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CITY MANAGER
Abdel L. Salem

February 12, 2008

Kern County Grand Jury
C/o The Honorable Presiding Judge
Kern County Superior Court
1415 Truxtun Avenue, 2nd Floor
Bakersfield, CA 93301

RE: City of Delano – Response to Grand Jury Final Report Recommendations

Dear Honorable Judge:

The City of Delano appreciates the report provided following the Grand Jury's October 16, 2007 visit to our community. This correspondence serves as the City's response to the recommendations contained in the Grand Jury Final Report.

Recommendation #1
The City should expedite revisions/modifications to its web site, so that individuals seeking information about the City may locate such information in a timely manner. Some information was unable to be located on the City's web site, including an organizational chart and the municipal code.
(Finding #8 and #13)

Response
The recommendation was implemented, with a summary regarding the implemented action. The City's Computer Information System (CIS) Coordinator determined ways to ensure that all city information is placed on the website in a timely manner. The CIS Coordinator plans to be more proactive about retrieving information from all City Departments. The Coordinator put together an outline (see attachment) in order to define the types of information that should be on the website. The Coordinator determined to designate liaisons from each department to supply the needed information to fully develop the website as a tool. The Coordinator intends to maintain the website in a manner that provides the needed information in a timely manner. The City addressed in a separate report the reference to the Animal Shelter Finding. It was noted that prior to the visit to the Shelter by the Committee members (separate report finding no. 15), there was a lengthy process in locating the Shelter's web site. By the next day, a Quick Link for Animal Control was added to the City's website. The City is currently seeking vendor information for placement of the City's Municipal Code on its website and working with city staff in getting information for the City's organizational chart.
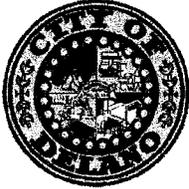
A copy of the Grand Jury report shall be made available for public review.

Respectfully Submitted,

Kathy A. Kinley
Assistant City Manager

C: Abdel L. Salem, City Manager

Attachment

City of Delano
Information Systems
1015 Eleventh Ave
Delano, CA 93215
(661) 720-2213
www.CityofDelano.org

INTEROFFICE MEMORANDUM

TO: Kathy Kivley, Asst. City Manager
From: Eddie Rangel, CIS Coordinator
Subject: City Website, Standards and Procedures
Date: 1/28/2008
CC:

Objective:
Determine a way to ensure all available information is placed on the website in a timely manner.

Types of Information:

- City Agendas & Minutes
- Bids
- Employment
- City Ordinances
- Press releases
- Public Notices & hearings
- Flyers & Forms
- City/Department News letters

Deficiencies:
Depending on the level of involvement you have, this can take from 16 – 24 hours a week. Currently it's averaging about 2 hours a week. The Information Systems Division needs to be more proactive about retrieving information from all City Departments.

Solution:
Instead of depending on non-I.S. staff members to publish information directly to the web site, have them act as the liaison for their respective department and the Web Site Administrator.

Website Administrator will be responsible for:

- Developing each web page in accordance with web design principles.

- Create webadmin@cityofdelano.org for the purpose of allowing staff members to communicate with the Web Site Administrator.
- Communicate with each department head and department liaison to define the departments' wants and needs.
- Generate a report from each department and define a path to implementation.
- Interact with our Web Site Hosts and other vendors.
- Transition e-mail addresses from using Delano-ca.org to cityofdelano.org. This will allow consistency in Domain Names.
- Define and develop forms, both static and interactive.

Department liaison:
Store all related website information in a central folder on the network server. Work with the web admin to ensure the most up to date information is on the web site as soon as it becomes available.