



Proposed Mayor and Council Response to County Grand Jury Report: Improved Access to Land Survey Records and Monuments

**Presentation for City Council
September 30, 2013**



Overview

- The Grand Jury filed this report with the Mayor and City Council on May 1, 2013.
- The goal of the report was to determine whether land survey services in the City and County were serving the public, as the law requires.



Overview

- The Report includes 12 Findings and 6 Recommendations
- The Mayor and Council are required to respond to 11 Findings and all 6 Recommendations
- Mayor and City Council required to provide response to Presiding Judge by October 11, 2013



Overview

- For each item, Council may:
 - Join the Mayor's response
 - Modify the Mayor's response
 - Respond independently from the Mayor
- Our office reviewed the draft responses developed by staff and the Mayor's office, and worked with staff to reach agreement on all the proposed responses.
- We are recommending that the Interim Mayor and Council provide a joint response.



Overview

Prescribed responses include:

- For each Finding:
 - Agree
 - Disagree wholly or partially
- For each Recommendation:
 - Has not been implemented
 - Has not yet been implemented, but will be in future
 - Requires further analysis
 - Will not be implemented because it is unwarranted or unreasonable



Summary of Proposed Response

- 11 Findings
 - 2 Agrees
 - 1 Disagrees
 - 8 Partially disagrees
- 6 Recommendations
 - 2 Have been implemented
 - 2 Needs further analysis
 - 2 Will not be implemented because it is not warranted



Summary of Findings

Finding 02: Many of the allegations and accusations about access to survey records were aimed at the City Records Office known as the 2nd Floor.

The City partially disagrees with Finding 02

- Records Office serves as a repository for all of DSD's disciplines including planning and engineering
- Public information clerks retrieve, serve, and replace records for the public
- Additionally training planned for the information clerks and the City will monitor the type and number of requests received



Summary of Findings

Finding 03: Physical storage of maps and microfiche files at both Aero Drive and the 2nd Floor is chaotic to the casual observer.

The City partially disagrees with Finding 03

- Records Office stores records in various media sources including digitized records, records on microfiche, and records on aperture cards
- All new records are digitized and geo-coded
- DSD has initiated the development of an indexing system to facilitate searching available land survey information



Summary of Findings

Finding 04: Many members of the land survey community accuse upper management of not listening or caring about the private sector surveyors who do research in City Records.

The City partially disagrees with Finding 04

- The City created the City Land Surveyor position in September 2012
- City Land Surveyor will provide consistency in surveying-related policies and increase stakeholder input
 - Goal of public semi-annual industry meetings



Summary of Findings

Finding 05: The City land survey records system is difficult to use and results in extra work, costing both the private and public sectors additional money.

The City partially disagrees with Finding 05

- DSD has implemented several new programs to improve customer service
- The cost of an upgraded computer system cannot be currently supported by the existing fee structure
- Based on a very preliminary needs assessment, it is estimated that an upgraded computer system could cost between \$6 - \$10 million



Summary of Findings

Finding 06: This apparent lack of fire protection and personnel fire safety is disturbing.

The City partially disagrees with Finding 06

- The Records Office, located on the 2nd Floor of the City Operations Building, meets the requirements of the current California building code
- The Field Engineering location also meets the current California building code
- The City maintains hard and electronic copies offsite as an additional precaution



Summary of Findings

Finding 07: In the past there may have been failures of communication. There may have been misunderstanding about what the City can and should provide to the public and to private surveyors.

The City partially disagrees with Finding 07

- The City is taking several steps to improve customer service including:
 - Additional training for staff
 - Creation of the Land Surveyor position
 - Development of an indexing system for the currently available information



Summary of Findings

Finding 08: Recent changes in personnel may help alleviate lack of communication between the City and industry workers. Cooperation is likely to improve.

The City agrees with Finding 08

- The created position of City Land Surveyor is proactively seeking input from external stakeholders and should contribute to the improved communications between the City and industry workers



Summary of Findings

Finding 09: The current City records access system is antiquated and cumbersome. The City needs to make changes to simplify the records acquisition process.

The City partially disagrees with Finding 09

- The City maintains some older technologies as a courtesy to some customers
- The City has initiated several programs to improve customer service and better facilitate access to available information



Summary of Findings

Finding 10: Though IT is an important component of records keeping, an expert in IT may not have the expertise to implement a user-friendly records access system.

The City disagrees with Finding 10

- The City is moving to digitizing the records it receives as the Records Office
- The City is comfortable with an individual with IT experience and land development experience developing and implementing changes or adjustments to the records system



Summary of Findings

Finding 11: The City has a responsibility to make sure survey monuments are being preserved properly.

The City agrees with Finding 11

- The City is finalizing a city-wide procedure to ensure all projects are reviewed prior to bid to ensure all monuments are shown clearly on plans
- This procedure is scheduled to be finalized in the Fall of 2013



Summary of Findings

Finding 12: The City Records Office should make available online access to all of the documents it manages related to development , permits and land surveying.

The City partially disagrees with Finding 12

- The City has begun to review and evaluate current processes and initiated steps to improve service
- Benefits of an upgraded system would need to be weighed against cost of a new system
- The City acknowledges that further analysis would be necessary, including identifying potential funding



Summary of Recommendations

Recommendation 13-13: Assign a specific individual to be responsible for identifying and implementing what type of electronic records system would be suitable for the needs of the City and serve the public by December 31, 2013. This recommendation has been implemented.

- The City has identified positions that have been tasked with receiving input from the industry's professionals and furthering the City's efforts to automate DSD's records system



Summary of Recommendations

Recommendation 13-14: Develop an action plan to identify suitable hardware and software to support a state-of-the-art digital geo-reference GIS records system for city public documents related to development, permits, and land surveying by June 30, 2014.

This recommendation requires further analysis.

- Additional analysis needed includes:
 - Comprehensive needs assessment
 - Developed list of desired capabilities of new system
 - Identification of potential funding sources



Summary of Recommendations

Recommendation 13-15: Starting in the next budget cycle, and continuing over the next five budget cycles, allocate adequate funds to procure and implement a state-of-the-art digital, geo-referenced GIS records system for city public documents.

This recommendation requires further analysis.

- Additional analysis, as described in Recommendation 13-14, would be needed



Summary of Recommendations

Recommendation 13-16: Develop an action plan to improve fire protection and personnel fire safety in areas where land survey records are stored by December 31, 2013.

This will not be implemented because it is not warranted

- Both facilities at which land survey records are accessed meet the requirements of the current California Building Code with respect to fire protection
- The City maintains hard and electronic copies offsite as an additional precaution from disaster



Summary of Recommendations

Recommendation 13-17: Implement improved fire protection in all areas where land survey records are stored by June 30, 2014.

This will not be implemented because it is not warranted

- As described in the response to Recommendation 13-16, both facilities mentioned in the Grand Jury Report meet the current California Building Code with respect to fire protection



Summary of Recommendations

Recommendation 13-18: Implement a program designed to improve customer service in the City Records and the Field Engineering Office with emphasis on providing knowledgeable, responsive customer assistance in land record survey requests by December 31, 2013.

This recommendation has been implemented.

- DSD has initiated several steps to improve customer service



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