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AGENDA
FINANCE, ADMINISTRATION AND POLICE SUBCOMMITTEE MEETING

MONDAY, MAY 2, 2022

CLOVERDALE LIBRARY
401 N. CLOVERDALE BLVD., CLOVERDALE, CA 95425

Meeting Time: 1:30 p.m.
IMPORTANT:

This meeting will be conducted via Zoom consistent with the provisions of Assembly Bill 361, Which amended the Brown Act. In order to minimize the spread of the COVID 19 virus.

All members of the subcommittee will be participating in the meeting in-person. If you would like to provide public comments, we encourage you to submit them via email to the City Clerk at Lfrontella@rgs.ca.gov. The public may also view and participate in the meeting using Zoom. Please refer to the end of the agenda for instruction on how to view the meeting and provide public comments using Zoom: <https://us02web.zoom.us/j/86312888782>

1. CALL TO ORDER:

Members:

Councilmember Gus Wolter - Chair
Mayor Todd Lands - Vice Chair

City Staff:

David Kelley, City Manager
Kevin Thompson, Assistant City Manager / Community Development Director
Jason Ferguson, Police Chief
Susie Holmes, Finance Director

2. PUBLIC COMMENTS:

Members of the public may comment on any matter not on this agenda. Please limit comments to three minutes. Members of the public may comment on items on the agenda when the subcommittee considers that item. To make a public comment, use the "raise hand" icon on your smart device or desktop computer, or dial*9 if you are using just your telephone.

3. CONSENT CALENDAR:

4. CURRENT ITEMS FOR DISCUSSION:



4.A IT Service and System Security Planning Presentation by KLH Consulting, Inc.

Recommended Action(s):

Receive presentation and provide direction to City staff .

 [City of Cloverdale Committee and Council Presentation 042822.pdf](#)

5. STANDING ITEMS/ITEMS CONTINUED:

- 5.A a. Water Rate Revenue Summary for Fiscal Year 2021-22
 - b. Update on Police Log by Police Chief Jason Ferguson
 - c. Measure P Cannabis Revenue Report
 - d. Update on Vandalism at City Parks
 - e. Update on Pension Obligations Bonds for CalPERS Unfunded Actuarial Liability (UAL) and Pension Override Tax Study
 - f. Update on R3 Consulting Inc. Rate Review Study of Recology's Extraordinary Rate Request
 - g. Update on California Water and Wastewater Arrearages Payment Program - Low Income Household Water Assistance Program
-  [5.a Water Revenue by Month 4.28.22.pdf](#)
-  [5.c Measure P Payments.pdf](#)

6. FUTURE AGENDA ITEMS:

7. GOOD OF THE ORDER:

8. ADJOURNMENT:

Adjourn to the next meeting on Monday, June 6, 2022 at 1:30 pm or alternate date/time as requested at the Cloverdale Library, 401 N. Cloverdale Blvd., Cloverdale, CA

CERTIFICATION OF POSTING: Pursuant to Government Code 54954.2, the agenda for this meeting was properly posted on or before 5:00 pm on April 28, 2022
ss Lori Frontella, Interim Board Clerk

Attendees may join the meeting in person at the location printed on the agenda or through the use of Zoom at: <https://us02web.zoom.us/j/86312888782>. **Webinar ID: 86312888782** or by Telephone Dial by your location **(669) 900-6833** and entering Webinar ID: **86312888782**.

Zoom attendees will be muted until they are called upon for Public Comment. To make a public comment, use the "raise hand" icon on your smart device or desktop computer, or dial *9 if you are using just your telephone. Please listen carefully for the Chair or City Clerk to address you by name (or phone number) and for the audible Zoom notification that you have been unmuted. Once you begin your public comment, your three (3) minutes will begin.

If you would prefer to submit public comment in writing, please email your comments to Lfrontella@rgs.ca.gov. If you are commenting on a specific agenda item or items, please state the agenda item number(s) in the subject line of the email. All comments received via email will be provided to the Subcommittee in writing and included as part of the record of the meeting.



IT Services and System Security Planning Meeting

April, 2022



KLH Consulting, Your IT Partner

Making IT work since 1980

Delivering the highest level of business focused IT services that optimize operations, manage risk and deliver measurable business value to our clients.

Fully Managed IT Services

CIO-level Consulting

Managed Security Services

Professional Services (engineering and project management) for IT project implementation

End User Support – Help Desk and Onsite Support

Application and Network Hosting

Application Development

Data Analytics

Multiple levels of certified engineers to provide project services and to resolve any issue that may arise.

Agenda

1

Company Introduction

2

Recent IT Challenges

3

Solutions and Services

4

2 Year Technology Roadmap and Budget

5

Questions and Answers



IT Challenges



- Recent Email Breach
- Increased Need for Cybersecurity
 - Increase in Cybercrime
 - More demanding regulatory requirements
 - Cyberliability coverage requirements and cost increases
- Disaster/business continuity challenges
 - Fires
 - Power outages
- Predictable costs

Proposed Solutions

Fully managed IT Services

- System Maintenance, Monitoring and Administration
- Enhanced System Security
- Strategic Planning and Budgeting
- Policy Development and Support
- Compliance assistance –
 - CJIS, Cyberliability Coverage and more
- Help Desk
- Project Engineering, Implementation and Technical Support
- Project and Vendor Management
- Hardware and Software Asset Management
- Backup and Disaster Recovery Solutions

CIO-level Consulting

Professional Services (engineering and project management) for IT project implementation

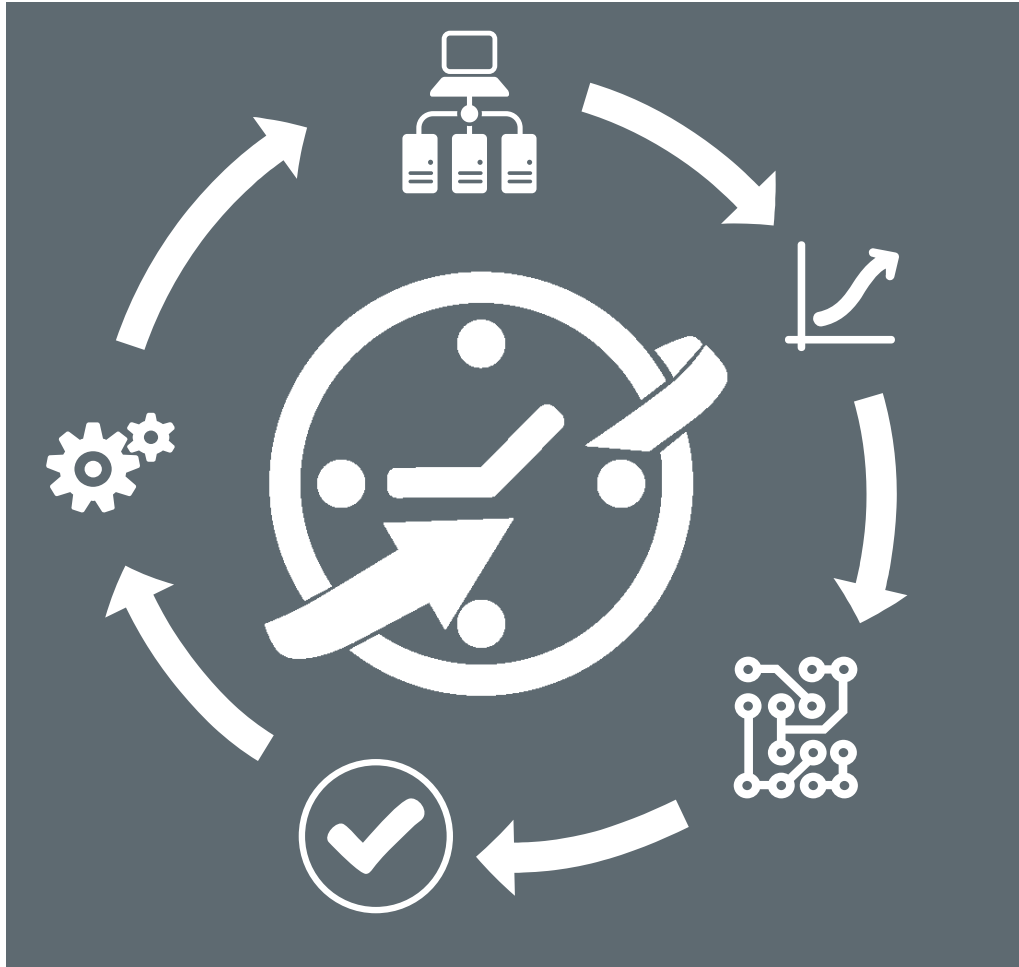
Enhanced Security Services

End User Support

Application and Network Hosting

Backup/DR Solution

Proactive, Managed IT & Security Solutions



- Proactive Services Solution:
 - IT strategy development, planning & managed delivery
 - IT systems consistent with City requirements: highly available, high-performing, and secure
 - Conformance with best practice and regulatory requirements
 - Multi-layered security to meet current threat environment
 - End user support to enable productivity
 - System monitoring, maintenance and support at predictable budgeted costs



City of Cloverdale - Technology Roadmap 2022-24 FYs

2022-23

- Begin monitoring and maintenance program - Bring OS security patches current on servers, workstations and laptops; Firmware updates for firewalls & switches
- Remove Windows 7 machines - replace w/Windows 10 (4 devices 7-10 yrs. old)
- Implement Multi-factor authentication for Office 365, remote access and network login
- Implement Phish Testing/education for employees
- Encrypt and geo-fence endpoints
- Recoverability - Replace aging backup solution with hosted backup/DR solution
- Review/modify IT policies and review with staff
- Review network infrastructure (firewalls, switches, routers & UPSs) for upgrade/replacement recommendation
- Hardware obsolescence/replacement – (17-21 workstations 5-8 yrs. old)
- Create an incident response plan
- Create Disaster Recovery plan/checklist with return to service prioritization & test
- Begin vulnerability scans and remediations
- Begin Security Incident and Event monitoring (SIEM)/log ingestion/retention
- Implement a password vault for users
- Evaluate phone system upgrade, expense/possible plan for change
- Evaluate ADA compliance for website/update as required
- Transition RIMMS to datacenter hosting
- Add failover circuit
- Perform penetration test and remediate

2023-24

- Firmware updates for firewalls & switches
- Replace network infrastructure as required
- Update IT policies and review with staff
- Review incident response plan and update as needed
- Test DR plan/checklist
- Plan transition of servers to hosting as appropriate (coinciding with obsolescence windows) & transition servers to hosting
- City website maintenance
- Hardware obsolescence/replacement – (6 workstations 5+ yrs.old/1 laptop 4 yrs. old)
- Make upgrades to phone solution
- Develop plan for document control solution for Q1 of 2024-25 budget year
- Test DR plan
- Perform penetration test and remediate
- Roadmap and budget update for coming year

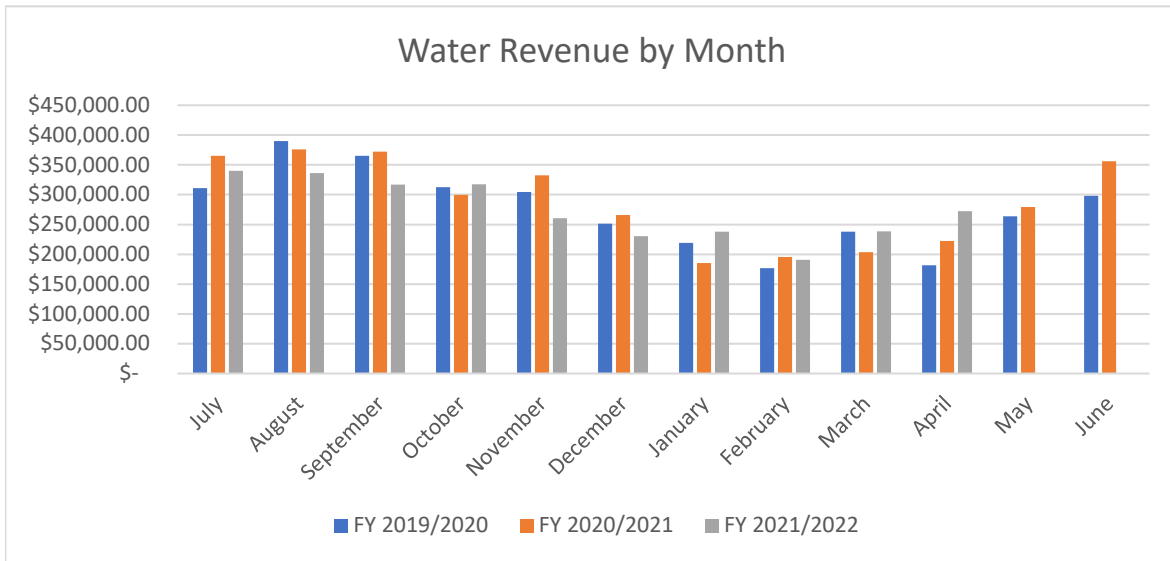
IT Budgetary Planning 2022-23 & 2023-24

Executive Summary					
Description	Estimated Labor/One Time Fee	Estimated Hardware, Software, License	Estimated Monthly Fees (MRC)	2022-23 Estimated Fees	2023-24 Estimated Fees
Support and Security Services					
Managed IT Service - Monitoring, system alerting & response, Maintenance, O/S Security Patching, L1 Helpdesk unlimited, managed network devices/firmware updating; monitoring devices, licensing and ticketing system for incident management	\$ 2,500.00		\$ 3,804.00	\$ 48,148.00	\$ 45,648.00
Scheduled Onsite Work each week			\$ 3,833.33	\$ 45,999.96	\$ 47,379.96
Baseline Security Enhancements - Multi-factor authentication, phish testing, device encryption & geo fencing, Anti-spam, email encryption, email data loss prevention (DLP), Employee Password Vaults, Endpoint Protection - EDR			\$ 2,038.25	\$ 24,459.00	\$ 24,459.00
Office 365			\$ 1,011.00	\$ 12,132.00	\$ 12,132.00
Support Subtotal	\$ 2,500.00	\$ -	\$ 10,686.58	\$ 130,738.96	\$ 129,618.96
Warranties and Renewals Subtotal	\$ -	\$ 5,437.00	\$ -	\$ 5,437.00	\$ 2,030.00
Hardware Obsolescence/Replacements					
On & Offsite Backup / Hosted Disaster Recovery Service & Test	\$ 5,000.00		\$ 1,600.00	\$ 24,200.00	\$ 19,200.00
Replace (21) workstations (5-10 years old, 4 W/7) - yr 1		\$ 26,313.00		\$ 26,313.00	
Replace (6) workstations & 1 laptop - yr 2		\$ 9,771.00			\$ 9,771.00
Hardware Obsolescence/Replacements Subtotal	\$ 5,000.00	\$ 36,084.00	\$ 1,600.00	\$ 50,513.00	\$ 28,971.00
Projects					
Create IT policies, review and provide employee training/annual update	\$ 3,200.00			\$ 3,200.00	\$ 1,600.00
Create Incident Response Plan/annual update	\$ 3,200.00			\$ 3,200.00	\$ 1,600.00
Create Disaster Recovery Checklist and team plan/test annually	\$ 12,000.00			\$ 12,000.00	\$ 3,000.00
Vulnerability Scanning - alternate internal/external/quarterly reporting			\$ 400.00	\$ 4,800.00	\$ 4,800.00
Log ingestion - security incident and event monitoring - SIEM Quarterly report/review	\$ 3,000.00		\$ 2,500.00	\$ 33,000.00	\$ 30,000.00
Install redundant circuits - 4 locations	\$ 3,200.00		\$ 2,700.00	\$ 35,600.00	\$ 32,400.00
ADA Website Compliance	\$ 5,000.00			\$ 5,000.00	\$ 1,000.00
Transition 2 Rimms Servers to Hosting	\$ 3,200.00		\$ 1,000.00	\$ 15,200.00	\$ 12,000.00
Annual penetration test	\$ 6,000.00			\$ 6,000.00	\$ 6,000.00
Security hardening/Engineering as needed	\$ 7,600.00			\$ 7,600.00	\$ 7,600.00
Phone and fax upgrades	\$ 6,000.00		\$ 1,300.00		\$ 21,600.00
Projects Subtotal	\$ 52,400.00	\$ -	\$ 7,900.00	\$ 125,600.00	\$ 121,600.00
Total	\$ 59,900.00	\$ 41,521.00	\$ 20,186.58	\$ 312,288.96	\$ 282,219.96
Proposed Budget Total - 7/2022-6/2023	\$ 312,288.96				
Proposed Budget Total - 7/2023-6/2024	\$ 282,219.96				

Questions and Answers

Water Revenue

	FY 2019/2020	FY 2020/2021	FY 2021/2022	YoY
July	\$ 310,969.04	\$ 364,984.08	\$ 340,070.34	\$ (24,913.74)
August	\$ 390,129.91	\$ 376,229.44	\$ 335,990.27	\$ (40,239.17)
September	\$ 365,365.74	\$ 371,983.25	\$ 316,742.15	\$ (55,241.10)
October	\$ 312,794.65	\$ 299,727.71	\$ 317,506.57	\$ 17,778.86
November	\$ 304,777.07	\$ 332,517.38	\$ 260,663.95	\$ (71,853.43)
December	\$ 251,584.95	\$ 265,780.07	\$ 230,501.44	\$ (35,278.63)
January	\$ 219,379.51	\$ 185,531.19	\$ 237,974.48	\$ 52,443.29
February	\$ 176,967.51	\$ 195,635.71	\$ 190,822.81	\$ (4,812.90)
March	\$ 238,066.57	\$ 203,809.93	\$ 238,508.81	\$ 34,698.88
April	\$ 181,595.05	\$ 222,324.25	\$ 272,150.59	\$ 49,826.34
May	\$ 263,693.30	\$ 279,170.89	\$ -	
June	\$ 297,978.71	\$ 355,936.31	\$ -	
	\$ 3,313,302.01	\$ 3,453,630.21	\$ 2,740,931.41	\$ (77,591.60)



Water Revenue

FY 2019/2020	
Month	Water Use Charges Revenue
Jul-19	\$ 310,969.04
Aug-19	\$ 390,129.91
Sep-19	\$ 365,365.74
Oct-19	\$ 312,794.65
Nov-19	\$ 304,777.07
Dec-19	\$ 251,584.95
Jan-20	\$ 219,379.51
Feb-20	\$ 176,967.51
Mar-20	\$ 238,066.57
Apr-20	\$ 181,595.05
May-20	\$ 263,693.30
Jun-20	\$ 297,978.71
\$ 3,313,302.01	

FY 2020/2021				
Month	Water Use Charges Revenue	Water Shortage Surcharge Revenue	Total Revenue	
Jul-20	\$ 364,984.08		\$ 364,984.08	
Aug-20	\$ 376,229.44		\$ 376,229.44	
Sep-20	\$ 371,983.25		\$ 371,983.25	
Oct-20	\$ 299,727.71		\$ 299,727.71	
Nov-20	\$ 332,517.38		\$ 332,517.38	
Dec-20	\$ 265,780.07		\$ 265,780.07	
Jan-21	\$ 185,531.19		\$ 185,531.19	
Feb-21	\$ 195,635.71		\$ 195,635.71	
Mar-21	\$ 203,809.93		\$ 203,809.93	
Apr-21	\$ 222,324.25		\$ 222,324.25	
May-21	\$ 279,170.89		\$ 279,170.89	
Jun-21	\$ 320,935.56	\$ 35,000.75	\$ 355,936.31	
\$ 3,418,629.46			\$ 35,000.75	\$ 3,453,630.21

FY 2021/2022				
Month	Water Use Charges Revenue	Water Shortage Surcharge Revenue	Water Arrearage Revenue	Total Revenue
Jul-21	\$ 307,189.41	\$ 32,880.93		\$ 340,070.34
Aug-21	\$ 310,117.35	\$ 25,872.92		\$ 335,990.27
Sep-21	\$ 292,823.93	\$ 23,918.22		\$ 316,742.15
Oct-21	\$ 272,769.36	\$ 44,737.21		\$ 317,506.57
Nov-21	\$ 227,280.47	\$ 33,383.48		\$ 260,663.95
Dec-21	\$ 203,155.20	\$ 27,346.24		\$ 230,501.44
Jan-22	\$ 209,057.74	\$ 28,916.74		\$ 237,974.48
Feb-22	\$ 165,245.60	\$ 25,577.21	\$ 30,798.76	\$ 190,822.81
Mar-22	\$ 209,688.95	\$ 28,819.86		\$ 238,508.81
Apr-22	\$ 236,610.33	\$ 35,540.26		\$ 272,150.59
May-22				\$ -
Jun-22				\$ -
\$ 2,433,938.34		\$ 306,993.07		\$ 2,740,931.41

Measure P Excise Tax Deposits As of 04/27/2022

Deposit Month	Tax+Pen+Int
Oct-18	\$ -
Nov-18	\$ 1,180.00
Dec-18	\$ 77.76
Jan-19	\$ 31,974.76
Feb-19	\$ 20,960.93
Mar-19	\$ 516.87
Apr-19	\$ 7,986.88
May-19	\$ 10,105.52
Jun-19	\$ 7,342.25
Jul-19	\$ 10,889.39
Aug-19	\$ 8,792.58
Sep-19	\$ 43,812.00
Oct-19	\$ 42,434.01
Nov-19	\$ 15,543.65
Dec-19	\$ 10,508.38
Jan-20	\$ 20,216.38
Feb-20	\$ 12,078.85
Mar-20	\$ 11,466.37
Apr-20	\$ 75,653.62
May-20	\$ 31,494.17
Jun-20	\$ 117,989.54
Jul-20	\$ 30,318.21
Aug-20	\$ 13,587.51
Sep-20	\$ 10,544.00
Oct-20	\$ 112,635.95
Nov-20	\$ 64,958.14
Dec-20	\$ 52,644.00
Jan-21	\$ 48,483.25
Feb-21	\$ 29,810.93
Mar-21	\$ 25,632.60
Apr-21	\$ 54,374.54
May-21	\$ 38,255.75
Jun-21	\$ 31,584.88
Jul-21	\$ 30,376.57
Aug-21	\$ 38,888.74
Sep-21	\$ 29,055.42
Oct-21	\$ 20,446.16
Nov-21	\$ 32,922.35
Dec-21	\$ 27,112.01
Jan-22	\$ 16,085.21
Feb-22	\$ 33,313.38
Mar-22	\$ 34,813.19
	\$ 1,648.95
	\$ -
	\$ -
Fiscal YTD Totals	264,661.98
Prior Fiscal Years	\$ 993,853.67
GRAND TOTAL	1,258,515.65
YTD Gross Revenue	5,881,377.33
Prior Years TOTAL Gross Revenue	\$ 22,085,637.11
Known Past Due Amounts	\$ 66,509.94

Payors: BZL; Cloverdale Delivers; Old River Road;
Red Door Remedies; Seed2Soul; Cloverdale Wellness