LIVERMORE
CALIFORNIA

COMMUNITY ASSET MANAGEMENT PROGRAM (CAMP)
OUTREACH COMMITTEE

REVISED

AGENDA
WEDNESDAY, AUGUST 23, 2023

CAMP OUTREACH ~~VIRTUAL~~ REGULAR MEETING – 5:00 PM

CIVIC CENTER MEETING HALL WILLIAM H. MENDENHALL COMMUNITY ROOM

1016 S. LIVERMORE AVENUE

Neal Pann, Chair
Jennifer Yeamans, Vice Chair
Dawn Argula, Committee Member
Steven Dunbar, Committee Member
Jill Farrell, Committee Member
Mark Palajac, Committee Member
Steve Stamos, Committee Member

1. CALL TO ORDER

ROLL CALL

Committee Member Steve Stamos
Committee Member Mark Palajac
Committee Member Jill Farrell
Committee Member Steven Dunbar
Committee Member Dawn Argula
Vice Chair Jennifer Yeamans
Chair Neal Pann

2. OPEN FORUM

- In conformance with the Brown Act, no Committee action can occur on items presented during Open Forum.
- Please log into Zoom to provide written comments using Zoom Q&A during the Meeting.
- Comments are limited to a maximum of 500 words per person and will be read into the record by the meeting clerk.
- The Chair may reduce the amount of time based on the number of persons wishing to speak.

3. CONSENT CALENDAR

Consent Calendar items are considered routine and are acted upon by the Commission with a single action. Members of the audience wishing to provide public input must submit a comment using the Q&A feature when the chair announces the public comment period.

3.1   Approval of draft minutes from June 28, 2023.

Recommendation:
Staff recommends the Committee approve the draft minutes from the June 28, 2023 meeting.
Attachments:
1. 2023-06-28 CAMP Outreach- DRAFT Minutes

4. MATTERS FOR CONSIDERATION

4.1   Discussion on the Livermore Connect application testing and launch.

Recommendation:
Staff recommends the CAMP Outreach Committee discuss their testing, and the launch of the Livermore Connect application.
Staff Report

5. ADJOURNMENT

The next regular meeting will be held at a future date, time, and location to be determined by the CAMP Outreach Committee and noticed in accordance with the Brown Act.

HOW TO PARTICIPATE IN THE CAMP OUTREACH COMMITTEE MEETING:

You can participate in the meeting in a number of ways:

Open Forum is an opportunity for the public to speak regarding items not listed on the agenda. Speakers are limited to a maximum of 3 minutes per person. To address the Committee, you must submit a speaker card to the liaison prior to the start of that item. You should be aware that the Committee is prohibited by State law from taking action on any items that are not listed on the agenda. However, if your item requires action, the Committee may place it on a future agenda or direct staff to work with you and/or report to the Committee on the issue.

Other Agenda Items are also open for public input including Consent Calendar or Matters for Consideration items. These comments are also subject to the 3-minute limit.

Special Meetings, Workshops - The public will have the opportunity to address the Committee regarding the item that is the subject of the special meeting or workshop. Public comments are limited to a maximum of 3 minutes per person.

Submission of Comments Prior to the Meeting:

Email Comments may be submitted by the public to the Committee liaison (assetmanagement@LivermoreCA.gov). Items received no later than 12:00 pm the day of the meeting will be provided to the Community Asset Management Program Outreach Committee and available on the City website prior to the meeting. These items will NOT be read into the record.

eComments may be submitted by the public using the eComment link here. Comments may be up to 1000 characters in length and will be accepted up until 3:00 pm the day of the meeting. These items will NOT be read into the record and are viewable by the Committee and the public upon submittal.

Submission of Comments During the Meeting:

~~To have your public comment read at the meeting, please enter your comment in Zoom Q&A when the item is opened, and the meeting clerk will read your comments into the record during the public comment portion of the meeting.~~

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**COMMUNITY ASSET MANAGEMENT PROGRAM (CAMP)
OUTREACH COMMITTEE**

**REGULAR MEETING
Wednesday, June 28, 2023, 5:00 p.m.
Minutes**

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1. CALL TO ORDER

The meeting was called to order by staff member Kathy Hughes at 5:03 p.m.

2. ROLL CALL

Committee Members	Steve Stamos
	Neal Pann
	Mark Palajac
	Jill Farrell
	Steven Dunbar
	Dawn Argula
Absent	Vice Chair Jennifer Yeamans - excused
Staff Present	Uyiosa Oviawe, Management Analyst II
	Marco Torres, Asset Management Specialist
	Kathy Hughes, Administrative Assistant

5.1 Election of CAMP Outreach Committee Chairperson

ON A MOTION FROM COMMITTEE MEMBER PANN, SECONDED BY
COMMITTEE MEMBER PALAJAC, CARRIED ON A 6-0 VOTE, NEAL PANN
WAS ELECTED AS THE NEW CAMP OUTREACH COMMITTEE
CHAIRPERSON.

Item 5.1 was moved to elect a new Chairperson who could then run the meeting.

3. CITIZENS FORUM

Resident Connie Copps attended the meeting. She mentioned that she attends as many meetings as she can to learn as much as she can about the Springtown area of the City. She said it would be helpful to know what the City is responsible for and what each HOA is responsible for so that there can be some continuity when there are issues.

4. CONSENT CALENDAR

4.1 Approval of draft minutes from January 25, 2023

ON A MOTION FROM COMMITTEE MEMBER DUNBAR, SECONDED BY COMMITTEE MEMBER PALAJAC, CARRIED ON A 5-0-1 VOTE, WITH COMMITTEE MEMBER FARRELL ABSTAINED DUE TO ABSENCE, THE JANUARY 25, 2023 MINUTES WERE APPROVED AS SUBMITTED.

5. MATTERS FOR CONSIDERATION

5.2 Report from CAMP Outreach Committee Members

Committee member Farrell said that she received the City newsletter and she liked that there was an item on sewer issues that told residents to call the City first if they have issues. She said that any articles that have to do with infrastructure help spread the committee's message. Committee member Dunbar also like the newsletter.

Chair Pann opened the item for public comments. There were none, and the items was closed to public comments.

5.3 Report on Technology Updates

Staff member Uyiosa Oviawe reported on the updates to the Livermore Connect app. He said significant progress has been made since the last meeting, and the app is scheduled to go live August 15th. The app is now available on both the Google App Store and the Apple App Store. He told the committee that he wanted to do a couple of tests of the app during the meeting so that the committee could see the current layout and to give staff feedback. He explained that Livermore Connect is a service request platform that tracks different service request. The application has been designed to be "Livermore Centric" by customizing the categories and types of service requests that are unique for each different area of the City (parks, streets, traffic signals, etc.). He asked the committee to download the application so they could enter a request and see how it goes through the system. He explained how they can pick the individual request. The system can use the location services to pinpoint the exact location of where you are. You can take a picture of the issue and the system can pinpoint the exact location.

Committee member Palajac asked if you must allow your phone to track your location to use the app. He also asked if you take a picture directly in the application or if you must attach one from your phone. Mr. Oviawe said you do have to enable location services and you can take a picture directly from the app.

Mr. Oviawe explained that once a request has been submitted, staff will get a notification. Staff will determine if the request falls under the City or another entity (LARPD, Cal Water, etc.). If it belongs to the City, the request is assigned to staff, who go out in the field to investigate. They then open a work request and move the service request from "open" to "in progress". Once the issue has been resolved the service request will be closed. Users also can communicate with staff on the issue within the app. If the issue belongs to another entity, staff forwards the request to the appropriate agency.

Committee member Farrell asked if the committee should continue testing the application over the next few weeks. Mr. Oviawe said yes, and to please email him any issues they may have.

Committee member Dunbar said the scroll wheel on the right (in the desktop version) is subtle and needs to be darker to make it more visible. He also said the password only using seven to ten characters isn't very secure.

Chair Pann suggested using different colors to distinguish between open and closed work orders. He said the password requirements need to be spelled out, and the format for entering a phone number needs to be clear.

Committee member Palajac asked how the site would be monitored. He also asked how citizens would know the status of their request and timeline for completion. Mr. Oviawe said that it will be monitored by the Maintenance Service Center staff. He said that you will see a status bar on your service request that will say "open", "in progress", "completed" or "closed", and that you can put a comment in when you enter the request with your email asking for updates and the system will send updates.

Committee member Farrell said that the City should provide transparency on the metrics of the work orders and amount of time for completion of each work order to the residents. Mr. Oviawe said the City Manager is very big on transparency and he will be working with the City Manager's office to promote the metric information on social media.

Committee member Dunbar said he used the site to report a dead animal (under "other issues") and it took him to the City website Animal Control page, but there was nothing there on how to report an issue. Mr. Oviawe said he would work with that department to put a link on the page to report animal issues. Committee member Dunbar also said that the City boundaries are not correct, as

they don't include the outlets. Mr. Oviawe said they are using the current drawing from the Asset Management program. He said that the vendor recently corrected a location issue, and that the system will not allow you to enter an issue if you are outside of the City limits.

Committee member Argula asked what happens with the issue is not the City's responsibility. Mr. Oviawe said staff can add a quick link that will direct the resident to the appropriate agency. He said all park issues will come to City staff, and from there staff will redirect the issue to LARPD, if it is in one of the parks they maintain. He said trail issues would be handled the same way. Committee member Argula suggested reaching out to other agencies (Ace Train, Wheels) to let them know that the application is going live and to secure the appropriate email address of the people that will receive the forwarded requests.

Committee member Palajac asked if there would be an announcement on when the application goes live. Mr. Oviawe said that he is working with the City Manager's office on a release statement that will most likely go out the day before the application goes live. Committee member Palajac also asked if the other agencies would have this same system. Mr. Oviawe said they do not. Committee member Palajac asked how the different agencies would handle the requests. Mr. Oviawe said that Staff will report the issue to them, including the reporting person's contact information so they can get back to the resident. They will investigate and make the necessary repairs and follow up with the resident.

Committee member Dunbar suggested distinguishing between when a ticket is closed because it's been completed and closed when it been transferred to another agency, so that the residents will know the difference. He suggested reaching out to the other agencies to find out if they have a similar system so it can notify the resident to expect a follow up from their system, and not the City's, and include information on how they can follow up with their request.

Chair Pann opened the item for public comments.

Resident Connie Copps said the issue with the map boundaries highlights her point that there are different departments that handle different issues and there should be a liaison that works with staff to make sure that residents are not ignored. She asked if Public Works employees are City employees. Mr. Oviawe said that they are City employees.

Chair Pann closed the item for public comments.

5.4 **Asset Management Next Steps**

Uyiosa Oviawe told the committee that staff is currently working on a master plan for Fleet, as the last one was done in 2006. Staff will be evaluating the fleet shop,

the needs of staff and the types of vehicles and equipment the City owns. He said they will be working on a Facilities master plan after that. They will look at all the City's assets and recording their conditions and uses. He said they are also working on the sidewalk and tree policies and hope to take it before Council in the next few months. The tree inventory project will also be completed soon. He told the committee that staff met with Council and briefed them on the condition of the walls. Council recommended staff go back and re-assess some of the city owned walls because the consultant recently finished an inventory and found more City owned walls than were previously accounted for. Staff will audit the locations in GIS.

Committee member Palajac asked what staff would like the committee to be doing over the next six months, before the committee sunsets. Mr. Oviawe said he would like them to concentrate on the Livermore Connect application, by testing it out and giving their feedback to staff. Committee member Palajac said it would be helpful if they had a specific contact person to communicate with for issues with the application. Mr. Oviawe said that Marco Torres would be the point person and provided the committee with Mr. Torres' contact information.

Committee member Dunbar asked if Nexgen would be able to handle the influx of use with the launch of the Livermore Connect application. Mr. Oviawe said they have been preparing and should have no issues.

Committee member Farrell asked what the committee should expect in the coming months. Mr. Oviawe anticipates having one or two more meetings before the committee sunsets.

Committee member Dunbar asked if the City has built up staff to deal with the number of requests that will come in from the application. Mr. Oviawe said staff has been working with Nexgen and are ready to work on the Livermore Connect requests.

Chair Pann asked how staff sees the committee's role evolving. Mr. Oviawe said he would like the committee to focus mainly on the Livermore Connect app and testing.

Committee member Farrell asked if the City was actively recruiting for the committee vacancies. Staff member Kathy Hughes said no, since the committee was schedule to sunset by December 2023 the City decided not to recruit.

Chair Pann asked about the remaining fact sheets. Mr. Oviawe said the fact sheets will roll into the master plan documents. Chair Pann also asked if there would be a final report for Council. Mr. Oviawe said staff will present a final report to Council after the final committee meeting. Chair Pann also suggested having a meeting in July before the Livermore Connect launch, and maybe one more in September or October to finish off.

Chair Pann opened the meeting for public comments.

Resident Connie Copps asked where she could access the fact sheets. She also asked if there were a certain number of characters you could use when filling out the Livermore Connect request. Mr. Oviawe said he did not think there was a limit. Ms. Copps wanted to reiterate that she hopes that the app will help prevent residents getting bounced from one department to another.

Chair Pann closed the item for public comments.

6.0 **ADJOURNMENT**
THE MEETING WAS ADJOURNED AT 6:36 PM TO THE NEXT REGULAR MEETING ON WEDNESDAY, JULY 26, 2023, IN THE MENDENHALL ROOM OF THE LIVERMORE CIVIC CENTER MEETING HALL, 1016 S. LIVERMORE AVENUE, LIVERMORE CA 94550.

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COMMUNITY ASSET MANAGEMENT PROGRAM (CAMP)   **ITEM NO. 4.1**
OUTREACH COMMITTEE STAFF REPORT

DATE: August 23, 2023

TO: Chairperson and Members of the Community Asset Management Program Committee

FROM: Scott Lanphier, Public Works Director

SUBJECT: Discussion on the Livermore Connect application testing and launch.

RECOMMENDED ACTION

Staff recommends the CAMP Outreach Committee discuss their testing, and the launch of the Livermore Connect application.

SUMMARY

The Livermore Connect application was tentative to go live in the middle of August. Staff will update the committee on feedback received and the progress of the application.

DISCUSSION

The Livermore Connect application is a service request platform that will enable residents to submit various service requests online via their smart phone or laptops. The app is available in both the Google and Apple app stores. The app was tentative to go live in the middle of August. At the June 28, 2023 CAMP Outreach Committee meeting, staff shared the updated version of the app with the committee members. Staff asked the committee members to test the app over the next month and report any comments or issues to staff member Marco Torres. Staff will go over the comments and questions with the committee members and update them on the progress of the application.

ATTACHMENTS

Prepared by: Kathy Hughes
          Administrative Assistant