimated Activity Level: Unknown.

Advantages: This will provide potential renters with a general idea of location of available berths, thus saving them a trip to the marina.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

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Identified concerns: None.

21. E-billing and e-billpay for berth renters.

Description: Berth renters at the marina are billed regularly. This project will enable the division to send the "bill" by e-mail and allow the renters to make rent payments with credit cards over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will provide berth renters with a simple alternative means to handle their business dealings with the division.

Disadvantages: None.

Dependencies: None.

System Interfaces: New web-enabled billing and payment accounting system.

Identified concerns: None.

22. Concessionaire billing and collection.

Description: Concessionaires at County parks facilities also have business dealings with the division. This project will enable e-mailed bills and payment collections with electronic payment collection (credit-card or e-check) over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will be an alternative means for the local businesses to interact with the division.

Disadvantages: None.

Dependencies: None.

System Interfaces: The billing and payment accounting system will need to be web-enabled.

Identified concerns: None.

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23. Collection of Developer fees.

Description: In order to offset the environmental impact to the San Bruno mountains, developers are required to pay fees. These fees are assessed and collected by the division. This project will allow developers to pay the fees via the Internet.

Estimated Activity Level: Unknown.

Advantages: This will provide area developers with a direct and simple means of paying the required fees.

Disadvantages: None.

Dependencies: None.

System Interfaces: Web interface to the payment accounting system.

Identified concerns: None.

24. Donation collection and receipt.

Description: San Mateo County Parks and Recreation foundation is a non-profit foundation that supports activities at County parks. They depend on tax deductible donation from supporters. This project will provide the infrastructure to allow supporters to make donations to the foundation and receive the tax deductible receipt instantly.

Estimated Activity Level: Unknown.

Advantages: This will allow supporters to make donations to the foundation.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

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25. Photo-gallery and "Live Cam".

Description: The County parks provide some of the more photographic environment. This project will publish a collection of the more memorable photographs of the parks over the Internet. Additionally, this project will provide a 'live feed' from strategically placed cameras on parkgrounds.

Estimated Activity Level: Unknown.

Advantages: This will provide an easy to view starting points for children visiting the parks web-sites.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

26. Virtual store of park souvenirs.

Description: Parks visitors would like to purchase souvenirs of their visit. This project will enable the division to start an e-commerce site. The items for sale will be souvenir items for the various parks in the County.

Estimated Activity Level: Unknown.

Advantages: This will allow the public to select and receive souvenirs at their convenience.

Disadvantages: None.

Dependencies: None.

System Interfaces: New complete e-commerce capabilities.

Identified concerns: None.

27. Links for driving directions.

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Description: Many private web sites provide detailed 'door to door' driving directions. This requires the street address of the origin and target locations. This project will provide links to such web sites, at the parks' web-site such that the street address of the park is already filled in.

Estimated Activity Level: Unknown.

Advantages: This will provide a simple means for visitors to find driving directions that apply to their particular starting location.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

28. Parks reservations.

Description: Many of the facilities and activities available at the County parks require prior reservations. This project will allow visitors to make reservations, including payment, over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will allow visitors to make reservations at a time that is convenient to them.

Disadvantages: None.

Dependencies: None.

System Interfaces: The parks reservation system will need to be web-enabled.

Identified concerns: None.

XIX. Environmental Services Agency; Animal Control.

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1. Links to local humane society.

Description: Humane society runs the County animal shelter under contract with the County and other local agencies. This project will provide links to humane society pages of interest to residents of the County.

Estimated Activity Level: Unknown.

Advantages: This will provide residents with current links to the information published by the humane society.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

2. Animal control and dangerous animal ordinances.

Description: The rules for keeping pets under control and preventing a dangerous animal from creating nuisance are fairly clear. This project will publish the applicable animal control ordinances (County and cities) to the web.

Estimated Activity Level: Unknown.

Advantages: This provides a simple, direct medium for publishing documents of public interest.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

3. Animal shelter information.

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Description: Stray animals are impounded and kept in the animal shelter. This project will publish redemption procedures and fees for animal owners as well as adopters.

Estimated Activity Level: Unknown.

Advantages: This will provide residents with a simple means of finding out about redemption procedures and fees for redeeming their pets.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

4. Hearings on dangerous animal declaration.

Description: Under specified conditions, pets can be declared as 'dangerous'. This project will allow residents to pay fees and request a hearing in appeal of the declaration.

Estimated Activity Level: Unknown.

Advantages: This will provide the residents with an alternative means to appeal 'dangerous animal' declaration for their pets.

Disadvantages: None.

Dependencies: None.

System Interfaces: Credit card or e-check payment collection system integrated with the accounting system.

Identified concerns: None.

5. Animal quarantine fees.

Description: The County assesses quarantine fees when an animal needs to be quarantined. This project will allow owners to pay the fees assessed by the department.

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Estimated Activity Level: Unknown.

Advantages: This will provide the owners with the ability to pay their fees without making an extra trip.

Disadvantages: None.

Dependencies: None.

System Interfaces: Credit card or e-check payment collection system integrated with the accounting system.

Identified concerns: None.

6. Breeder permits.

Description: In general, animal control ordinances require mandatory spay/neuter of pets. Exception to this rule is routinely granted to persons who desire to breed their pets. This project will allow breeders to pay fees and request breeder permits.

Estimated Activity Level: Unknown.

Advantages: This will provide breeders with an alternative means of receiving their permits.

Disadvantages: None.

Dependencies: None.

System Interfaces: Credit card or e-check payment collection system integrated with the accounting system.

Identified concerns: None.

7. Animal fancier permits.

Description: In general, animal control ordinances limit the number of animals allowed in a single household. Exception to this rule is routinely granted to animal fanciers. This project will allow animal fanciers to pay fees for and request animal fancier permit.

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Estimated Activity Level: Unknown.

Advantages: This will provide animal fancier with an alternative means to pay their fees and request the permit.

Disadvantages: None.

Dependencies: None.

System Interfaces: Credit card or e-check payment collection system integrated with the accounting system

Identified concerns: None.

8. Hearings on mandatory spay/neuter orders.

Description: Under certain conditions animal control officers can order mandatory spay/neuter for pets, despite breeder permit. This project will enable pet owners to pay fees and request a hearing on the mandatory spay/neuter orders.

Estimated Activity Level: Unknown.

Advantages: This will provide pet owners with an alternative means of requesting a hearing about mandatory spay/neuter orders.

Disadvantages: None.

Dependencies: None.

System Interfaces: Credit card or e-check payment collection system integrated with the accounting system.

Identified concerns: None.

9. Ability to pay surrender fees.

Description: Pet owners who feel unable to care for their pets can surrender their pets to the animal shelter. This project will enable the pet owners to pay the required surrender fees before taking the animal to the shelter.

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Estimated Activity Level: Unknown.

Advantages: This will allow pet owners to pay the required fees before taking the animal to the shelter.

Disadvantages: None.

Dependencies: None.

System Interfaces: Credit card or e-check payment collection system integrated with the accounting system.

Identified concerns: None.

10. Fees and fines imposed by animal control.

Description: This project will allow pet owners to pay all fees and fines imposed by animal control officers.

Estimated Activity Level: Unknown.

Advantages: This project will allow pet owners to pay their fees at their convenience without needing to make a trip to the animal control.

Disadvantages: None.

Dependencies: None.

System Interfaces: Credit card or e-check payment collection system integrated with the accounting system.

Identified concerns: None.

XX. Environmental Services Agency; Agricultural Commissioner/Sealer of Weights and Measures.

1. Restricted materials permit.

Description: The purpose of the Restricted Material Permit process is to review the proposed application of restricted use pesticides, assess the effects of

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the application on the environment and require the user to mitigate adverse effects as much as possible or require that feasible alternatives are used. This project will enable licensed pest control operators and growers to apply for the Restricted Material Permit online.

Estimated Activity Level: Unknown.

Advantages: This project will save permit applicants a trip to the commissioner s office.

Disadvantages: None.

Dependencies: Being developed by the State of California, department of pesticide regulation.

System Interfaces: A web enabled system for tracking permits and applications for permits.

Identified concerns: None.

2. Pesticide use operator identification numbers.

Description: Before purchasing and using pesticides in the production of an agricultural commodity the operator of the property is required to obtain an operator identification number from the agricultural commissioner of the county. Similar requirements apply for non-agricultural uses like cemeteries, golf courses, parks etc. This project will enable applicants to apply for operator identification numbers from the commissioner.

Estimated Activity Level: Unknown.

Advantages: This will save the operators a trip to the commissioner s offices.

Disadvantages: None.

Dependencies: Being developed by the State of California, department of pesticide regulation.

System Interfaces: A web enabled system for tracking applications and operator identification numbers.

Identified concerns: None.

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3. Complaint and injury/illness report forms.

Description: Improper application of pesticides can cause illness or environmental damage. Agricultural commissioner is charged with investigating all cases of improper application of pesticides. This project will provide the complaint forms for downloading.

Estimated Activity Level: Unknown.

Advantages: This will provide injured persons with the appropriate complaint forms they need to file with the agricultural commissioner.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

4. Pesticide use information.

Description: Improper use of pesticides can be injurious to people, property and environment. This project will provide information on the safe and correct use of pesticides as reference for local population.

Estimated Activity Level: Unknown.

Advantages: This will provide the residents and businesses in the County with safety information and information on Integrated pest management.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

5. Topical and timely information.

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Description: Whenever an external pest is discovered in the County or region, the state agriculture department mobilizes an eradication project. The public needs to be kept informed about the specifics of the pest, the eradication process etc. This project will publish such topical and timely information over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will provide a direct means for the public to find information about the activities of the commissioner.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

6. Informational pages.

Description: The department provides a number of services to the public. The public should be made aware of the services of the department. This project will publish details of the services like pest detection, plant quarantine, pesticide regulation and consumer protection.

Estimated Activity Level: Unknown.

Advantages: This will provide a direct and simple medium of informing the public about the activities and services of the department.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

7. Crop reports.

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Description: The agricultural commissioner publishes a crop report for the County. Interested residents can request the commissioner to mail (via postal service) the published report to them. This project will allow interested residents to receive an electronic copy of the crop report via e-mail.

Estimated Activity Level: Unknown.

Advantages: This will provide interested residents with an alternative means of receiving information from the commissioner.

Disadvantages: None.

Dependencies: None.

System Interfaces: A list-server to manage the subscription.

Identified concerns: None.

8. Measuring and weighing devices registration.

Description: The sealer of weights and measures is responsible for inspection and testing of commercial devices like scales, gas pumps taximeters etc. The department assesses annual inspection and registration fees for this activity. This project will allow local businesses to register and renew registrations for commercial measuring and weighing devices.

Estimated Activity Level: Unknown.

Advantages: This will allow local businesses to register and renew registration for their devices at their convenience.

Disadvantages: None.

Dependencies: None.

System Interfaces: Credit card or e-check payment collection system integrated with the payment accounting system.

Identified concerns: None.

9. Consumer complaint forms.

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Description: The department investigates public complaints regarding inaccurate quantities or prices charged at commercial establishments. This project will enable the public to download the complaint form.

Estimated Activity Level: Unknown.

Advantages: This will provide consumers in the County with an electronic copy of the consumer complaint forms.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

10. Consumer complaints.

Description: The department investigates complaints from the public about incorrect quantity or price charged at commercial establishments. This project will allow the consumers to file their complaints on-line.

Estimated Activity Level: Unknown.

Advantages: This will provide the consumers with a simple, direct means of providing their complaints to the department.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: The means for the public to provide supporting documentation, like receipts etc.

11. "San Mateo County Cares" survey.

Description: The department currently distributes the customer survey to businesses and residents who utilize services or file consumer complaints. This project will enable online completion of the survey by the clients.

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Estimated Activity Level: Unknown.

Advantages: This will provide convenient access to customer survey thereby increasing the return rate.

Disadvantages: None.

Dependencies: None.

System Interfaces: A new web-enabled database for storing survey responses.

Identified concerns: None.

XXI. Environmental Services Agency; UC Extension.

1. Build a local home page.

Description: The UC extension program is a co-operative program between the University of California and the County. Presently the Internet presence of this program is supported at the UC (University of California) in Berkeley. This project will build a home page for the program that is targeted for County residents.

Estimated Activity Level: Unknown.

Advantages: This will improve the visibility of the program services for the County of San Mateo web surfers.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

2. Local program registration.

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Description: UC Extension division of the environmental services agency offers educational programs in the community. Programs that are offered for higher education credit are managed from the UC center in Berkeley. In addition, the division also offers locally developed education programs that are especially meaningful to the local community. This project will enable registration in the local programs over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will provide an alternative means for the community members to register for educational programs that are targeted for the community.

Disadvantages: None.

Dependencies: None.

System Interfaces: A new, web enabled, registration system.

Identified concerns: None.

3. Question and Answer bulletin board for home gardeners.

Description: One of the services of the UC extension program is to provide general guidance to local home gardeners. This project will provide that capability over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will provide an alternative means for assisting the public with their day-to-day activities.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

4. Provide links to University of California research.

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Description: There is continuous research on improving agriculture techniques and productivity. The University of California is a good resource for the latest research. This project will provide links to the latest research information available from the UC system.

Estimated Activity Level: Unknown.

Advantages: This will provide an easy means for finding the latest information from the leading university system.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

5. Provide information about various programs and grants.

Description: UC Extension as a co-operative arrangement between the County and the University of California offers a number of educational programs; both for credit as well as of local interest. This project will create web pages to provide information about the various program offerings.

Estimated Activity Level: Unknown.

Advantages: This will publish information about important locally available educational offerings.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

6. Volunteer opportunity information.

Description: UC extension needs the support of community volunteers for some of the programs offered. e.g., the 4H program. This project will publish

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information about opportunities for volunteering with the UC Extension program.

Estimated Activity Level: Unknown.

Advantages: This will provide volunteers with information about volunteering opportunities.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

7. Volunteer applications.

Description: UC extension needs the support of community volunteers for some of the programs offered. e.g., the 4H program. This project will allow potential volunteers to 'apply' for volunteer opportunities of interest to them.

Estimated Activity Level: Unknown.

Advantages: This will provide a direct means for volunteer to apply for volunteer positions.

Disadvantages: None.

Dependencies: None.

System Interfaces: A new volunteer registration system.

Identified concerns: None.

8. Scheduling outings to managed facilities.

Description: Facilities like the Ranch that are managed by UC extension are popular field trip locations. In order to maximize learning opportunities for the children, the field trips need to be scheduled in advance. This project will allow schools and teachers to schedule their outings to the facilities over the Internet.

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Estimated Activity Level: Unknown

Advantages: This will provide a direct method for school teachers to plan and schedule their field trips to UC extension managed facilities.

Disadvantages: None.

Dependencies: None.

System Interfaces: Resource scheduling software.

Identified concerns: None.

9. Conference Center information and reservation.

Description: The UC extension manages an excellent conference center that can be used by local businesses. This project will provide information about the conference center facilities and also provide the ability to reserve the use of the conference center.

Estimated Activity Level: Unknown.

Advantages: This will provide a direct means for local businesses to schedule their conferences and meetings.

Disadvantages: None.

Dependencies: None.

System Interfaces: A facilities scheduling and reservation system.

Identified concerns: None.

10. Newsletter publication.

Description: The UC extension publishes newsletters for various areas of service. This project will publish the newsletter over the web as well as distribute the newsletter by e-mail to "subscribers".

Estimated Activity Level: Unknown.

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Advantages: This will provide an alternative means of publishing the newsletters.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

11. County web pages organized for ease of use.

Description: The County web pages are organized along organizational lines. This makes it easy to manage the pages. However, finding required information is extremely difficult for users who are not well versed with the organizational structure of the County government. This project is a suggestion to organize the County web pages for ease of use by the uninitiated.

Estimated Activity Level: Every visitor.

Advantages: This will make it easier for virtual visitors to the County to find information they need.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

12.

Description:

Estimated Activity Level:

Advantages: .

Disadvantages: None.

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Dependencies: None.

System Interfaces: None.

Identified concerns: None.

XXII. Environmental Services Agency; LAFCO.

1. Build informational pages.

Description: Local Agency Formation Commission (LAFCO) is required by state law to provide informational web pages. This project is to meet that mandate.

Estimated Activity Level: Unknown.

Advantages: This will provide information about the process for local agency formation to the public. The information will be tailored for the County of San Mateo.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

2. Notice of Hearing.

Description: The commission conducts hearings on various applications submitted to it. Interested citizens can request notification of hearings. This project will enable notices of hearings to be e-mailed to interested persons.

Estimated Activity Level: Unknown.

Advantages: This will provide an alternative means of providing notices of hearings to interested citizens.

Disadvantages: None.

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Dependencies: None.

System Interfaces: A list-server.

Identified concerns: None.

3. Provide agendas and supporting documents for public hearings.

Description: Commission hearings are public meetings. This project will publish the agenda and staff documents over the Internet.

Estimated Activity Level: Unknown.

Advantages: This is an alternative method of publishing meeting agenda and supporting documents to the public before the meeting.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

4. Annexation application.

Description: Residents of unincorporated areas of the County can request annexation of their area into neighboring cities or districts. This project will allow certain types of applications to be filed on-line with the commission.

Estimated Activity Level: Low.

Advantages: This is an alternative method for the commission to receive annexation application from residents.

Disadvantages: None.

Dependencies: None.

System Interfaces: A new database for storing the application information.

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Identified concerns: Annexation application is a multi-step, multi-agency workflow. The developed process will need to be amenable to this.

5. Publish detailed maps and political boundaries.

Description: The commission is responsible for reviewing changes to the political boundaries for local agencies. This project will publish detailed maps and political boundaries over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will publish the political division maps of the County.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

XXIII. Environmental Services Agency; Fire Protection.

1. Home page and informational web site.

Description: The fire protection district provides fire safety services in the County. This project will provide the public with information about the agency and its organization, function and programs.

Estimated Activity Level: Unknown.

Advantages: This will provide the public with information about the fire protection services of the County.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

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Identified concerns: None

2. Volunteering information.

Description: The fire department needs volunteer fire fighters as well as other volunteers. This project will publish information about volunteering.

Estimated Activity Level: Unknown.

Advantages: This is an alternative means of publishing information about volunteering opportunities.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

3. Training registration.

Description: The fire protection agency offers training on fire safety related issues to the public. This project will allow the public to register for the training programs.

Estimated Activity Level: Unknown.

Advantages: This is an alternative method for registration in public programs.

Disadvantages: None.

Dependencies: None.

System Interfaces: A registration system.

Identified concerns: None.

4. Community satisfaction surveys.

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Description: County government is based on the principle of excellent community service. This requires receiving feedback from the community about the various programs and services. This project will collect community satisfaction information for the fire protection agency.

Estimated Activity Level: Unknown.

Advantages: This is an alternative method for the community to provide feedback about the programs and services of the protection agency.

Disadvantages: None.

Dependencies: None.

System Interfaces: A system for collection of survey results.

Identified concerns: None.

5. Publish agency manuals.

Description: The fire protection agency is spread over a number (5) of fire stations and the administrative offices. This project will publish the agency manuals over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will provide instant updates of the manuals to all fire stations, fire fighters and other related agencies.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

6. Topical and timely information.

Description: Fire safety is an ongoing process. However, fire danger varies at different times and in different geographic areas of the County. This project is to publish topical and timely information related to fire safety and dangers.

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Estimated Activity Level: Unknown.

Advantages: This will provide residents of the County with timely fire safety information.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

XXIV. Health Services Agency; Public Health

1. Allow customers to make appointments.

Description: The Public Health office services a number of customers. This project would enable the customers to make appointments on-line.

Estimated Activity Level:

Advantages: This project will eliminate waiting for the customers.

Disadvantages: None.

Dependencies: None.

System Interfaces: Group-wise calendaring facility will be needed.

Identified concerns: None.

2. Allow patients to search for appointments.

Description: Patients often do not remember the details of an appointment. This project will allow patients to search the system for their appointments and provide the details of the appointments -- like time and place etc.

Estimated Activity Level:

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Advantages: This project will reduce patient no-shows due to incorrectly remembered details about an appointment.

Disadvantages: None.

Dependencies: None.

System Interfaces: Patient appointments are available in SMS. SMS will need to be web-enabled.

Identified concerns: None.

3. Allow customers make requests for contact.

Description: The Public Health office services a number of customers. This project would allow potential clients to request the agency to contact them for information and services.

Estimated Activity Level:

Advantages: This project allow potentially qualified recipients for services to request information and counseling about the services.

Disadvantages: None.

Dependencies: None.

System Interfaces: Ability to e-mail from web forms is required.

Identified concerns: None.

4. Allow field services to access County network infrastructure from the field.

Description: Various divisions within the public health have employees that work directly with the customers at their location. This project would enable them to access the County network and services while in the field.

Estimated Activity Level:

Advantages: This project will allow the County employees in the field to provide current, real-time information to the customers.

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Disadvantages: None.

Dependencies: None.

System Interfaces:

Identified concerns: None.

5. Allow Physicians to file death certificates on-line.

Description: Death certificates are initially filed in the public health office. They have to be reported to the state and then filed with the County Recorder. This project would allow physicians to file the death certificate using digital signatures.

Estimated Activity Level:

Advantages: The certificates will be available for the bereaved families in a timely manner.

Disadvantages: None.

Dependencies: None.

System Interfaces: AVSS -- State mandated system is used for filing the report with the state.

Identified concerns: None.

6. Allow medical institutions to file birth certificates on-line.

Description: Birth certificates are initially filed in the public health office. They have to be reported to the state and then filed with the County Recorder. This project would allow medical institutions to file the certificate using digital signatures.

Estimated Activity Level:

Advantages: The certificates will be available to the families in a timely manner.

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Disadvantages: None.

Dependencies: None.

System Interfaces: AVSS -- State mandated system is used for filing the report with the state.

Identified concerns: None.

7. Allow other (than medical institutions) to file initial birth reports and make appointments on-line.

Description: Reports of births at alternative facilities need to be verified by interviewing the reporting person. This project would allow the initial report to be filed on-line along with the facility to make appointments for the interview.

Estimated Activity Level:

Advantages: The final birth certificates will be available to the families in a timely manner.

Disadvantages: None.

Dependencies: None.

System Interfaces: AVSS -- State mandated system is used for filing the report with the state.

Identified concerns: None.

8. Allow funeral directors to file and pay for burial permits on-line.

Description: Funeral directors need to apply for burial permit before the actual funeral. This also requires payment of appropriate fees to the County. This project will allow the funeral directors to apply for, and pay for, the burial permits on-line.

Estimated Activity Level:

Advantages: This will save the funeral directors one trip to the public health office.

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Internet Service Delivery Study

Disadvantages: None.

Dependencies: None

System Interfaces: Verification of the death certificate having been filed will need to be performed.

Identified concerns: None.

9. Allow requests and payments for vital records.

Description: Vital records are maintained by public health, for a period of time, before being forwarded to the County Clerk-Recorder for filing. This project would allow the public to request a certified copy of the vital record (birth and death), along with the ability to pay for the certificate.

Estimated Activity Level:

Advantages: The certificates will be available to the families in a timely manner.

Disadvantages: None.

Dependencies: None.

System Interfaces: There should be a "single point of request" regardless of the period from which the certificate is requested.

Identified concerns: None.

10. Provide general information for public health.

Description: Issues and information related to public health like maternal health etc, need to be made readily available. This project would identify and produce such content for public good.

Estimated Activity Level:

Advantages: The residents of the County will have access to better information related to public health.

Disadvantages: None.

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Dependencies: None.

System Interfaces: None.

Identified concerns: None.

11. Provide statistical reports and information.

Description: The agency maintains a DB of reports and records by demographics and other factors. This project will allow ad-hoc queries against those databases.

Estimated Activity Level:

Advantages: Agencies preparing grant requests and proposals will be able to provide timely and accurate information.

Disadvantages: None.

Dependencies: None.

System Interfaces: There are multiple databases; this project will need to design query forms for making the data accessible.

Identified concerns: None.

12. Send appointment reminders via e-mail.

Description: Many routine appointments are made many days, weeks or even months in advance. The reminder phone calls do not always provide the patient with a document that can be referenced later. Sending the reminders by e-mail will allow them to refer to the e-mail for reconfirming the appointment information.

Estimated Activity Level:

Advantages: This will free-up the staff time to work directly with the patients instead of on the phone for reminders.

Disadvantages: None.

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Dependencies: None.

System Interfaces: An electronic appointment system is needed which will accept the clients e-mail addresses and send reminders automatically.

Identified concerns: None.

13. Infectious disease reporting.

Description: Physicians, laboratories and medical institutions are required to report each occurrence of infectious diseases to the County. The Health agency then aggregates these reports and forwards to the State. This project would allow the reporting agencies (physicians, laboratories and institutions) to file the report on-line.

Estimated Activity Level:

Advantages: The public statistical reports and reports to the state will be timely, and more accurate.

Disadvantages: None.

Dependencies: None.

System Interfaces: AVSS is a State mandated system used for reporting to the state.

Identified concerns: None.

14. Customized, e-mailed health alerts.

Description: The public health officer sends medical alerts to practitioners in the County, based on reports of infectious diseases and alerts from the State. This project would allow the alerts to be targeted -- at medical offices based on their specialty or interest.

Estimated Activity Level:

Advantages: Sending the alerts by e-mail would make the alerts be more timely.

Disadvantages: None.

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Dependencies: None.

System Interfaces: Electronic bulletin boards or list-servers will need to be enabled by specialty.

Identified concerns: None.

15. Report TB/HIV/AIDS to State and Federal agencies.

Description: The agency aggregates reports faxed by physicians, for reporting to state and federal agencies. This project will allow the reporting offices -- physicians and institutions, to file the report on-line for direct entry into the appropriate reporting system.

Estimated Activity Level:

Advantages: Timeliness and accuracy of the reports to state and federal agencies will improve. In addition, the standard on-line form will provide convenience to the reporting offices.

Disadvantages: None.

Dependencies: None.

System Interfaces: TMS for TB.

Identified concerns: None.

16. Allow enrollment into AIDS drug assistance program.

Description: Drugs for AIDS are expensive; the Health agency has an assistance program for AIDS drugs. This project would allow beneficiaries to enroll into the program using the Internet.

Estimated Activity Level:

Advantages: This will provide eligible candidates with confidential and private means of enrolling in the program. In addition this project will save patients a trip to the agency offices.

Disadvantages: None.

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Dependencies: None.

System Interfaces: In step 1, the request can be e-mailed. Step 2, the complete interface) will actually interface the request forms with pharmaceutical company systems.

Identified concerns: None.

17. Provide clients with referrals to other County programs and agencies, with follow-up.

Description: Often a client/patient needs more assistance than the Health agency can provide directly. This project would recognize that and provide the ability to refer the client to other agencies and programs while allowing tracking of follow-up.

Estimated Activity Level:

Advantages: The clients will save on having to make multiple trips to different agencies within the County.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

18. Ability to track identical services across duplicating agencies.

Description: Some of the services to clients are provided by more than one agency -- public and private. This project would allow Health agency case workers to identify services that should not be duplicated.

Estimated Activity Level:

Advantages: Some of the services could be harmful if duplicated. e.g., Vaccinations for children. This project will help in eliminating the health hazards associates with duplicating the same services to a client.

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Disadvantages: None.

Dependencies: None.

System Interfaces: New System.

Identified concerns: None.

19. Provide public health laboratories with access to "OpenLab".

Description: OpenLab is a feature of the Core services of SMS. This project would fund the accessibility of that feature for the public health laboratories.

Estimated Activity Level:

Advantages: This will enable the public health laboratories in electronic reporting of results (see next item).

Disadvantages: None.

Dependencies: None.

System Interfaces: OpenLab is an existing component of the County Health Agency core systems.

Identified concerns: None.

20. Provide laboratory test results to physicians and institutions.

Description: Diagnosis, prognosis and treatment of patients often hinge on laboratory test results. This project would allow the medical practitioners to review test results on-line.

Estimated Activity Level:

Advantages: Test results will be available in a more timely manner.

Disadvantages: None.

Dependencies: Public health laboratory needs access to OpenLab.

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System Interfaces: OpenLab and other SMS components will need to be web enabled.

Identified concerns: None.

21. Ability for patients to view their laboratory test results.

Description: Patients often wait for the results of their laboratory tests. This project will allow patients to view their laboratory results, with range explanations.

Estimated Activity Level:

Advantages: This project will make the laboratory results readily available to the patients

Disadvantages: None.

Dependencies: None.

System Interfaces: SMS Open-Lab feature will need to be (web) enabled.

Identified concerns: None.

22. Ability to request/requisition for services like water testing.

Description: Public agencies within the County can requisition services from the public health laboratories. This includes services like testing water quality (on the beaches etc.). This project would put that process on-line.

Estimated Activity Level:

Advantages: Improved customer service levels.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

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23. Provide current (dynamic) status of beach closures.

Description: Often times the County orders beaches to be closed to the public on account of the health risks to the County residents. This project would provide the current status of beach closure based on current results of laboratory water testing.

Estimated Activity Level:

Advantages: The public can check the current status of the beach closure before making the drive.

Disadvantages: None.

Dependencies: None.

System Interfaces: "OpenLab" will need to be enabled.

Identified concerns: None.

24. Provide physicians the ability to track the status of laboratory tests ordered.

Description: Each test goes through a series of well defined steps. This project would allow the physicians to track the status of tests ordered by them.

Estimated Activity Level:

Advantages: Physicians and patients will be better able to plan the next steps.

Disadvantages: None.

Dependencies: This project requires the public health laboratories to be able to access OpenLab application.

System Interfaces: None.

Identified concerns: None.

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25. Allow providers, of services to children, to track statuses of various items.

Description: Child health services unit of public health contracts with various vendors to provide services to eligible children in the County. This project would provide the vendors with the ability to track the status of various items like referral completion, payment etc.

Estimated Activity Level:

Advantages: This will allow vendors to concentrate their efforts on providing services instead of on the phone tracking the status(es).

Disadvantages: None.

Dependencies: None.

System Interfaces: Various core systems will need to be web-enabled.

Identified concerns: None.

26. Improved information dissemination for infection control.

Description: One of the most common concerns that people have is "How do I know if my child (or I) has (have)?". The follow-up concern to this is 'What should I expect next if ...?'. This project will provide diagnostic information and physicians protocols" for the common diseases.

Estimated Activity Level:

Advantages: The residents of the County will be better informed.

Disadvantages: None.

Dependencies: None.

System Interfaces: Provide links to web pages of larger agencies when appropriate.

Identified concerns: None.

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27. Collect inspection fees for Environmental Health inspection services.

Description: Various establishments in the County are required to pay annual inspection fees for mandated services provided by Environmental Health. This project would enable them to make the payments over the Internet using credit cards or e-checks.

Estimated Activity Level:

Advantages: Business owners will be able to pay the fees in a timely manner, at their convenience.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

28. Provide food permit application forms for downloading.

Description: Food service establishments have to file for a food permit. This project would allow the business owners/managers to download the application form from the Internet.

Estimated Activity Level:

Advantages: The businesses can be better prepared when applying for the permit.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

29. Electronic acceptance of environmental health services forms.

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Description: Each inspect-able establishment has to apply for a permit. This project would allow the businesses to file for the permit over the Internet.

Estimated Activity Level:

Advantages: This will ease the application process for businesses.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

30. Accept animal bite reports.

Description: Each instance of animal bite that is treated by medical establishments has to be reported to the County. This project would allow the report to be filed on-line.

Estimated Activity Level:

Advantages: The reports will be timely and easier to store and search than paper copies.

Disadvantages: None.

Dependencies: None.

System Interfaces: New storage system.

Identified concerns: None.

31. Provide field employees with mobile web enabled devices.

Description: There are a number of field workers -- like food inspectors. This project would equip these employees with mobile devices that are web-enabled and able to access the County infrastructure.

Estimated Activity Level:

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Advantages: The field inspectors will be better connected to the County infrastructure even while in the field. This will enable them to provide better information and services to the customers at the customer location. The inspectors will have access to relevant historical data, thus improving the level and quality of service

Disadvantages: None.

Dependencies: None.

System Interfaces: New system being built, was not planned to be web-enabled.

Identified concerns: None.

32. Allow mobile clinics to access infrastructure IS services.

Description: The public health office maintains mobile clinics to provide basic services to residents of the County that are not near one of the "fixed" clinics. This project would enable these mobile clinics to access IS infrastructure of the County.

Estimated Activity Level:

Advantages: The mobile clinics will then be able to access records of the patients being served. The updates to these records will be timely and thus the overall service level will improve.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

33. Provide links and access to outside services.

Description: Physicians and others within the health agency often need to access information that is owned by and resides on outside servers like Stanford University. This project would identify such sources and provide links and access licenses to such sources.

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Estimated Activity Level:

Advantages: County employees will have easy access to relevant information when needed -- improving the timeliness of medical actions.

Disadvantages: None.

Dependencies: None.

System Interfaces: .

Identified concerns: None.

34. Provide a searchable index of vital records.

Description: The vital records are spread between the public health agency and the County clerk-recorder. This project would provide a single point of search for all records that are public records.

Estimated Activity Level:

Advantages: Specific records of birth, death, probate and marriage would all be easy to find for the customers.

Disadvantages: None.

Dependencies: None.

System Interfaces: .

Identified concerns: None.

35. Create an animal immunization registry.

Description: When someone is bitten by a "pet", it is useful for the medical practitioner to know if the animal has been vaccinated for rabies etc. This project would create a registry of animal immunizations that would be updated by veterinarians and searchable by others.

Estimated Activity Level:

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Advantages: Having animal immunization records accessible to the medical practitioners will eliminate the need for 'precautionary' shots to the victims.

Disadvantages: None.

Dependencies: None.

System Interfaces: .

Identified concerns: None.

36. Provide specific selectable disease information.

Description: Medical practitioners keep "brochure" style information about diseases. Private vendors, e.g., Krame s DataBase, maintain easy to understand information about diseases in a searchable format. This project would enable the County to obtain licenses to such databases for publication to the customers.

Estimated Activity Level:

Advantages: Residents will have access to information about specific diseases that affect them. The County will save money on printing expenses.

Disadvantages: None.

Dependencies: None.

System Interfaces: .

Identified concerns: None.

37. Grievance process for food inspections.

Description: .

Estimated Activity Level:

Advantages: .

Disadvantages: None.

Dependencies: None.

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System Interfaces: .

Identified concerns: None.

38. Easier to find and access web pages.

Description: The navigation from page to page, for web pages in the County is based on administrative organizational structure. Often this becomes confusing for the customers. This project would organize the web pages in a functional sequence -- from the customer perspective.

Estimated Activity Level:

Advantages: The customers will be able to find the information faster.

Disadvantages: None.

Dependencies: None.

System Interfaces: .

Identified concerns: None.

39. Generalized customer surveys.

Description: County government is guided by the principle of quality customer service; in order to evaluate the level and quality of service, the various departments survey the customers. This project would provide a generalized satisfaction survey for customers of the health department.

Estimated Activity Level:

Advantages: The County can use the survey feedback to evaluate quality and level of service.

Disadvantages: None.

Dependencies: None.

System Interfaces: .

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Identified concerns: The customers need to be able to identify the specific unit that actually provided the quality care.

40. Create an immunization registry.

Description: When patient immunization records are required for a number of major activities, like school admissions etc. There is a regional effort to create a registry of all immunizations performed within the region. This project will extend that functionality so that the immunization records will be updated directly by providers. Authorized points of inquiry; like school admission offices besides physicians and medical institutions can also view a record of all

Estimated Activity Level:

Advantages: This project will centralize immunization records for all County residents and make those records available when needed. It will improve immunization rates and avoid duplicate immunizations.

Disadvantages: None.

Dependencies: None.

System Interfaces: New system being developed regionally, will need to build the Internet interface.

Identified concerns: None.

XXV. Health Services Agency; Aging and Adult Services

1. Provide a FAQ page about services provided.

Description: The Aging and Adult services provides a variety of customer services. This project would publish the services provided and make the information easily available to the public.

Estimated Activity Level:

Advantages: This project will increase public awareness of services available.

Disadvantages: None.

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Dependencies: None.

System Interfaces: None.

Identified concerns: None.

2. FAQ for referrers and providers.

Description: Many of the clients of Aging and Adult services are referred to the agency by service providers. This project would identify various issues facing service providers and potential referrers.

Estimated Activity Level:

Advantages: Increase awareness about referral situations among service providers and potential referrers

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

3. Provide referral and abuse reporting forms for downloading.

Description: Many of the clients of Aging and Adult services are referred to the agency. This project would provide the forms needed by potential referrers.

Estimated Activity Level:

Advantages: This project will save the referrers a trip to the Health Agency offices.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

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4. Accept referrals and (elder) abuse reports.

Description: Many of the clients of Aging and Adult services are referred to the agency. This project would allow referrers to provide referrals and elder abuse instances on-line.

Estimated Activity Level:

Advantages: This project will allow potential referrers to report referable cases anonymously.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

5. Accept "request for contact".

Description: Many of the clients of Aging and Adult services are referred to the agency. This project would allow potential referrers to request the agency to contact them to review the situation for potential cases of elder abuse.

Estimated Activity Level:

Advantages: This project will enable the potential referrers to get their concerns answered while providing them with an alternative means of providing referrals.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

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6. FAQ pages relating to intake questions.

Description: Many of the clients of Aging and Adult services are referred to the agency. The potential referrers, often relatives, have many questions. This project would provide answers to frequently asked questions on intake. (when the referral is determined to be an actual case).

Estimated Activity Level:

Advantages: This project will prepare referrers with the questions that are required to be considered by the agency.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

7. Provide information about nursing homes within the County.

Description: The biggest question facing care providers for the elderly often relates to the location of, and services of nursing homes. This project will identify the licensed nursing homes within the County.

Estimated Activity Level:

Advantages: The residents and caregivers of residents of the County will have much needed information.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

8. Provide links to information about nursing homes in neighboring counties.

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Description: The biggest question facing care providers for the elderly often relates to the location of, and services of nursing homes. This project will identify information resources for information about nursing homes in neighboring counties.

Estimated Activity Level:

Advantages: The residents and caregivers of residents of the County will have much needed information.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

9. Conservatorship referral packets for downloading.

Description: Many of the clients of Aging and Adult services are referred to the agency. One of the services that the agency provides is that of acting as conservators. However, this service requires many additional pieces of information. This project would provide the entire packet, of information and forms, for downloading.

Estimated Activity Level:

Advantages: Having the packet available to download will save referrers at least one trip to the agency offices.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

10. Accept conservatorship referrals on-line.

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Description: Many of the clients of Aging and Adult services are referred to the agency. One of the services that the agency provides is that of acting as conservators. However, this service requires many additional pieces of information. This project would enable the referrer to submit the referral for conservatorship on-line.

Estimated Activity Level:

Advantages: This will enable concerned relatives not living with the 'conservatee' to provide referrals without requiring a distant trips.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

11. Allow discharge planners to provide referrals and demographics on-line.

Description: Medical institutions are required to ensure that the patients (elderly) are released into a safe and healthy environment; often this is accomplished by the institution by referring the case to aging and adult services. This project would enable these referrals to be provided over the Internet.

Estimated Activity Level:

Advantages: This project would provide enhanced means for discharge planners to provide the referrals. Additionally, there will be enhanced tracking capability.

Disadvantages: None.

Dependencies: None.

System Interfaces: A referral input and tracking system will have to be put in place.

Identified concerns: None.

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12. Downloadable application packets for in-home care.

Description: One of the concerns of the elderly that the agency supports, is the provision of in-home care. However, federal, state and local rules require extensive documentation of needs and eligibility. This project would make the entire packet of application materials available to be downloaded.

Estimated Activity Level:

Advantages: The caregivers for the elderly will be able to get the application materials at their convenience.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

13. Accept applications/referrals for in-home care.

Description: One of the concerns of the elderly that the agency supports, is the provision of in-home care. However, federal, state and local rules require extensive documentation of needs and eligibility. This project allow the beneficiary or concerned persons to apply for the benefit and provide all of the initial information directly on-line.

Estimated Activity Level:

Advantages: This project will enable physically distant relatives to apply for the benefits -- reducing the need for long trip(s).

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

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14. Accept applications for in-home care providers.

Description: Aging and adult services maintains a roster' of qualified in-home care providers. This project would allow potential in-home care providers to apply to be qualified.

Estimated Activity Level:

Advantages: This project will enable qualified workers to apply to participate in a County program without needing to take time off.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

15. Ability to match available providers with referrals.

Description: Most of the referred cases requiring in-home care have specific needs -- in terms of availability, 'specialty' etc. This project will allow referrer to identify available providers that meet the requirements.

Estimated Activity Level:

Advantages: The persons needing assistance could have a list of potential providers along with the referral.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

16. Allow care providers to submit timesheet information on-line.

Description: When the County (Aging and adult services) undertakes payment responsibility for care providers, the providers are required to submit a

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timesheet. This project will allow the service providers to submit the timesheets via the Internet.

Estimated Activity Level:

Advantages: This project will improve the payment 'turnaround' for the care providers.

Disadvantages: None.

Dependencies: None.

System Interfaces: IFAS payments system will need to be web enabled.

Identified concerns: None.

17. Provide orientation packets for providers to download.

Description: Providers who are new to the County are provided a orientation packet. This packet contains rules governing them as well as information about payments etc. This project would make this packet available for the providers to download.

Estimated Activity Level:

Advantages: The information will be available for the providers to review whenever they need/want to.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

18. Ability for providers to request reimbursements.

Description:

Estimated Activity Level:

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Advantages: .

Disadvantages: None.

Dependencies: None.

System Interfaces: IFAS system will need to be web enabled.

Identified concerns: None.

19. Allow providers to track status of their payments.

Description: One of the most frequent questions that providers have concerns the status of their payment. This project would allow the service providers to track the status of their payments.

Estimated Activity Level:

Advantages: .

Disadvantages: None.

Dependencies: None.

System Interfaces: IFAS system will need to be web enabled.

Identified concerns: None.

20. Intranet: Allow conservatorship filings on-line.

Description: Conservatorship is a legal process; the agency is required to file documentation with the Courts. This project would enable the agency to file the required documentation over the intranet.

Estimated Activity Level:

Advantages: Agency workers will be able to complete the filing while in the process of assisting the conservatee or related/concerned citizen.

Disadvantages: None.

Dependencies: None.

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System Interfaces: None.

Identified concerns: None.

21. Intranet: Allow inventory and appraisal filing on-line.

Description: In each case of conservatorship, the agency needs to file with the recorder an inventory with detailed appraisals, of the conservatee's estate. This project would allow the agency to file the documents over the intranet.

Estimated Activity Level:

Advantages: This project will allow the conservatorship process to complete faster, and the documentation to be more thorough.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

22. Allow physicians and families to file "capacity" declarations on-line.

Description: One of the many documents that need to be filed for conservatorship cases is a declaration of diminished capacity. This has to be completed by the family and the attending physicians of the conservatee. This project would allow the family and the physicians to complete their individual parts of the form on-line.

Estimated Activity Level:

Advantages: This project will save the physicians and the family members time and trips to the agency. It will allow the agency to move forward in a timely manner.

Disadvantages: None.

Dependencies: None.

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System Interfaces: None.

Identified concerns: None.

23. Allow physicians/family to file "DNR" statements on-line.

Description: One of the many duties of the conservator is to determine the extraordinary effort to be spent in attempting to resuscitate conservatees. In this, the agency is guided by statements and expressed desires of the conservatee. This project would allow family members and personal physicians to file do not resuscitate statements on behalf of the conservatee.

Estimated Activity Level:

Advantages: Important information about the conservatee will be available to the conservators in a timely manner.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

24. Provide other forms and information about conservator program.

Description: Most people do not understand the conservator process. This project would provide the information and answers to various questions for people to download. In addition, the project would also provide links to other public agencies that could provide assistance.

Estimated Activity Level:

Advantages: Concerned family members will have access to information that is necessary.

Disadvantages: None.

Dependencies: None.

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System Interfaces: None.

Identified concerns: None.

XXVI. Health Services Agency; Hospitals and Clinics - Patient Care Council.

1. Enable Computer Based Training (CBT) for hospital and clinics staff.

Description: The field of patient care keeps advancing at a rapid pace. The hospital and clinics staff keep pace by attending various training. This project would enable the staff to be trained over the Internet.

Estimated Activity Level:

Advantages: This will save the staff travel time, thus increasing staff availability for customers.

Disadvantages: None.

Dependencies: None.

System Interfaces: New training modules will need to be acquired.

Identified concerns: None.

2. Enable on-line registration for training.

Description: Hospital and clinics is spread across the County. This project would enable the employees to register for training over the Internet.

Estimated Activity Level:

Advantages: This project would streamline the training registration process and allow the employees to concentrate on patient care.

Disadvantages: None.

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Dependencies: None.

System Interfaces: A new registration system for training will need to be developed.

Identified concerns: None.

3. Allow scheduling of surgery rooms and special equipments.

Description: Many physicians, including those in private practice utilize the facilities of the hospital surgery rooms. Often the surgeries require special equipment. This project would allow the physicians to schedule the surgery rooms and identify special equipment requirements.

Estimated Activity Level:

Advantages: This project will improve the level of service provided to physicians and their patients.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

4. Enable physicians to sign their orders digitally.

Description: Physicians orders are transcribed into the SMS system. They are then printed for the physicians to sign. This project would allow the physicians to digitally sign the transcribed orders.

Estimated Activity Level:

Advantages: This project will combine the "signed" physician orders with the rest of the patient records. Additionally, by providing the physicians with an additional signing mechanism, the project will speed-up the order signing process.

Disadvantages: None.

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Dependencies: None.

System Interfaces: The SMS transcription interface will need to be enabled for Internet access and digital signature encoding

Identified concerns: None.

5. Intranet: Filing unusual occurrence report.

Description: The staff is required to report any and all 'unusual' occurrences. This project would allow this report to be filed over the Internet.

Estimated Activity Level:

Advantages: The project will enable the staff to file the report as soon as any incidents occur, thus improving the accuracy of reports filed.

Disadvantages: None.

Dependencies: The unusual incidents reports are not handled using any electronic system. Such a system will need to be built.

System Interfaces: None.

Identified concerns: None.

6. Referrals to/from physicians and institutions.

Description: In many instances the clients have to be referred to, or by, outside physicians and institution. This project will enable making these referrals and tracking the follow-up of these referrals using the Internet.

Estimated Activity Level:

Advantages: This project will allow the patient care staff to ensure complete and correct action on a patient.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

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Identified concerns: None.

7. CBT - Patient training.

Description: The hospital and clinics provides quite a few training materials for patients. This project would enable the patients to review and learn this material at their own pace using CBT.

Estimated Activity Level:

Advantages: The patients will be ensured that they can understand and learn important material related to their well being. This will improve the overall post-treatment recovery of the patients.

Disadvantages: None.

Dependencies: None.

System Interfaces: The training materials will need to be developed in CBT enabled format.

Identified concerns: None.

8. Allow patients to fill in pre-registration and registration forms.

Description: In order to maximize the services provided to the patients, the hospital staff co-ordinates services provided to the patients with the health plans. Also, in the case of non-emergency treatments of patients, they are often advised to pre-register; this helps scheduling of service facilities. This project will allow the patients to pre-register over the Internet.

Estimated Activity Level:

Advantages: The clients will be able to provide the 'paper-work' at their convenience.

Disadvantages: None.

Dependencies: None.

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System Interfaces: The SMS system will need to be web-enabled to allow the patients to access the system and provide the documentation required.

Identified concerns: None.

9. Participate in PACS network for transmission of radiology images.

Description: Radiology images can be transmitted/reviewed by physicians, over the Internet. This project would allow the health agency to participate in a standards based project to transmit radiology images over the Internet.

Estimated Activity Level:

Advantages: Radiology images will be available to physicians without the delay of hand-delivered 'film'. Additionally, the physicians can review the images from a convenient location, at a convenient time.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

10. Reporting patient records to referring physicians.

Description: The referring physicians need to be kept abreast of all activities relating to their patients. This project would allow the patient records to be made available to the referring physicians over the Internet.

Estimated Activity Level:

Advantages: Referring physicians can review their patients records and suggest appropriate treatment strategies at times and locations that is most convenient to them.

Disadvantages: None.

Dependencies: None.

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System Interfaces: SMS will need to be web-enabled to allow physicians access to their patient records.

Identified concerns: None.

11. Provide an improved, multi-media facility description.

Description: In order to facilitate recruitment of new talent to the health agency, we need to do a better job of describing the features and facilities of the County health agency. This project would create such multi-media presentation materials and make them available on the Internet.

Estimated Activity Level:

Advantages: This project will enhance the recruitment efforts for the health agency.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

12. Provide improved remote access for medical staff.

Description: Often the physicians are called upon to make decisions relating to the patient welfare while they are away from the facilities. This project will enable them to review the records before making the decisions.

Estimated Activity Level:

Advantages: The decisions will be based on most current patient status and be more timely.

Disadvantages: None.

Dependencies: None.

System Interfaces: We will need a better/bigger remote access gateways.

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Identified concerns: None.

XXVII. Health Services Agency; Hospitals and Clinics - Emergency Medicine.

1. Tele Medicine - Teleconferencing, debriefing Sheriff's office.

Description: The Sheriff's office is responsible for inmates in the County jail. The health agency provides the Sheriff's office with relevant information as well as medical assistance for the inmates. This project will enable the physicians to provide emergency medical support to qualified technicians for the jail population. In addition, the infrastructure will also be used for debriefing the Sheriff's office about critical incidents.

Estimated Activity Level:

Advantages: This project will eliminate the need for a physician to be 'resident' at the jail, without any significant reduction in medical services available to the inmate population.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

2. Tele Medicine - use of robotic, digital equipment.

Description: In order to provide complete emergency medical support, a physician needs to be able to review vital signs of the patient. This project will allow complete (remote) examination of the patients, except smell and touch.

Estimated Activity Level:

Advantages: This project will enable the emergency medicine to provide emergency assistance from a distance.

Disadvantages: None.

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Dependencies: None.

System Interfaces: None.

Identified concerns: None.

3. Form alliances with community based organizations (CBO) to bridge digital divide issues.

Description: In order for Tele-medicine to work effectively, the patients have to have access. If CBOs could assist with this aspect, then the entire concept of Tele-medicine could be expanded to cover patient population besides jail inmates.

Estimated Activity Level:

Advantages: The project will save many patients from an unnecessary visits to the ER.

Disadvantages: None.

Dependencies: None

System Interfaces: None.

Identified concerns: None.

4. Provide medical information of topical interest to the community.

Description: Many sites on the web provide general medical information. This project will create a site where information of current relevance for the residents of the County could be provided.

Estimated Activity Level:

Advantages: The residents of the County will have access to information that is currently relevant.

Disadvantages: None.

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Dependencies: None.

System Interfaces: None.

Identified concerns: None.

5. Distance learning -- continuing education for medical staff.

Description: Licensed medical staff are required to earn certain number of "CEU" (continuing education units) in order to maintain their licenses. This project will enable the medical staff to earn their CE units utilizing distance learning over the Internet.

Estimated Activity Level:

Advantages: This project will "free" up the medical staff time that would otherwise be spent on travel.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

XXVIII. Health Services Agency; Hospitals and Clinics - Clinic Managers and Supervising Physicians.

1. Intranet: Provide easy to locate and refer HIPAA rules.

Description: HIPAA rules are quite voluminous and changing. This project will enable all clinics to be able to refer to County policies as they refer to HIPAA rules.

Estimated Activity Level:

Advantages: All clinics will apply the HIPAA rules identically. In addition, making the rules available for easy reference will free-up the clinic staff to work with the clients, instead of paperwork.

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Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

2. Make diagnosis codes available in a searchable format.

Description: Medicare, Medi-cal, and most insurances require the physicians to report the diagnosis using "standard" codes. This project would make the standard diagnosis codes available in searchable form to the clinics staff.

Estimated Activity Level:

Advantages: Easy access to this type of information will free up the clinics staff from "paperwork", to be able to assist the patients.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

3. Provide links to carrier formularies.

Description: When clinic physicians prescribe drugs, they need to be sensitive to the drugs covered by the insurance carriers -- otherwise the patients have to pay a large amount. This project will identify the most common insurance carriers that provide prescription drug coverage, and provide links to their 'formulary' pages.

Estimated Activity Level:

Advantages: The clinics staff can easily search the formulary for equivalent drugs that are covered by the formulary. This will assist the patients in affording the drugs that they need.

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Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

4. Infrastructure for access to patient records from examination locations.

Description: The clinics have multiple examination rooms and nursing stations. This project will provide access devices and connectivity for the medical staff to access the patient records from the point of service.

Estimated Activity Level:

Advantages: Medical staff will be able to review patient history while talking to the patient. This will improve the overall level and quality of patient care at the clinics.

Disadvantages: None.

Dependencies: The clinics will need to be wired for additional connectivity.

System Interfaces: None.

Identified concerns: None.

5. Ability for patients to request prescriptions refills.

Description: Many times, patients need prescription refilled. Currently they have to call, wait for a nurse to find their records and reconfirm the prescription orders. This project would allow patients with 'standing' prescription orders to request their prescription refill orders.

Estimated Activity Level:

Advantages: This project will save time for the patients as well as agency medical staff.

Disadvantages: None.

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Dependencies: None

System Interfaces: SMS will need to be web enabled in order to verify that the prescription is still valid.

Identified concerns: Exceptions will still need to be handled by phone or clinic visit.

6. Provide and track referrals to outside providers.

Description: Sometimes the patients have to be referred elsewhere -- for specialist medical care or other agencies for assistance. This project will enable making and tracking such referrals.

Estimated Activity Level:

Advantages: Clients will receive the referrals they need without having to track and carry referral notes.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

7. Triage protocols and forms.

Description: Protocols are standard procedures to be followed. Triage is the process of identifying the level of emergency. This project would make public the triage protocols used by clinics.

Estimated Activity Level:

Advantages: The patients/prospective patients will be better prepared for the triage process. Additionally, the information could save lives by identifying emergency symptoms that may present as minor irritations to the patients.

Disadvantages: None.

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Dependencies: None.

System Interfaces: None.

Identified concerns: None.

8. Provide kiosks at clinics for patient self-help.

Description: Well informed patients are best able to handle problems. This project would provide access to medical information over the web, for patients to peruse while waiting for their turn.

Estimated Activity Level:

Advantages: This project will assist patients to utilize the waiting time to be better informed patients.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

9. Sharing data with other health agencies and institutions.

Description: Many of the clients of the agency are 'indigent'. Often they move. This project would enable health agencies of neighboring counties to share data about the patients medical histories.

Estimated Activity Level:

Advantages: This project will save patients from being over-treated.

Disadvantages: None.

Dependencies: This will require state and federal approval. Action by boards of the other health agencies is also required.

System Interfaces: Will be identified as the project progresses.

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Identified concerns: None.

10. Ability (for staff) to connect to "core" systems remotely.

Description: The core business systems of the agency contain most of the patient data. Medical staff should have access to that data wherever they may be. This project would provide accessibility to the core systems for medical and nursing staff.

Estimated Activity Level:

Advantages: Decisions about patient care that are made while at remote locations will be based better information availability.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

11. Client satisfaction survey/feedback gathering.

Description: County government is based on the principle of excellent service. This project would gather feedback from the clients (patients).

Estimated Activity Level:

Advantages: Client feedback is an invaluable tool in planning services and activities.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

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12. Patient self-help registration and enrollment forms.

Description: Each patient has a large amount of paperwork that has to be completed. This project will allow patients to process much of the documentation over the 'net.

Estimated Activity Level:

Advantages: This project will reduce the need for patients to arrive early in order to complete the documentation. Staff will be able to spend more time with patients assisting with issues other than documentation.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

13. All County forms for downloading.

Description: Much of government work is paper intensive; this is especially true for agencies, like health agency, that are mandated or governed by state and federal regulations. There are a number of forms that clients need. This project would make all County forms available for downloading. The forms index should be searchable by department, and business function served.

Estimated Activity Level:

Advantages: This project will enable the clients to get access to forms that they may need. Having the forms easily available will allow the clients to come prepared to the agency offices.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

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14. Enable all County forms for interactive, on-line completion.

Description: Much of government work is paper intensive, this is especially true for agencies, like health agency, that are mandated or governed by state and federal regulations. There are a number of forms that we need the clients to complete. This project will enable all County forms for on-line completion over the Internet.

Estimated Activity Level:

Advantages: The clients will be able to provide the County with required documentation without needing to make a trip to County offices.

Disadvantages: None.

Dependencies: None.

System Interfaces: All systems that are fed from the client responses to the various forms will need to be web enabled. Additionally, other systems that are used for verifying client responses (editing), will also need to be web-enabled.

Identified concerns: None.

15. Provide automatic links to assistance programs on the financial counseling part of registration forms.

Description: Many of the clients of the agency also need assistance with the cost burden of the medical care. This project, in conjunction with self-help registration forms, will provide redirection and linkage to other assistance programs -- both administered by County agencies and other public agencies.

Estimated Activity Level:

Advantages: This project will make the self-help" forms truly helpful.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

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16. Chat room/forum for patient education.

Description: Many times patients need questions answered after discharge. Currently, they call-in with the questions and this interrupts service to other patients. This project would provide a means for patients to "post" their questions and receive answers over the Internet.

Estimated Activity Level:

Advantages: Patients can search archives of other questions and responses to better educate themselves. The chat activity can be scheduled and patients will receive answers to their questions without intruding on service to other patients.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

17. Enable electronic communication between patient and provider.

Description: Patients often think of questions after they have left the clinics. This project will enable electronic communications; like e-mail, chat-room etc., between the patients and the providers.

Estimated Activity Level:

Advantages: Patients will have one more avenue to get their questions answered.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: There will have to be a standard form created for these communications means; this will ensure that the patient will provide the

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information that is needed to properly and completely identify the patient and establish the context for the question.

18. Improved search capability for ease of patient use.

Description: The County currently has a vast amount of information available over the Internet. Implementation of the projects identified will increase the amount of information available to the browser. This project will provide a 'better' / 'smarter' search capability for clients to easily find the information that they need.

Estimated Activity Level:

Advantages: Patient information needs will be better served.

Disadvantages: None.

Dependencies: We will need a new/improved search software.

System Interfaces: None.

Identified concerns: None.

19. Bi-lingual information for all content pages.

Description: Many customers of the agency do not understand English. This project will provide the content in Spanish -- the next most commonly understood language.

Estimated Activity Level:

Advantages: Services of the agency will be more accessible to the sector of the community that has a real need.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

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20. Provide real-time multi-lingual translations of medical information.

Description: Many of the customers of the agency do not understand English. There are a large number of other languages in use within the County community. The agency currently utilized the services of a private company (AT&T), to provide real-time translations of physician communications. This project will utilize software to provide 'live' translation of content as well as physician orders for the customers.

Estimated Activity Level:

Advantages: Agency and County services will become more accessible.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: It does not appear that such software is currently available in the market.

21. Add prescriptions to the scope of the "core" systems

Description: The information systems that are used in the conduct of the day-to-day operation of the agency are the "core" systems. This project will include the prescriptions module to the scope of the core systems.

Estimated Activity Level:

Advantages: Having prescriptions available in the core system will enable a number of direct services over the Internet.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

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22. Ability for physicians to order prescriptions from remote access.

Description: Prescriptions for patients have to be ordered by physicians. This project will enable physicians to order required prescriptions for their patients -- from remote locations.

Estimated Activity Level:

Advantages: Responsiveness of the agency will improve.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

XXIX. Health Services Agency; Mental Health.

1. Participate in search engines.

Description: The most common technique used by people to find needed information is the use of "search engines". These are private sites that index information available at other web sites, and provide links to the specific web page where that information can be found. This project would secure funding for the agency to participate in many such search engines.

Estimated Activity Level:

Advantages: Potential clients of the agency will find the information they need at the County and Agency web pages. This could save the prospective clients from being drawn to private (and expensive) services.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

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Identified concerns: None.

2. Improved description of services.

Description: "Mental health , as a term, has negative connotations attached with it. This project will improve the description of services available in this area from the County health agency.

Estimated Activity Level:

Advantages: This project will increase awareness of County services and also help fight the negativity associated with mental health.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

3. Well-placed links to information on local self-help groups.

Description: Groups of patients with similar issues is one of the means for self-help. This project will identify and create informational pages about various self-help groups by locality. In addition, links to this information will be placed on other, web pages.

Estimated Activity Level:

Advantages: An excellent source of self-help will become more available to patients.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

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4. Create self-help groups as chat rooms.

Description: Discussions within groups of patients with similar issues is considered to be therapeutic. This project will create chat-room/bulletin board type of facility for clients of the agency.

Estimated Activity Level:

Advantages: Discussions using chat-rooms can be carried on without the usual concern about time etc. Clients of the agency will benefit from having discussions about their concerns.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

5. Psychological education/help.

Description: Public education about psychological issues is a key to ensuring that patients get the care that they need. This project will generate public and patient education materials for publication over the web.

Estimated Activity Level:

Advantages: These materials will assist clients to self-id potential problems. Additionally, the materials will point to how to solve problems and where to find in-person help.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

6. Rehabilitation/Recovery chat-rooms

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Description: Discussions among recovering patients is a good source of strength' among the clients of the agency. This project will facilitate those discussions by creating a chat-room for different types of issues.

Estimated Activity Level:

Advantages: Patients will be able to initiate and participate in discussions when they feel the urge.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

7. Multi-lingual pages

Description: Many of the patients of the agency do not understand English. This project would provide the information in many different languages; at least contact information for different types of services.

Estimated Activity Level:

Advantages: This project will make the agency web pages more inclusive.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

XXX. Health Services Agency; Emergency Medical Services.

1. Build a home page; departmental details.

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Description: Emergency Medical Services provides important services within the County. This project would build a home page for the department and provide information about the departmental services and responsible staff, location and map links etc.

Estimated Activity Level: Unknown.

Advantages: This will provide a simple and direct method for the public to find common information about the department.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

2. Links to other, larger agencies.

Description: Much of the work of the EMS is covered under the functioning of State and Federal agencies. This project will provide links to informative web pages of these larger agencies.

Estimated Activity Level: Unknown.

Advantages: This project will avoid duplication of information at the local level. Information will be available to the public from the source of that information.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

3. Committee Information

Description: Agendas, supporting documents, minutes etc of all the committees will be posted.

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Estimated Activity Level: Unknown.

Advantages: This will provide a simple, direct means for those interested to find information about the various committees.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

4. Calendar of events.

Description: The department has various activity of community interest. This project will publish a calendar of events.

Estimated Activity Level: Unknown.

Advantages: This will provide an additional means for the interested citizens to find out about the various public events of the department.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

5. EMS policies and procedures manual.

Description: The policies and procedures established by EMS apply to the contracted vendors of the services. This project will publish the policies and procedures manual of the department over the Internet.

Estimated Activity Level: Unknown.

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Advantages: There will be a simple, direct link available to the most current and updated copy of the policies and procedures manual for the departments and contractors.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

6. Computer based training.

Description: The department and contractor staff is required to receive certain numbers of hours in continuing education. This project will provide the most relevant topics for continuing education using Computer Based Training model over the Internet.

Estimated Activity Level: Unknown.

Advantages: Service providers will have easy access to locally relevant continuing education material.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

7. Emergency Medical Technician certification applications for downloading.

Description: The department certifies emergency medical technicians to work within the County. This project will provide the application form for downloading.

Estimated Activity Level: Unknown.

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Advantages: This will provide a simple and direct means for potential emergency medical technicians to receive the forms that they need to complete for local certification.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

8. Ability to schedule appointments.

Description: Potential vendors and emergency medical technicians need to meet the department staff. This project will enable these clients to schedule appointments over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will provide the clients with the ability to schedule appointments with the appropriate EMS staff at their convenience.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

9. Paramedic accreditation information and forms.

Description: Persons desiring to work as paramedics in the County are required to be accredited. This project will provide accreditation information and forms for downloading.

Estimated Activity Level: Unknown.

Advantages: This will provide a direct and simple means for potential paramedics to obtain information about receiving accreditation.

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Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

10. Ability to register for field care audit.

Description: The department regularly audits the performance of paramedic and ambulance services providers. This project will allow the providers to schedule their plan and schedule the audits with the department staff.

Estimated Activity Level: Unknown.

Advantages: This will provide an additional means for the providers to register for and schedule their audits.

Disadvantages: None.

Dependencies: None.

System Interfaces: A web enabled scheduling system is required.

Identified concerns: None.

11. Provider applications to download.

Description: The department contracts out with private providers for services to the community. This project will provide applications for potential providers to download.

Estimated Activity Level: Unknown.

Advantages: This will enable the providers to receive the application forms at their convenience.

Disadvantages: None.

Dependencies: None.

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System Interfaces: None.

Identified concerns: None.

12. Reports and statistical information.

Description: The department regularly publishes statistical reports. Statistics like number of times ambulances had to be diverted, design of and average costs in the EMS system, number of responses etc. are monitored by concerned citizens and public interest groups. This project will publish the statistical reports to the Internet.

Estimated Activity Level: Unknown.

Advantages: This will provide an additional means for concerned citizens to receive performance and cost statistics.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

13. EMS newsletter.

Description: The department published a newsletter. The contents of the newsletter are special interest topics for the EMS community. This project will enable the publication of the newsletter using a list server and or to the web.

Estimated Activity Level: Unknown.

Advantages: This will provide the readers with an electronic copy of the newsletter.

Disadvantages: None.

Dependencies: None.

System Interfaces: A list-server will be required.

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Identified concerns: None.

14. Links to information about other related services.

Description: Although the department does not provide direct public services, there are a number of related services that the department often receives questions on. Services like Sheriff's car seat check is an example of this. This project will provide the public with links to service pages that contain information relevant to the services that they seek.

Estimated Activity Level: Unknown.

Advantages: This will make it easy for the public to find services they need.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

15. Topical and timely public information announcements.

Description: Timely public information is the best technique for reducing emergencies. This project will generate and publish timely EMS related information. e.g., Information on topics like "Preventing heat emergencies" is very appropriate during summer.

Estimated Activity Level: Unknown.

Advantages: This will be an additional source of information to help the residents of the County.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

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16. EMS Fund information.

Description: State law establishes specific funds that are managed by the department. This project will publish information about the EMS fund. Information like "What is it?", How to file claims etc. will be published.

Estimated Activity Level: Unknown.

Advantages: This provides a simple direct means for the public to obtain information about the EMS fund.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

XXXI. 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: Unknown.

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.

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2. Allow clients to provide their current contact information.

Description: Clients of the agency, often receive services from more than one program. This project will allow the clients to provide their current contact information one time.

Estimated Activity Level: Unknown.

Advantages: This project will allow the clients to update their record once and have the change propagated to all programs. Additionally, letting the clients update their records will reduce potential for transcription errors.

Disadvantages: None.

Dependencies: None.

System Interfaces: All departmental systems.

Identified concerns: Some of the departmental systems are owned/operated by the State or regional consortium.

3. Allow clients to provide status updates.

Description: As clients of the agency find/lose work, housing etc., their eligibility factors change. Again, these changes could affect more than one program. This project will allow clients to provide the agency with updates concerning their eligibility factors.

Estimated Activity Level: Unknown.

Advantages: This project will allow clients to provide direct updates about their status changes. The results could be improved reporting by clients as well as reduction of potential for transcription errors.

Disadvantages: None.

Dependencies: None.

System Interfaces: All departmental systems.

Identified concerns: Some of the departmental systems are owned/operated by the State or regional consortium..

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4. Allow clients to provide annual renewal information.

Description: Some of the programs require the clients to re-qualify by providing eligibility information on an annual basis. This project will allow the clients to provide that information on-line.

Estimated Activity Level: Unknown.

Advantages: Clients will get a simple direct means of providing the qualification information, while reducing the potential for transcription errors.

Disadvantages: None.

Dependencies: None.

System Interfaces: CDS, SMART, CWS.

Identified concerns: Some of the departmental systems are owned/operated by the State or regional consortium..

5. Allow clients to schedule/reschedule inspections and interviews.

Description: Some programs require the agency to "inspect" client premises and interview the clients. This project will allow the clients to select convenient time ranges for their inspections or interview.

Estimated Activity Level: Unknown.

Advantages: This project will allow the agency to provide narrower time windows for inspection. The clients will be better able to select time ranges suitable for them.

Disadvantages: None.

Dependencies: None.

System Interfaces: Some common scheduling system will be needed.

Identified concerns: None.

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6. Allow landlords to review rent payment status.

Description: The landlords of agency clients under housing assistance programs receive part of their rent payments directly from the program. This project will enable the landlords to verify and check on the status of the money due them.

Estimated Activity Level: Unknown.

Advantages: This will improve the responsiveness of the agency to local businesses (landlords).

Disadvantages: None.

Dependencies: None.

System Interfaces: ??? (IFAS ? or State ? or ??).

Identified concerns: None.

7. Provide landlords and assistance beneficiaries means to match up.

Description: Not all landlords accept housing assistance vouchers. This program will provide landlords who accept rental assistance clients to list their property for rent. The clients will be provided with means to search available properties and/or be notified by e-mail of new property listings.

Estimated Activity Level: Unknown.

Advantages: This project will serve two different customers -- Local landlords will benefit from having a wider selection of prospective tenants. Housing assistance clients will benefit from being better informed of available housing options.

Disadvantages: None.

Dependencies: None.

System Interfaces: New bulletin board type of system.

Identified concerns: None.

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8. List of shelters and referral organizations.

Description: Shelter and assistance is provided by private organizations, either under contract with the Agency or as a part of their own charter. This project will identify and keep current a list of all local organizations that provide shelters and referrals.

Estimated Activity Level: Unknown.

Advantages: There will be a common, published list of all referral organizations that can be used by all the public agencies in the County.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

9. Ability to find shelters nearest an address.

Description: Often the persons in need of shelters do not know where to turn. This project will enable locating shelters near any address in the County.

Estimated Activity Level: Unknown.

Advantages: This will provide a direct means of locating shelters nearby.

Disadvantages: None.

Dependencies: None.

System Interfaces: This will be an additional layer in GIS.

Identified concerns: None.

10. Accept application for rehabilitation assistance.

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Description: In order to keep the housing stock from depleting, the agency provides housing rehabilitation assistance. This project will enable requests for rehabilitation assistance to be filed over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will ease the application process for housing rehabilitation assistance.

Disadvantages: None.

Dependencies: None.

System Interfaces: New database for rehabilitation applications.

Identified concerns: None.

11. Post bid requests for rehabilitation projects.

Description: To ensure proper usage of funds, the agency provides project management of the rehabilitation projects. This project will publish the bid requests, related to housing rehabilitation projects, over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will provide an additional medium for publishing bid requests.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

12. Accept bids for rehabilitation projects.

Description: In addition to funding for housing rehabilitation, the agency also provides project management for the housing rehabilitation projects. This project will allow the agency to accept bid responses over the Internet.

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Estimated Activity Level: Unknown.

Advantages: This project will ease the response process for the bid respondents.

Disadvantages: None.

Dependencies: None.

System Interfaces: New database for accepting bids.

Identified concerns: Bid responses need to be sealed until the bid opening'.

13. Accept financial assistance applications.

Description: The agency administers general and cash assistance programs. Beneficiaries have to apply for the assistance, in order to be considered. This project would allow the potential beneficiaries to file the initial application for financial assistance over the Internet.

Estimated Activity Level: Unknown.

Advantages: Clients will be able to complete the initial informational items on the application before scheduling appointment to discuss their case.

Disadvantages: None.

Dependencies: None.

System Interfaces: A new database of applications; alternatively CDF, CalWin, SMART etc. could be modified to directly open a new case.

Identified concerns: There are strict timelines for agency response. In using this technique, it is unclear as to when the countdown begins.

14. Route applications to case workers based on zip codes.

Description: Client requests for assistance are reviewed by case workers for qualification and documentation. Naturally, cases are assigned to agency offices that are nearest to the client. This project would apply similar rules for applications received on-line and route the case to case workers based on the zip code of the client.

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Estimated Activity Level: All on-line applications.

Advantages: This project will automatically process on-line applications similar to walk-in applications.

Disadvantages: None

Dependencies: This item is meaningful only if the previously mentioned project for on-line applications is implemented.

System Interfaces: SMART, CDF (CalWin).

Identified concerns: None.

15. Accept supplemental information for assistance qualification.

Description: Beneficiaries of various assistance programs administered by the agency need to provide documentation pertinent to their qualification for the program. This project would allow the potential beneficiaries to provide the required documentation over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will provide an additional means for potential beneficiaries to provide qualification information.

Disadvantages: None.

Dependencies: None.

System Interfaces: New database for storing images of documents. Links to SMART, CDF, and CalWin.

Identified concerns: None.

16. Upload application information to Medi-cal.

Description: MediCal is the "Health Coverage" program of the State. It is administered in by the State of California. This process would forward electronically qualifying information from the potential beneficiaries directly to the State.

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Estimated Activity Level: Unknown.

Advantages: The clients will qualify faster.

Disadvantages: None.

Dependencies: The qualification is handled by the State. A private agency has developed the programs for handling the communication protocol.

System Interfaces: CDF, SMART.

Identified concerns: None.

17. Allow clients to schedule/re-schedule appointments.

Description: In most instances, agency analysts need to meet with prospective beneficiaries before determining eligibility. Additionally, existing clients also have to be seen for benefits review etc. This project will provide the clients and prospective clients to schedule appointments to meet the analysts.

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.

18. Link to "Smart-engine" for qualifying applicants on-line.

Description: "SMART" is a data management software used by the agency. It was developed to include qualification rules as a part of the software. This project will identify the qualification rules program within the SMART software and provide means for new web based programs to link to these programs.

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Estimated Activity Level: Unknown.

Advantages: This project will reduce the development time for new programs on the web. It will also reduce the on-going software maintenance costs, by reusing existing software.

Disadvantages: None.

Dependencies: None.

System Interfaces: SMART.

Identified concerns: None.

19. Provide e-mail addresses to clients.

Description: Many of the clients of the agency do not have personal access to the Internet. Internet access is obtained by using public access terminals at libraries etc. This means that the agency cannot use e-mail for communicating with these clients. This project will create a set of e-mail addresses, to be accessed via the web, by the clients of the agency.

Estimated Activity Level: Unknown.

Advantages: This will provide the clients with the means to contact the agency electronically.

Disadvantages: None.

Dependencies: None.

System Interfaces: Will require a new e-mail server.

Identified concerns: None.

20. Increase public access points and service levels at libraries and Community Based Organizations (CBOs).

Description: 'Digital divide' - the inability of economically disadvantaged to gain access to the Internet, is a matter of grave concern. This is especially true where government service delivery is being pushed to the Internet. Public libraries in the County have public access points for the patrons to access the

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Internet. This project would provide funding to increase the number of such free access points

Estimated Activity Level: Unknown.

Advantages: This project will help to reduce the digital divide.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

21. Allow clients to review status of their application (for various programs).

Description: Clients of the agency provide the case workers with common information as a basis for discussion regarding qualification for various programs. After applying for specific programs, the agency determines qualification of the client. This project will allow the clients (potential beneficiaries), to review the status of their application over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will provide an additional, direct means for the client to track the progress of their application.

Disadvantages: None.

Dependencies: None.

System Interfaces: CDF, SMART.

Identified concerns: None.

22. Provide chat-room and/or bulletin board type infrastructure for foster/adoptive parents.

Description: Adoptive and foster parents face a unique set of questions and concerns. Group discussions are an excellent technique for finding suggestions.

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This project will provide the group with an electronic forum for these discussions.

Estimated Activity Level: Unknown.

Advantages: This will provide the group with an electronic forum for finding solutions and suggestions.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

23. Publish detailed information for prospective foster/adoptive parents.

Description: Child welfare services is always recruiting for foster and adoptive parents for the children under their care. This project will publish the information that prospective foster and adoptive parents need.

Estimated Activity Level: Unknown.

Advantages: Prospective foster and adoptive parents will have direct access to the information they need.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

24. Provide concise links to California resources for foster and adoptive parents.

Description: Foster and adoptive parents face a unique set of issues and questions. This project will provide concise links to statewide resources.

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Estimated Activity Level: Unknown.

Advantages: This will provide additional resources for foster and adoptive parents in the County.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

25. Provide a means for prospective foster and adoptive parents to register interest.

Description: Prospective foster and adoptive parents are screened by child welfare services in order to qualify. This project will allow the prospective foster and adoptive parents to register their interest in becoming foster or adoptive parents.

Estimated Activity Level: Unknown.

Advantages: This will provide a simple and direct means for prospective foster and adoptive parents to register their interest in being contacted about the qualification requirements.

Disadvantages: None.

Dependencies: None.

System Interfaces: A new database of prospects registering interest will need to be developed.

Identified concerns: None.

26. E-mail distribution of newsletter(s).

Description: The agency publishes a number of newsletters. These are targeted to specific audiences -- clients of specific divisions. Interested persons, besides clients normally sign-up for receiving the newsletters. This project will

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create enable clients (and others interested in the newsletters) to sign-up for electronic delivery of the newsletters via e-mail.

Estimated Activity Level: Unknown.

Advantages: This will provide an alternative medium for clients to keep informed.

Disadvantages: None.

Dependencies: None.

System Interfaces: List server capability for each newsletter.

Identified concerns: None.

27. Secured chat-rooms for foster and adoptive parents continuing education.

Description: Foster and adoptive parents need to complete certain educational material by attending training. The agency organizes this training for their clients. This project will create a "virtual classroom" using secured chat-rooms.

Estimated Activity Level: Unknown.

Advantages: This will provide more options for foster and adoptive parents to complete their continuing education commitments.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

28. Maintain an on-line calendar of events (for all divisions).

Description: The various division of the agency conduct many public events; like training, public awareness and outreach programs etc. This project will maintain a calendar of events for each division, that can be "rolled-up" for agency wide view.

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Estimated Activity Level: Unknown.

Advantages: This will provide the public and the media with an easy means of tracking public events of the agency or of a specific division within the agency.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

29. Ability to search for and view information about children in County care.

Description: Foster and adoptive parents need all information about the children in their care. Potential adoptive and foster parents need to be able to find information about children that make them feel comfortable with the idea of caring for the children. This project would make the information about the children in County care available in a searchable format. Access to this information will be limited to registered foster and adoptive parents.

Estimated Activity Level: Unknown.

Advantages: This will provide an easy and direct means for registered foster and adoptive parents to find information about children placed with them. Registered intending foster and adoptive parents will be able to find information about children they intend to provide care for.

Disadvantages: None.

Dependencies: None.

System Interfaces: CWS, additional new database of children's attributes.

Identified concerns: None.

30. Update State systems when updating local systems.

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Description: Many functions of the agency are reportable to the State. There are large systems maintained by the State or consortia of local agencies. The agency staff updates the data in these systems on an ongoing basis. This project would ensure that for all functions offered for the clients to update directly, we will build the infrastructure for updating the existing systems concurrently.

Estimated Activity Level: Unknown.

Advantages: This project will ensure that our clients benefits will continue uninterrupted.

Disadvantages: None.

Dependencies: None.

System Interfaces: CWS/CMS, CADD, CDS, CalWin, JTA, MEDS, HUD.

Identified concerns: None.

31. Allow foster and adoptive parents to schedule/reschedule inspections and interviews.

Description: The agency performs inspections of foster homes and interviews foster and adoptive parents. This is done to ensure safety and well being of the children. This project will allow the foster and adoptive parents to schedule or reschedule appointments for interviews and inspections.

Estimated Activity Level: Unknown.

Advantages: This will provide an easy and direct means for the clients to schedule their meetings at convenient times.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

32. Anonymous child abuse prevention tip-line.

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Description: Preventing child abuse is of primary importance for child welfare services. This project will allow members of the community to anonymously report cases of suspected child abuse. Functionally, this process will work much like a telephone tips line.

Estimated Activity Level: Unknown.

Advantages: This will provide an additional means for community members to assist in the prevention of child abuse.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: This will need to be designed to ensure anonymity of the tipster.

33. List of services, contacts and referral agencies.

Description: Human services agency works closely with community based organizations. This project will list such local agencies along with the types of services offered and contact information.

Estimated Activity Level: Unknown.

Advantages: This will create a single point of reference for all referral agencies within the County.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

34. Bid solicitation and response for Alcohol and Drug abuse prevention.

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Description: The alcohol and drug abuse prevention program provides prevention education programs for the community. Private vendors under contract with the agency provide all the programs. There are strict licensing and qualification requirements for providing the programs. This makes the pool of potential bidders for these programs limited. This project will allow the alcohol and drug abuse prevention program to solicit bids and receive bid responses directly over the internet.

Estimated Activity Level: Unknown.

Advantages: This will provide the vendors with an additional medium to receive and respond to bids.

Disadvantages: None.

Dependencies: None.

System Interfaces: A new database to hold bid responses.

Identified concerns: We will require the ability to keep bids 'sealed' until advertised opening time.

35. Allow on-line referrals from courts.

Description: A number of clients of the alcohol and drug abuse prevention programs are required to participate in the programs by court orders. This project will enable the courts to provide that referral information to the program directly.

Estimated Activity Level: Unknown.

Advantages: This will improve the communication between the agencies - Courts and Alcohol and Drugs abuse prevention. The improved communications will help with tracking completion of the programs as ordered by the courts.

Disadvantages: None.

Dependencies: None.

System Interfaces: A new system for tracking the on-line court orders separately from court orders from other jurisdictions.

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Identified concerns: None.

36. On-line registration for prevention programs.

Description: The agency provides alcohol and drug abuse prevention education programs. This project will enable participants to register for the programs over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will provide the participants with an anonymous way to register for the programs of interest to them.

Disadvantages: None.

Dependencies: None.

System Interfaces: A new database for registration information.

Identified concerns: None.

37. Provide complete services guide.

Description: The agency has numerous programs. This project will provide details about all the programs.

Estimated Activity Level: Unknown.

Advantages: This is a tool for public awareness and outreach.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

38. Provide links to State and Federal information.

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Description: Agencies of the State of California and the Federal government provide a wealth of information on their web sites. This project will provide links to the detailed pages, as relevant, of the state and federal agencies.

Estimated Activity Level: Unknown.

Advantages: This will improve information dissemination.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

39. Provide multi-lingual capability for all agency web pages; especially Spanish.

Description: Many of the clients of the agency do not speak English as the primary language; Spanish is quite common. This project will ensure that agency web pages are available in multiple languages. Until automated multi-lingual translation capability is available, the agency web pages should be published in Spanish as well.

Estimated Activity Level: Unknown.

Advantages: This will provide the clients with information they need, in the language most often used by the clients.

Disadvantages: None.

Dependencies: None.

System Interfaces: Long term need for a multi-lingual, automated translation program.

Identified concerns: None.

40. Individually customized view of County and agency services.

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Description: The agency like the County provides a large number of diverse services. The information available from all of the programs, of the agency as with the County, can become overwhelming. Each individual client of the agency has differing needs and interests in differing programs. The client thus needs a way to have information about programs of interest for him/her brought to the front, while information about other programs is hidden from view. The State of California has recently unveiled a web program called "My California" that allows each resident of the state to identify areas of interest to them. The web program then aggregates the information onto the "Home" page for the individual. This project is to build a similar customizable 'MyCounty' web program.

Estimated Activity Level: Unknown.

Advantages: Regular visitors to the County of San Mateo web pages will be able to quickly locate information of interest to them. Other information will still be available using improved search options.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

41. Provide frequently needed forms for download.

Description: The clients of the agency need to fill out a number of forms. This project will identify the commonly used forms and make them available for downloading.

Estimated Activity Level: Unknown.

Advantages: The clients will be able to download and fill out the forms before arriving at the agency offices, thus saving time.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

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Identified concerns: None.

42. Create a repository of forms.

Description: There are a large number of forms that the agency requires the clients to fill. Ensuring that updated forms are used is often cumbersome. This project will create a repository of forms, available on-line for downloading and printing.

Estimated Activity Level: Unknown.

Advantages: The clients will always have the latest forms to fill.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

43. Accept scanned images of documents for supplemental documentation.

Description: Beneficiaries and potential beneficiaries need to provide the agency with documentation of eligibility. e.g., Payroll Stub information etc. This project will allow clients to attach scanned images of documents that are required for supplemental information.

Estimated Activity Level: Unknown.

Advantages: The clients will be able to provide the required documentation without having to make a trip to the agency offices.

Disadvantages: None.

Dependencies: None.

System Interfaces: A new database for storing the scanned images will be required.

Identified concerns: None.

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44. Provide scanners at public access points.

Description: A large percentage of the agency's clients access the Internet at public access stations; at the library etc. This project will provide the clients with the ability to scan documents to be submitted to the agency for qualification.

Estimated Activity Level: Unknown.

Advantages: This will allow the agency clientele to complete the application process over the Internet, from public access stations.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

45. Web enable Alcohol & Drugs Rehabilitation providers reporting.

Description: Alcohol & Drug prevention division uses outside providers for rehabilitation programs. The providers are required to supply the division with case information which is analyzed and aggregated for reporting to state and federal agencies. This project will enable vendors to provide the provide this information over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will provide the agency with required data in electronic format, providing possibility for cost containment. The vendors (local businesses), will have a direct, simple and standard means of reporting to the agency.

Disadvantages: None.

Dependencies: None.

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System Interfaces: The division is in the process of revamping their systems; this project will fit nicely with the existing project.

Identified concerns: None.

XXXII. Information Services Department

1. Conduct Town- Hall meetings on-line

Description: When topics of general public interest arise and building a consensus is required, the Web can be used as an electronic form of a town hall meeting. A web site would be set up and the topics would be scheduled. Citizens would log on to the site at the scheduled time. A meeting conductor would present the topic and then ask for feedback from the people who are logged in. All of the people would be able to see the comments and a dialogue can be held.

Estimated Activity Level: Depends upon the topic level

Advantages: Citizens can stay at home and participate. This eliminates car traffic. All Input and discussion will be automatically captured in electronic form.

Disadvantages: Physical personal interaction is lost.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

2. Public Hearing -- 2 way Web-cast.

Description: We currently web cast the board meetings on the county's intranet. This function would be extended to the Internet. A function will be added to allow citizens to send comments to the Board that simulates the speaker slips that currently exist.

Estimated Activity Level: Depends upon the Topic that the board is hearing

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Advantages: Citizens can stay at home and participate. This eliminates car traffic. All Input and discussion will be automatically captured in electronic form

Disadvantages: Physical personal interaction is lost.

Dependencies: None.

System Interfaces: None.

Identified concerns:

3. Insure that private web utilities report County data accurately

Description: This project checks private web utilities such as Yahoo and Mapquest to see if they report County information accurately. For example if the "San Mateo County" is entered into a search engine, then the County's home page should appear in the first five items. If the utility falls short, then actions such as contacting the company or changing our site could take place.

Estimated Activity Level: N/A

Advantages: .Ability to locate County information easier.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

4. 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:

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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: This will be an additional layer in GIS.

Identified concerns: None.

5. Coordinate street address content for all systems such as post office, 911 system, Assessors system and City's systems

Description: Currently there are multiple systems in the County (all agencies) that have different address formats and content for the same item/ parcel. An effort needs to be taken to reconcile these systems. This item is an infrastructure item that helps insure quality of the other web based services.

Estimated Activity Level: N/A

Advantages: Insure quality output of data

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

6. List nearby mass transit options for an address

Description: A person would enter the "from and to" addresses and a map and description would be displayed showing what mass transit could be used for their trip

Estimated Activity Level: Has the potential to be high

Advantages: Could make mass transit easier to use.

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Disadvantages: None.

Dependencies: .

System Interfaces: SAMTRAN system.

Identified concerns: None.

7. List nearby parks (all agencies) for an address

Description: A person would enter an address and a map would be displayed showing all of the parks nearby.

Estimated Activity Level: 100 to 200 hits per month

Advantages: Provides service to community

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

8. List parcel information

Description: Given a street address or an APN, the county provides tax information via the Web. This project would extend that information by adding the data from the Assessor's office.

Estimated Activity Level: Over 500 Hits per month

Advantages: Business would be able to obtain information online that they currently have to travel to the assessor's office.

Disadvantages: None.

Dependencies: None.

System Interfaces: Assessor's System

Identified concerns: None.

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9. Capture & display census information into GIS

Description: The County currently has installed a GIS Geographic Information System. This project obtains the Census 2000 data and integrates it in to that system and provides the capability to display that information in map form. This data would then be able to be used by county departments to better plan location of services. It could promote regional planning.

Estimated Activity Level: Over 500 hits per month

Advantages: .The above information would be used by citizens, business and other governmental agencies as well as county departments.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

10. Capture & Display Political Jurisdictions into GIS

Description: A person would input an address and a map would appear with all of the political jurisdictions. They would then choose the jurisdiction that they are interested in and contact information would appear

Estimated Activity Level: 100 to 200 hits a month

Advantages: Provide easy access to political jurisdiction information and contacts.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

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11. Capture & Display K-14 school information in to GIS

Description: A person would input an address and a map would appear with education jurisdictions relating to that address. They then chose a jurisdiction and information would appear for that jurisdiction

Estimated Activity Level: 100 to 200 hits per month

Advantages: Provide education information easily

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

12. Update County web site for usability and technology improvements

Description: The county web site is currently organized by business structure. This project would change to sites organization to be service driven, similar to the States home page. It would also provide a "my San Mateo county portal " function. This would increase the usability of the site and generate more traffic. To support the additional load, some base technology needs to be added.

Estimated Activity Level: over 500 hits a month

Advantages: .Citizens would be able to find services easier.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

13. Add "smart search" capability to the entire county web site.

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Description: This project provides the search capability similar to Google or Ask Jeeves.

Estimated Activity Level: over 500 hits a month

Advantages: Citizens would be able to find services easier.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

14. Provide a general forms management system.

Description: Many of the other projects identified are to allow customers to provide the County with information that mirrors paper forms. This project will identify and license a standard forms display and management system for interactive forms.

Estimated Activity Level: Many projects depend on this.

Advantages: This will provide a countywide standard software for managing simple web based interactions with customers.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

15. Provide a general appointment management system.

Description: Many of the other projects identified relate to providing the customers with the ability to schedule appointments or resource usage etc. This project will identify and license a standard appointment and resource scheduling system.

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Estimated Activity Level: Many other projects depend on this for implementation.

Advantages: This will provide a countywide standard software for use in providing web based scheduling system.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

16. Provide a general content management system.

Description: Publishing documents to the web requires the use of special web language, better known as HTML. In the case of frequently changing content, being dependent on a knowledgeable technical person could become a bottleneck. This project will identify and license software that eases the requirement for knowing HTML. This class of software can take regular documents, e.g., a Word document, and enables it for publication over the web.

Estimated Activity Level: Many projects depend on this system for continuing success.

Advantages: This will provide a countywide standard for easing and speeding the changes to frequently changing content.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

17. Provide a general portal system.

Description: A "Web Portal" is a software system that enables multiple features. Firstly the portal enables organizing of information in multiple views. Secondly the portal enables 'personalization'; this is the ability for each user to

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register their preferences in terms of items of importance to them. Additionally, a portal also provides the ability to 'authenticate'; this is the ability to require or check the login of a user and enable or disable specific web pages based on the user. All of these are features that are needed by other several other projects. This project will identify and license a portal system.

Estimated Activity Level: Several identified projects depend on one or more of the features of the portal.

Advantages: This will provide greater 'stickyness'. Stickyness is a measure of repeat use of a web site by users.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

18. Provide a general "lock-box" system for bid responses.

Description: In many cases, vendor bids or responses to requests for proposals etc., are kept sealed until a specified time. This project will identify and license a system that will enable the same functionality for electronically submitted bid responses.

Estimated Activity Level: Multiple departments and projects can use this system.

Advantages: This will provide a countywide standard system for use in a common business process.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

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19. Enable Digital Signatures and Certificate technology on County web pages.

Description: Since the last October, federal law has established electronically signed documents as equivalent to paper and pen signed documents. Digital signatures can be in a variety of forms, digital certificate technologies provide the most stringent form of electronic signatures. This project will establish electronic signature and certificate standards for use by e-government projects.

Estimated Activity Level: Unknown.

Advantages: This will establish standards that allow County departments and agencies to use enabling technologies.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

20. Provide GIS support on the web.

Description: Geographic Information System (GIS) is software that enables connecting different layers of data with map coordinates. The County is presently developing a GIS system for internal use. This project will web enable the map system for accessing information from the Internet.

Estimated Activity Level: Many projects depend on this technology.

Advantages: This will enable e-government projects that depend on a GIS. Additionally other projects can leverage this technology to provide a more intuitive interaction for the customers.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

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XXXIII. 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.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

2. Subscriptions to Justice databases.

Description: The state and federal departments of justice maintain a variety of databases relating to criminal activities. This project will have the County subscribe to these databases for Internet access by Probation officers.

Estimated Activity Level: Unknown.

Advantages: This will provide probation officers with latest information from the state and federal authorities.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

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3. Provide officers with access to Intranet services using mobile technologies.

Description: Probation officers work in the field. Mobile devices like hand-held devices, laptop computers and even cell phones now have the ability to access Internet. This project will enable the probation officers in the field to access County network resources from the field using mobile computing devices.

Estimated Activity Level: Unknown.

Advantages: This will provide officers in the field with the ability to access internal services they need without having to come in to the office.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

4. Provide links to State and Federal Statutes.

Description: This project will provide probation officers with easy to follow links to appropriate state and federal statutes.

Estimated Activity Level: All probation officers.

Advantages: This will make state and federal statutes easy to find for probation officers.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

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XXXIV. Public Works

1. Improved current content presentation.

Description: The Public Works department has extensive public contact. This project will make the County web site more user friendly for the general public.

Estimated Activity Level: Unknown.

Advantages: This will make it easier for users to find the information they need.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

2. 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 provide a more efficient report hazards and improve access after business hours.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: Road maintenance is performed by various agencies depending on jurisdiction. Public Works would refer hazards not within the County system to the appropriate agency.

3. Encroachment permits for downloading.

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Description: Whenever any development activity is expected to impact a public right of way, the property owner is required to file for an encroachment permit. This project will provide the forms required for filing for the encroachment permit.

Estimated Activity Level: Approx. 2000/year.

Advantages: This will provide users with easy access to forms that they use infrequently.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

4. Interactive encroachment permits application.

Description: When filing for an encroachment permit, fees have to be paid. In addition, documentation like approved plans are also required. This project will enable the public to pay fees for and make initial filings for encroachment permits.

Estimated Activity Level: Approximately 2000/year.

Advantages: This will ease the filing process for encroachment permits.

Disadvantages: None.

Dependencies: None.

System Interfaces: The supporting system for tracking the system will need to be built.

Identified concerns: Workflow for enabling the applicants to provide approved plans will need to be worked out.

5. Completion reports for encroachment permits.

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Description: In some instances issue of encroachment permits require a completion bond - to ensure that the right of way is restored to usable condition. This project will allow applicants to notify public works when their work is completed, so that inspection can be scheduled.

Estimated Activity Level: Unknown.

Advantages: This will save the applicants a trip to the County office buildings.

Disadvantages: None.

Dependencies: None.

System Interfaces: The supporting system for tracking encroachment permits will need to be developed.

Identified concerns: None.

6. Form for the public to complain and request specific services.

Description: Public Works provides a wide range of services; e.g., Street lamps, street noise abatement, road hazard abatement etc. This project will provide a means for the public to make specific service requests for services. Links will be provided for related services not within public works domain.

Estimated Activity Level: Unknown.

Advantages: This will provide the public with an easy to use form for requesting specific services.

Disadvantages: None.

Dependencies: None.

System Interfaces: A smart web to e-mail capability will need to be built.

Identified concerns: Cities, County, Utilities and the State all provide similar services, based on jurisdictional boundaries. Public Works would refer complaints and service requests not within the County system to the appropriate agency.

7. Improved search facilities to make it easier to find information.

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Description: The County provides a wealth of information. With the progress of e-government initiative this is expected to increase. This project will provide the visitors to the department web site with a easy to use and better functioning search capability.

Estimated Activity Level: Unknown.

Advantages: This will make it easier for the virtual visitors to find information they need.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

8. Collection of airport fees.

Description: Airport users pay fees for the use of the airport. There are fixed fees for hangar use or tie-down plus variable fees for landing or takeoff. This project will present regular airport users with their bills by e-mail and allow them to pay the fees over the Internet by credit card or e-check.

Estimated Activity Level: Approximately 400/month.

Advantages: This will provide a simple direct means for busy users to pay their fees.

Disadvantages: None.

Dependencies: None.

System Interfaces: The billing and accounting system for airport use will need to be web enabled.

Identified concerns: None.

9. Bid solicitation and response.

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Description: The department contracts out large projects. This project will enable the department to publish requirements for vendors to bid on. Additionally, the system will allow vendors to provide bids with digital signatures.

Estimated Activity Level: Unknown.

Advantages: This will provide an additional means for the vendors to receive bid packages and to respond to bid requests.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: Bids need to be kept sealed until specified date and time. This process will need to be replicated.

10. Legal advertising.

Description: The department is legally required to publicly advertise certain information. This project will add the department web site to the list of legal advertising used by the department.

Estimated Activity Level: Unknown.

Advantages: This will provide an additional source of legal advertising for the department.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

11. Volunteer opportunities.

Description: The department sponsors special projects and programs like arbor day. These programs depend on volunteers. This project will provide an area to

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describe volunteer opportunities and provide interested persons with the ability to sign-up.

Estimated Activity Level: Unknown.

Advantages: This will provide an additional means for recruiting volunteers for worthwhile programs.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

12. Ability to "adopt a road".

Description: "Adopt a road" is an innovative program being used extensively by other agencies such as CALTRANS that allows local businesses and individuals to fund extra cleaning etc. for local streets. This project will enable sponsors to register for the program. Public Works is considering whether to implement this type of program for County roads.

Estimated Activity Level: Unknown.

Advantages: This will provide a means for street adopters to sign-up for the program.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: County "adopt a road" program has not yet been developed; however, web access will be needed in order to implement effectively, should the decision be made to move forward with this program.

13. Customer satisfaction surveys.

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Description: County government is guided by the principle of excellent service. This project will allow customers to provide feedback on quality of service received from the department.

Estimated Activity Level: Unknown

Advantages: This will provide the department with customer feedback on quality of service.

Disadvantages: None.

Dependencies: None.

System Interfaces: A new database for storing the survey responses.

Identified concerns: None.

14. Downloadable maps and surveys.

Description: The department provides survey maps of the County. This project will provide the maps for downloading.

Estimated Activity Level: Unknown.

Advantages: This will provide an additional means for interested persons to receive survey maps from public works.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

15. Web conferencing the pre-bid conferences.

Description: The department contracts out major projects. The process involves supplying vendors with exact requirements in the bid package. Then before any vendor responds, all clarifications and questions of vendors are answered in a pre-bid conference. This project will create the infrastructure for conducting the pre-bid conference over the Internet.

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Estimated Activity Level: Unknown.

Advantages: This will be an additional means for vendors to attend pre-bid conference.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

16. Additional GIS layers.

Description: The Geographical Information System (GIS) will allow users to 'point and click' to find information about specific parcel, or neighborhood etc. This project will create additional layers like street sweeping schedule, sewer clean-up schedule etc.

Estimated Activity Level: Unknown.

Advantages: This will provide important location oriented information to the public in an easy to understand format.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

XXXV. Retirement.

1. Scheduling Counseling sessions.

Description: Employees considering retirement face a number of financial questions related to their retirement income. SAMCERA provides individual

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counseling to employees. This project will allow employees to schedule their counseling session

Estimated Activity Level: Unknown.

Advantages: This will be an alternative method for employees to schedule a counseling session.

Disadvantages: None

Dependencies: None.

System Interfaces: A web enabled scheduling system is needed.

Identified concerns: None.

2. Various retiree forms for downloading.

Description: Retirees who need to provide information to SAMCERA have to request a form be mailed to them, before filling it. This project will place these forms for downloading by the retirees.

Estimated Activity Level: Unknown.

Advantages: This will provide retirees with immediate access to the forms they need.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

3. Intranet: Personalized retirement estimator.

Description: Employees considering retirement need an estimate of their post retirement income for planning purposes. SAMCERA has a program that will allow employees to estimate, roughly, their retirement income based on factors that they input. This project will allow employees to estimate their retirement

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income based on actual values of those factors as calculated by the pension payment system.

Estimated Activity Level: Unknown.

Advantages: This will provide employees considering retirement with an accurate estimate for their planning.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

4. Ability to view and file updates to beneficiaries etc.

Description: As employees and retirees go through major life events like marriage, divorce, child birth etc., they should consider updating their beneficiary designations. This project will enable employees and retirees to view and update retirement information like beneficiaries.

Estimated Activity Level: Unknown.

Advantages: This will provide employees and retirees with a direct means of reviewing and updating their retirement information.

Disadvantages: None.

Dependencies: None.

System Interfaces: Pension system.

Identified concerns: Changes to beneficiaries requires the member's signature. We need to review the applicability of digital signatures for this purpose.

5. Ability for retirees to track pension payments.

Description: One of the more common questions from retirees is 'Has my check been mailed?' or 'Has my payment been deposited?'. This project will provide retirees with the ability to check the status of their pension payments.

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Estimated Activity Level: Unknown.

Advantages: This will provide retirees with a direct means to track their payments.

Disadvantages: None.

Dependencies: None.

System Interfaces: Pension system.

Identified concerns: None.

XXXVI. Sheriff's office

1. Daily Booking Log

Description: Local newspapers publish 'Police Blotter' columns. This project will provide the public with the ability to query the Sheriff's booking log.

Estimated Activity Level: Unknown.

Advantages: This project will allow the public to check if their family members are missing or in custody.

Disadvantages: None.

Dependencies: None.

System Interfaces: Criminal Justice Information System (CJIS) will need to be web enabled.

Identified concerns: None.

2. Who's in Jail interaction.

Description: In most cases the records of criminals who have been sentenced to jail are public records. Other police agencies as well as interested citizens make inquiries about current inmates. This project will provide the capability to query the jail records for current inmates.

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Estimated Activity Level: Unknown.

Advantages: This will provide police agencies and interested citizens with the ability to make inquiries about the current inmate population of the jail.

Disadvantages: None.

Dependencies: None.

System Interfaces: CJIS.

Identified concerns: The system will need to ensure that only public records are available for public query.

3. Press Releases.

Description: The Sheriff's office releases information to the press -- about a variety of public interest and safety items. This project will provide press releases and press information over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will provide the local media with the ability to retrieve press release information in electronic form.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

4. Crime trends and other reports of public interest.

Description: One of the measures of effectiveness of law enforcement is crime trend reports. The Sheriff's office publishes this information. This project will publish the Sheriff's reports, including crime trends report, over the Internet.

Estimated Activity Level: Unknown.

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Advantages: This will provide a direct means for the public and the media to retrieve Sheriff's reports.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

5. "Wanted" section and request for public assistance.

Description: Publishing pictures and identification of wanted criminals is an old practice. Similarly in some cases asking for public assistance in solving crimes is also an established practice. This project will establish web pages to publish this information directly over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will provide interested citizens with a direct source of current information.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

6. Non Emergency reports.

Description: Sheriff's office provides police services to the unincorporated areas of the County. Often the residents need to file police reports that are not emergency. This project will provide the residents with a means of scheduling time slots to meet with the local patrol to file their reports.

Estimated Activity Level: Unknown.

Advantages: This will improve the responsiveness of the department to residents.

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Disadvantages: None.

Dependencies: None.

System Interfaces: A scheduling system will be needed.

Identified concerns: None.

7. Scheduling car seat checks.

Description: As a public service the department provides child car seat inspections. This project will provide the residents with the ability to schedule a time for having their child car seat inspected.

Estimated Activity Level: Unknown.

Advantages: This will improve the responsiveness of the department to residents.

Disadvantages: None.

Dependencies: None.

System Interfaces: A scheduling system will be required.

Identified concerns: None.

8. House check information.

Description: Safety of the residents in their homes is of paramount importance. This project will publish information for the public to check their homes for safety measures.

Estimated Activity Level: Unknown.

Advantages: This will provide the public with important safety information.

Disadvantages: None.

Dependencies: None.

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System Interfaces: None.

Identified concerns: None

9. Links to other police agencies.

Description: Many cities in the County maintain their own police departments. This project will provide the residents of the County with easy links to other police agencies in the County.

Estimated Activity Level: Unknown.

Advantages: This will provide the residents with easy links to all police services within the County.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

10. "Ask the Sheriff" interaction.

Description: The department would like to provide the residents with safety information. This project will allow the residents to ask specific safety related questions.

Estimated Activity Level: Unknown.

Advantages: This will allow residents to ask the experts specific safety related questions that are of concern to them.

Disadvantages: None.

Dependencies: None.

System Interfaces: A bulletin board system will be required.

Identified concerns: None.

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11. Anonymous complaints.

Description: The department hires professionals. All complaints against deputies are reviewed and if appropriate, investigated. This project will provide residents with a form for filing complaints anonymously against deputies.

Estimated Activity Level: Unknown.

Advantages: This will provide the residents with a direct and simple means to complain.

Disadvantages: None.

Dependencies: None.

System Interfaces: Web to e-mail capability.

Identified concerns: None.

12. Form for "cold complaints".

Description: In many instances residents have genuine complaints that are not emergency, e.g., traffic levels or speeds on streets, general nuisance in neighborhoods etc. These items usually do not require a deputy to be present to copy the complaint. This project will provide the residents with a form to file the complaint.

Estimated Activity Level: Unknown.

Advantages: This will save the residents a trip to the local Sheriff's station.

Disadvantages: None.

Dependencies: None.

System Interfaces: A web to e-mail capability will be required.

Identified concerns: None.

13. FAQ section for public information.

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Description: Many of the questions that residents have common (frequently asked) questions. This project will publish a FAQ page for common questions.

Estimated Activity Level: Unknown.

Advantages: This will allow residents to find answers to commonly asked questions.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

14. Crime statistics reports.

Description: Homeowners, potential homeowners etc are concerned about crime statistics in their neighborhoods. This project will regularly publish crime statistics reports detailed to the beat/patrol level.

Estimated Activity Level: Unknown.

Advantages: This will provide interested persons with a direct means of finding crime statistics for their neighborhoods.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

15. Updates to burglary reports.

Description: Burglary reports are filed when the victims are under duress. It is impossible to list and detail all their loss. However, it is important to file make as complete a lost items list as possible. This project will allow the citizens to file updates to the burglary reports.

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Estimated Activity Level: Unknown.

Advantages: This will save the residents a trip to the local Sheriff's station.

Disadvantages: None.

Dependencies: None.

System Interfaces: Web to e-mail capability will be required.

Identified concerns: None.

16. Form for block party permits.

Description: 'Block parties' foster a sense of community in neighborhoods. Block party permits provide the patrolling deputies with information about local conditions. This project will allow residents to file for block party permits online.

Estimated Activity Level: Unknown.

Advantages: This will simplify the process for requesting block party permits.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

17. Megan's law information.

Description: Megan's law is a federal statute that requires the Sheriff's department to provide information about registered sex offenders. This project will allow residents to inquire about the existence of sex offenders in their neighborhoods.

Estimated Activity Level: Unknown.

Advantages: This will provide a simple direct means for the public to retrieve important safety information about their neighborhood.

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Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

18. Appointments for fingerprints.

Description: Public agencies, especially schools, require fingerprint check of potential employees. There are other instances when fingerprint checks are required. The Sheriff's office provides this service in the County. The department requires an appointment to be scheduled. This project will allow clients to schedule appointments for receiving this service.

Estimated Activity Level: Unknown.

Advantages: This will provide clients the ability to schedule their appointments at their convenience.

Disadvantages: None.

Dependencies: None.

System Interfaces: A scheduling system will be required.

Identified concerns: None.

19. Dispatch statistics.

Description: "How long does it take to dispatch services for emergency (or non emergency) calls? etc., are the types of questions that media and concerned citizens focus on. This project will regularly publish this information.

Estimated Activity Level: Unknown.

Advantages: This will provide the media and concerned citizens with a direct means of reviewing service levels.

Disadvantages: None.

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Dependencies: None.

System Interfaces: None.

Identified concerns: None.

20. Appearance dates for persons in custody.

Description: Loved ones of persons on trial want to attend the trials. This project will allow the public to find the next court appearance dates of persons in custody.

Estimated Activity Level: Unknown.

Advantages: This will allow the family and loved ones of persons in custody to find the calendar information about their loved ones.

Disadvantages: None.

Dependencies: None.

System Interfaces: CJIS will need to be web enabled.

Identified concerns: None.

21. Jail visiting information.

Description: Visits to jail inmates are controlled on an overall basis. There are specific procedures and policies that are followed. This project will publish the procedures and policies related to jailhouse visits.

Estimated Activity Level: Unknown.

Advantages: This will prepare visitors to jailhouse inmates for the procedures that and policies for visiting inmates of the County jail.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

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Identified concerns: None.

22. Ability to schedule jail visits.

Description: To ensure safety and security of all concerned, number of visitors to the jail inmates is limited in number. This project will allow visitors to schedule their visits.

Estimated Activity Level: Unknown.

Advantages: This will ensure that visitors are scheduled and prevent long lines for visiting.

Disadvantages: None.

Dependencies: None.

System Interfaces: A scheduling system is required.

Identified concerns: This method of scheduling visits is potentially unfair to persons without Internet access. It will be a policy change from the present system of "first come first served".

23. Self-surrender information.

Description: Fugitives can surrender to a Sheriff's deputy. This project will provide information about the proper procedure of surrendering to ensure safety of all concerned.

Estimated Activity Level: Unknown.

Advantages: This will provide information for ensuring safety of all concerned.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

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24. Information about release procedures.

Description: In order to ensure safety and fairness for all concerned, there are established procedures associated with releasing inmates. Family and loved ones of the inmates are anxious for the release. This project will publish the procedures followed by the department at the time of releasing inmates.

Estimated Activity Level: Unknown.

Advantages: This will provide the family of inmates with the information they need to know.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

25. Multi-lingual pages.

Description: The County of San Mateo reflects the diversity of the State. The clients of the departments reflect the diversity of the County. This project will publish Sheriff's web pages in different languages that reflect the diversity of the County.

Estimated Activity Level: Unknown.

Advantages: This will make the Sheriff's e-government services usable for a more diverse population.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

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26. Property release requests.

Description: A person in jail is not allowed to keep their personal belongings with them. This project will allow the family of jail inmates to request that the personal belongings of an inmate be released to them.

Estimated Activity Level: Unknown.

Advantages: This will save the family an additional trip and phone calls needed to retrieve personal property.

Disadvantages: None.

Dependencies: None.

System Interfaces: A new database for storing the release requests.

Identified concerns: None.

27. Links to community based organizations.

Description: Community based organizations provide support to released inmates. This support is crucial for rehabilitation. This project will provide links to the web pages of local community based organizations that provide this type of services.

Estimated Activity Level: Unknown.

Advantages: This will provide inmates their family information about additional assistance available in the community.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

28. Informational pages about procedures.

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Description: In order to ensure safety and fairness for all concerned, the department establishes and follows procedures for most routine tasks. This project will publish these procedures and guidelines over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will help the clients to be better prepared when receiving services.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

29. Jail inmate money account transactions.

Description: Depending on specifications of the sentence, jail inmates can be required to reimburse the department the cost of their meals etc. Additionally, the inmates can 'purchase' additional materials in the jail commissary. This project will allow family and loved ones to review the inmate account status and make additions etc. to the inmate accounts.

Estimated Activity Level: Unknown.

Advantages: This will provide family members of jail inmates with an alternative means of monitoring their accounts.

Disadvantages: None.

Dependencies: None.

System Interfaces: Credit card or e-check payment collection system. Inmate accounting system will need to be web enabled.

Identified concerns: None.

30. Commissary list and information.

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Description: Jail commissary provides the inmates with the ability to purchase ' items beyond minimum required. This project will publish commissary list and information.

Estimated Activity Level: Unknown.

Advantages: This will keep the families of inmates informed.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

31. Schedule for each correctional center.

Description: The department operates multiple correctional centers. This project will publish schedule and other information about each of the correctional centers.

Estimated Activity Level: Unknown.

Advantages: This will provide information about the correctional facilities of the department.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

32. Police Intranet: Ability to review criminal records from other agencies.

Description: Each police agency maintains their own Criminal information database. When the department is asked to perform a background check on an individual, this requires postal mail requests and returns. This project will

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establish a common method of querying the databases of all police agencies linked via the regional police Intranet.

Estimated Activity Level: Unknown.

Advantages: This will speed-up the process of gathering information about individuals -- whether for criminal investigations or for "background checks".

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

33. Business license applications involving background checks.

Description: To ensure the safety of County residents, certain types of business licenses require that the Sheriff's department checks the background of owner/operator. This project will allow the potential owner/operator to file for background check on-line.

Estimated Activity Level: Unknown.

Advantages: This will save the potential business person time and a trip to the Sheriff's office.

Disadvantages: None.

Dependencies: None.

System Interfaces: A new database to store the application information.

Identified concerns: None.

34. Civil process payment collections.

Description: The department provides enforcement services for civil orders. The petitioner is required to pay services fees. This project will allow the persons requesting civil process enforcement to pay the required fees with credit cards or e-checks.

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Estimated Activity Level: Unknown.

Advantages: This will save the clients a trip to the Sheriff's offices.

Disadvantages: None.

Dependencies: None.

System Interfaces: Credit-card or e-check payment collection system.

Identified concerns: None.

35. Disaster preparedness information.

Description: The Sheriff's OES produces and provides disaster preparedness information for the entire County. This project will publish disaster preparedness information to the public over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will provide the public with important information to ensure future safety.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

36. Information collection during disasters.

Description: The Sheriff's OES provides disaster services for the entire County. During a disaster, the OES will act as the clearinghouse for all disaster related information. This project will establish the infrastructure to enable other safety services providers to provide status and service level information to the OES.

Estimated Activity Level: Unknown.

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Advantages: This will be an additional means of communicating in the event of a major disaster.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

37. Links to larger disaster preparedness agencies.

Description: Disaster preparedness planning and preparation information is provided by a number of agencies. This project will provide links to larger agencies that provide similar services.

Estimated Activity Level: Unknown.

Advantages: This will provide the clients with information available from other, larger, organization that provide emergency preparedness information.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

38. OES Training.

Description: The Sheriff's OES provides disaster services to the entire County. The division offers training for other agencies and safety services providers. This project will publish information about the training offered and allow the interested persons to register for the training. Additionally, this project will also make computer based training available over the Internet.

Estimated Activity Level: Unknown.

Advantages: This will be an additional means to register for OES training

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Disadvantages: None.

Dependencies: None.

System Interfaces: A new database for storing registrant information.

Identified concerns: None.

39. Emergency preparedness plans and documents.

Description: This project will publish the emergency preparedness plans and documents as they are updated and finalized.

Estimated Activity Level: Unknown.

Advantages: This will make the latest documents and plans available for all agencies that work with the Sheriff's OES.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

XXXVII. Treasurer - Tax Collector

1. Real property tax collection over the web.

Description: This project will allow property owners to pay property taxes with credit cards and later with e-checks over the web.

Estimated Activity Level: High.

Advantages: This will provide busy homeowners an alternative means of paying their taxes on time.

Disadvantages: None.

Dependencies: None.

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System Interfaces: None.

Identified concerns: None.

2. Extranet: Special tax record access for title companies.

Description: Title companies need to review the most current tax information on properties that are in the process of changing ownership. This project will establish an Extranet connectivity with title companies, so that their staff can securely query the County's tax rolls.

Estimated Activity Level: Unknown.

Advantages: This will eliminate the need for local title companies to send "runners" to retrieve the latest tax information on properties.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

3. Intranet: Interdepartmental data sharing.

Description: Many departmental systems in the County reference the same data. This data is transferred using legacy techniques. This project will enable data sharing in real time using Intranet technologies.

Estimated Activity Level: Unknown.

Advantages: This will improve the common data availability and consistency.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

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4. Access to current (production) data.

Description: Security of data and thwarting of hacker attacks is an item of serious discussions. The approach that is currently taken is to present a copy of the tax rolls for web inquiries. This project will make the current, production rolls available for inquiry over the Internet.

Estimated Activity Level: Each property tax system access.

Advantages: This will allow the department web pages to provide the most current information over the Internet.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: Thwarting hacker attacks becomes increasingly important.

5. Tax collection for all rolls.

Description: The property taxes are reassessed under specific conditions. These reassessments are identified in separate (supplemental) tax rolls. In addition, businesses file personal property statements which are assessed for taxes. These assessments are identified in separate tax rolls. This project will allow property owners to pay taxes for all rolls.

Estimated Activity Level: Unknown.

Advantages: This will provide all tax payers with the same abilities as real property tax payers.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

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6. Business license application.

Description: Businesses that operate in the County need to register with the County. This project will allow businesses to file for business licenses on-line.

Estimated Activity Level: Unknown.

Advantages: This will provide local businesses with an easy means of filing for business licenses.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

7. Business property statements.

Description: Businesses in the County are required to file a statement of business property. This statement identifies to the assessor, the value of business property. Assessment of taxes for the business property is then added to the unsecured tax rolls. This project will allow businesses to file the business property statement on-line.

Estimated Activity Level: Unknown.

Advantages: This will provide local small businesses with an interactive form for filing this document.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

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8. Provide kiosks for public access to search and review tax bills.

Description: The most common question and request from the public that visits the counters is for a copy of the tax records or a copy of the tax bill. This project will provide kiosks in the County office building - 2. The kiosks will be available for the public to search, and review tax bills.

Estimated Activity Level: High.

Advantages: This will reduce the waiting in line that the public experiences for counter assistance.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

9. Publish County portfolio information.

Description: The County treasurer invests funds for participating public agencies in the County. This project will publish the investment portfolio of the County.

Estimated Activity Level: Unknown.

Advantages: This will be an additional means of publishing information for public agencies to review.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

10. Business license fees collection.

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Description: Businesses in the County need to register with the County. The business license is renewed annually. This project will allow businesses to pay for and renew their business licenses.

Estimated Activity Level: Unknown.

Advantages: This will save local business owners a trip to the County offices.

Disadvantages: None.

Dependencies: None.

System Interfaces: None.

Identified concerns: None.

County of San Mateo
Internet Service Delivery Study

County of San Mateo
Internet Service Delivery Study
Report

Prepared by the Information Services Department

May 21, 2001

County of San Mateo Internet Service Delivery Project

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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 Project Approach and Summary of findings
- 2 Countywide considerations
- 3 Findings from reviewing other county web services
- 4 Findings from reviewing similar reports from other agencies

II) Project Approach and Results of Activities

To identify the potential points of service that might be provided or enhanced by the Internet, the approach was to interview the departmental line staff. They were asked to take a “Blue Sky” approach in suggesting services and not to think about obstacles (Such as signatures being needed) that might prevent implementation. To this end the following took place:

- Approximately 20 initial meetings to present the project to the leadership team of each agency/department were held. In these meetings we presented and agreed upon the inquiry methodology to be used in that department to obtain the required information for the final report.
- Over 70 interviews were held with departmental staff to identify potential candidates of service that could be provided by the web.
- Over 500 services were discovered and documented. The departments completed a review of their list of services and a departmental priority was set.

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- Information Systems Department assigned an order of magnitude of cost and set an ISD priority for each service This priority was based upon the following factors
 - Our analysis of “What does it take?”
 - Alignment with other planned and in-process projects
 - Published information about successes of other agencies

The results of these activities are published in a separate document titled “List of Internet Services” This document is comprised of two sections

- 1 Chart 1 - A matrix containing the total inventory of projects with each line containing a summary description of the service
- 2 Detail description of each service

It is intended that this list of services be dynamic As the project proceeds some services will disappear from the list due to experiences learned from implementing like services Other services will be added This is due to staff seeing other opportunities once they see some of the services implemented

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

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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 in these areas and has the following infrastructure in place:

- ◆ Sizeable lines to Internet Service Providers
- ◆ Hardware and software to support a limited number of applications

In order to support the number of applications that the study has obtained, the technical environment needs to be significantly enhanced. Additionally, there is a layer of application infrastructure software that is needed 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 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.

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 its clients in order to prioritize their departmental plans.

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A quick analysis of that survey will provide the Board with a basis for understanding the current state of public access to the internet

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: $411/(559+526) = 38\%$

It must be stressed that the access rate to the Internet for the general population of San Mateo County is much higher than above sub section of the population

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.

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III.5 Funding Issues.

Such a comprehensive approach over a multi-year period is very roughly estimated to cost some \$3 million per year of which one third would be needed for infrastructure and support services during the first three years. These costs can best be contained and effectiveness monitored if the project and budget are centralized in the Information Services Department, standardized methodologies and technologies applied, and a definite project plan established, monitored and regularly updated.

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

County of San Mateo

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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.

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

Services on the County of San Mateo web site:

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

Services on web sites for other counties:

Alameda, CA www.co.alameda.ca.us 10/24/2000	<ol style="list-style-type: none"> 1 Contact information and home pages for all departments 2 Board of Supervisors agendas and calendars Planning commission agendas and calendars 3 County budget information 4 General County information 5 County News 6 Downloadable forms of every kind 7 Job Opportunities 8 Property tax, use and assessment information 9 Court Calendars, links to case information 10 Court case summaries 11 Jury reporting information 12 Bid solicitation listings 13 Find your polling place, view your sample ballot, find the election results 14 Links to related sites 15 Search of County sites 	<ol style="list-style-type: none"> 1 Traffic citation payments 2 Requests for vital records 3 Job applications – apply on line 	Most services and information can be reached quickly, in a few clicks
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County Web Address Review Date	Content	Transactions	Portal
Contra Costa, CA www.co.contra.ca.us 10/24/2000	<ul style="list-style-type: none"> 1 Economic Data 2 Links to cities within the County 3 Budget Summary 4 Demographic and Census Information 5 Links to regional agencies 6 BOS Agendas 7 Planning Commission(s) agendas 8 General Plan and maps 9 Contact information for all departments 10 County ordinances and code 11 Purchasing Bid Information 12 Architectural/Construction Bid Information 13 Library Catalog Information 	<ul style="list-style-type: none"> 1 Library membership transactions 2 Employment applications 	None
Los Angeles, CA www.co.la.ca.us 11/1/2000	<ul style="list-style-type: none"> 1 Economic Data 2 Links to other agencies and cities within the County 3 Budget Summaries 4 Demographic and Census summaries 5 BOS Agendas and supporting documents 6 Agendas of planning commission and other commissions of the County 	<ul style="list-style-type: none"> 1 Traffic Citation payment 2 Order vital records 	Easy to navigate site

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

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V) Sample Web Screens from other Counties.

a. Alameda County Home Page.

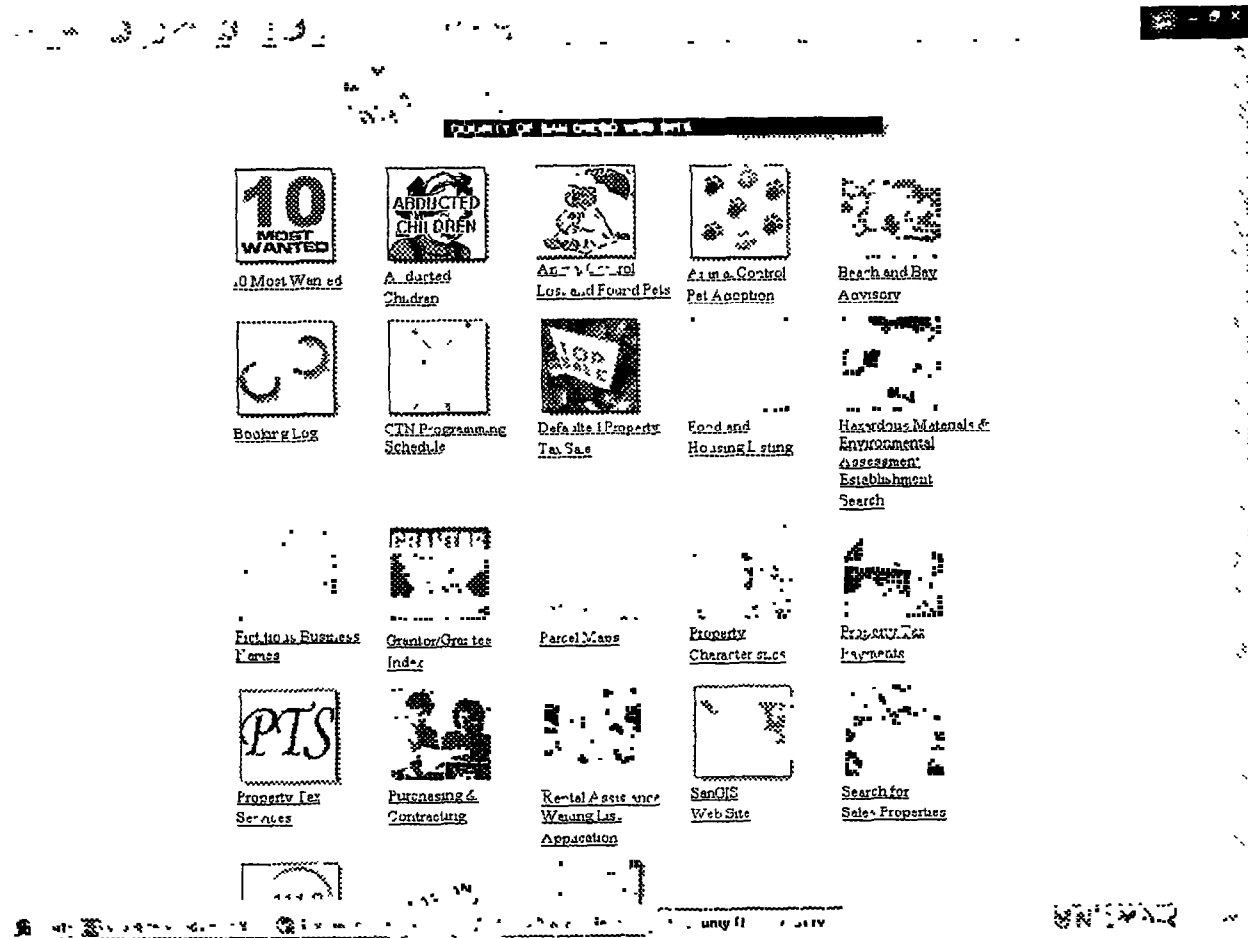
The screenshot displays the Alameda County website interface. At the top, the header reads "ALAMEDA COUNTY". Below this, there are several main navigation sections:

- Employment Opportunities Page**: Includes a link to "A Great Place to Work" and a "New Job Search Online Application" button.
- Local Organizations**: Lists various organizations such as "BoC", "EDAC", "Cites", "Alameda", "Berkeley", "Dubuq", "Emeryville", "Fremont", "Hayward", "Oakland", "Fremont", "San Leandro", and "Inventis".
- County Ord nances**: Includes links for "County Profile", "Fami. unit and", and "Orga. zational Charts".
- Board of Supervisors**: Lists "George", "Bae la Alameda", "Eduardo", and "Munoz".
- Board Committee**: Includes a link to "Calendar".
- Jury Summons**: Includes a "Select" dropdown menu and a "Jury" button.
- AC Fido**: Includes links for "Alameda County", "Cala Care", "Planning Commu", "E. oration", "Children's Policy", and "Couna".

On the left side, there are additional links such as "Select one", "Downloadable ma l-in forms n PDF format can be found l sted by name or department", "County Executive", "County Ord nances", "County Profile", "Fami. unit and", "Orga. zational Charts", "Budget", "Municipal System", "A. l. al. El", "Foundation", "Healthcare", and "AFCC".

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



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c. County of San Diego: Sheriffs Booking Log

COUNTY OF SAN DIEGO WEB SITE

[[Front Page](#) | [About The Department](#) | [Office Locations](#) | [Department Services](#) |
[Online Services](#) | [Employment Opportunities](#) | [E-News](#) | [Site Alphabetical Index](#)]

BOOKING LOG BY NAME

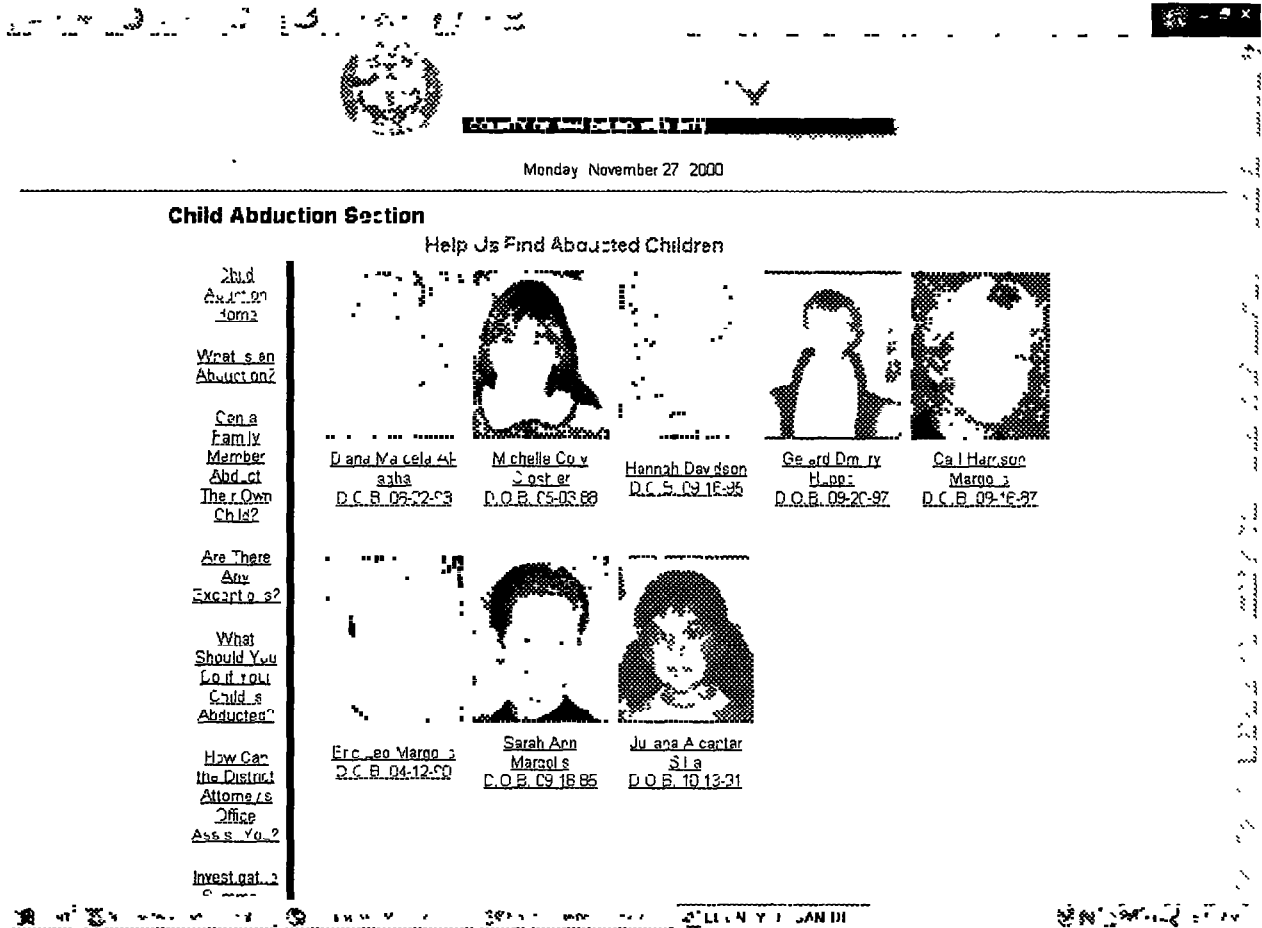
Information is current as of last update 11/27/2000

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
<u>SMITH</u>	JAMES	M	W	01/05/1963
<u>SMITH</u>	JOHNNIE	M	B	07/24/1969
<u>SOWLES</u>	RICHARD	M	W	07/08/1949
<u>STANLEY</u>	JOHNNY	M	B	10/20/1968
<u>STANLEY</u>	JOHNNY	M	B	10/20/1968
<u>STANLEY</u>	JOHNNY	M	B	10/20/1968
<u>STEPHEN</u>	TROY	M	B	07/26/1973
<u>STEWART</u>	STEVEN	M	B	07/27/1971
<u>STINSON</u>	JAMEY	M	W	11/29/1964
<u>STJOHN</u>	FRICK	M	W	05/02/1976
<u>SWANSON</u>	KENNETH	M	W	12/24/1956
<u>SZABAD</u>	GENINE	F	H	02/19/1975

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d. County of San Diego: Abducted Children Page.



Monday November 27 2000

Child Abduction Section

Help Us Find Abducted Children

				
<u>Dana Macela</u> DOB: 09-22-93	<u>Michelle Coyle</u> DOB: 05-03-89	<u>Hannah Davidson</u> DOB: 09-18-95	<u>Gerald Dmery</u> DOB: 09-20-97	<u>Carl Harrison</u> DOB: 09-18-97
				
<u>Eric Margo</u> DOB: 04-12-99	<u>Sarah Ann Margolis</u> DOB: 09-18-85	<u>Juliana A. Carter</u> DOB: 10-13-91		

Child Abduction Section Links:

- [Child Abduction Section](#)
- [What is an Abduction?](#)
- [Can a Family Member Abduct Their Own Child?](#)
- [Are There Any Exemptions?](#)
- [What Should You Do if you Child is Abducted?](#)
- [How Can the District Attorney's Office Assist you?](#)
- [Investigation](#)

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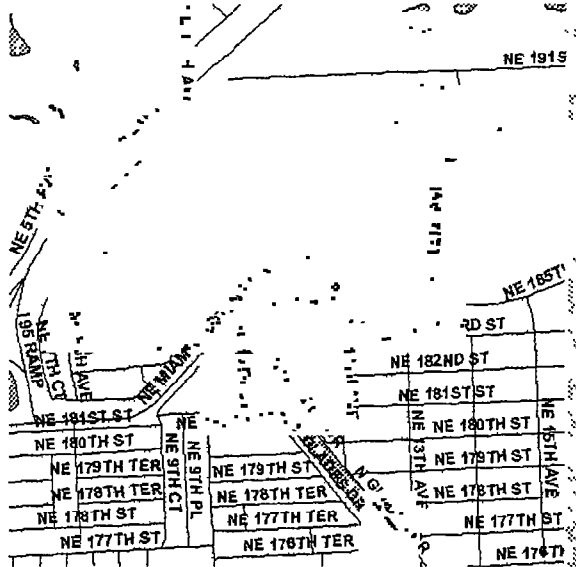
f. Miami-Dade County, Florida - Portal Response:

Address: **1380 NE MIAMI GARDENS DR**

Community Services Information

Office of the Executive Mayor	Alex Penelas
Commissioner	Gwen Margolis District 4
Municipality	UNINCORPORATED MIAMI-DADE
Team Metro Office	NORTH EAST
Circuit Courts	Within a 10 Mile Radius Joseph Caleb Center North Dade Justice Center
Evacuate Under Hurricane Categories	Not Applicable
County Parks	Within a 1 Mile Radius IVES ESTATES TOT LOT
Libraries	Within a 3 Mile Radius NORTH MIAMI BEACH NORTHEAST
FEMA Flood Zone	X
County Police District	INTRACOASTAL, Grid 4133
Fire Stations	Within a 1 Mile Radius
Voter Polling Information	GREYNOLDS PARK SCHOOL 1536 NE 179 ST
Census Tract	202
Cable Service Area	AT&T (NORTH) 305-652-9900 OR BELL SOUTH ENTERTAINMENT 877-463-4448
Township-Range-Section	524205

The information provided is subject to change without notice. The information is not an official document. For official documentation, please contact the appropriate agency.



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