

Daly City CA Consulting Notes – send questionnaire and mock schedule

Current site: each dept should have a content editor with approval from the dept head. Reality – finance, agenda uploads and home page edits are being handled by Matthew & Tiffany. They want to move to the ideal scenario with the exception of the approval process – editors should be able to publish.

Site isn't very easy to manage, digital asset mgmt. portion is hard. You have to go back to the backend to create the digital asset then insert on the page.

DPHs:

- City Attorney
- City Clerk
- City Manager
- Economic Community and Development
- Finance and Administrative Services
- Fire Department\*\*
- Human Resources
- Library and Recreation Services
- Police Department
- Public Works
- Water and Wastewater Resources

Fognet (the intranet) should be a DPH instead of Fire

In the Contract: CP Connect, CivicClerk, 4 days virtual training

Tentative Schedule

	Wednesday, July 8 <sup>th</sup>	Thursday, July 9 <sup>th</sup>
9am	Kickoff Meeting – all departments should be in attendance	
10am	City Clerk <ul style="list-style-type: none"><li>• In the new website, use an online form to submit comments for meetings instead of email</li><li>• Embed youtube videos</li><li>• Is the plan to continue to use seamlessdocs?</li><li>• Moving to CivicClerk for agendas?</li><li>• Public official</li></ul>	

	<p>appointments?</p> <ul style="list-style-type: none"> <li>•</li> </ul>	
11am	<p>Human Resources/Fognet</p> <ul style="list-style-type: none"> <li>• Remove missions statement</li> <li>• Add info to advertise why the city is an employer of choice</li> <li>• Link to dept page from city page as an interior page, and use the DHP for the intranet</li> </ul>	
12pm	<p>Lunch</p>	<p>Water &amp; Wastewater Resources</p>
1:30pm	<p>Economic &amp; Community Development</p> <ul style="list-style-type: none"> <li>• Building – permit application – what type of permit? All of the permit type info is at the very bottom of the page. Content should be rearranged if possible.</li> <li>• Credit card authorization form – no online payments?</li> <li>• Does it make sense to have all of the C19 info on the building page?</li> <li>• Take out dates that aren't relevant, i.e. "as of 2011 x is required"</li> <li>• Divide the content on the home page into themes so subpages can be created, or create the subpages, i.e. links of interest, etc.</li> <li>• Has the fee schedule changed since 2014?</li> </ul>	<p>Library &amp; Recreation Services</p>

	<ul style="list-style-type: none"> <li>• Code enforcement – is there something missing at the bottom of the page under the mission?</li> <li>• List violations instead of paragraphs, add pictures of what's a violation and what's not</li> <li>• Property maintenance – link wouldn't load – all of the webserv links were broken</li> <li>• Housing &amp; community development -</li> <li>• Inclusionary housing ordinance link is broken</li> <li>• Successor/redevelopment page – dissolved in 2012. How long does this need to be on the site?</li> <li>• Recent affordable homes accomplishments page – any updates?</li> <li>•</li> </ul>	
2:30pm	<p>Finance and Administrative Services</p> <ul style="list-style-type: none"> <li>• Business licenses/starting a business</li> <li>• Utilities</li> <li>• Transparency/docs/reports</li> <li>• Add FAQs – parking, etc</li> <li>• Utility start service – use an online form</li> <li>• Utility billing – is there any info that needs to come from water/waste water dept to help fill in any gaps?</li> </ul>	Police
3:30pm	City Attorney	City Manager

<p>4:30pm</p>	<ul style="list-style-type: none"> <li>• n/a</li> </ul> <p>Public Works</p> <ul style="list-style-type: none"> <li>• Remove message from the director</li> <li>• Add GIS/mapping to the site?</li> <li>• Remove admin page</li> <li>• Construction projects page – update or remove.</li> <li>• ADA page shouldn't be buried under PW</li> <li>• Are the permits listed the only permits available or most requested?</li> <li>• Anything missing from the standards &amp; specs page?</li> <li>• Watershed plan – does it still need to be on the site?</li> <li>• Vista grande drainage basin project page – does this info need to be on the site?</li> <li>• Street sweeping – list dongs, remove paragraphs</li> <li>• Edit parking citation info</li> <li>• Are the street light outages still a problem?</li> <li>• Traffic safety committee page – trim down</li> </ul>	
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Katy – sys admin

Jeff – sys admin/owner

Jennifer – publisher finance

Niki – publisher fire marshal

IT dept – sys admin

Intranet, bids, alert, archive center, form center, info adv, graphic links, resource directory, civicsend