



MEMORANDUM

TO: Board of Directors

FROM: General Manager

DATE: November 15, 2012

RE: Board Meeting Start Time

PLEASE NOTE:

The Start Time of 6:30 p.m. instead of 6:00 p.m. and also the meeting will take place on Thursday, November 29.



MEMORANDUM

TO: Board of Directors

FROM: General Manager

DATE: November 19, 2012

RE: Agenda Item #4 – November 29, 2012 Board Meeting

To Consider In-Kind Donation from Berding/Weil (ACTION)



MEMO

To: Bob Berggren, General Manager
From: Tina Young, Acting Recreation Superintendent
Date: November 19, 2012
Re: In-Kind Donation

I would like to request the board approve the \$1000 plus, in-kind donation of 67 pieces of furniture and fixtures donated by Berding & Weil LLP of Walnut Creek, to Pleasant Hill Recreation & Park District to be used at our NEW Teen, Senior, Community Center, and other District facilities. The list of nearly new items will take the place of some of the projected Bond Project FF&E items that has or will be eliminated from the list of purchases.

Donated items to Pleasant Hill Recreation & Park
from Berding & Weil LLP
2175 N. California Blvd. Suite 500, WC 94596
June 2012

ID No.	Quantity	Description
1	1	Oak Laminate Boat Shaped Conference Table - 6ft.
2	1	Cement Table
3	3	Cement Benches
4	1	Oak Desk (6' x 3')
5	1	Oak Credenza (6' x 18")
6	10	White Laminate Shelving
7	1	White Upper Cabinet - Laminate
8	6	Oak Desk (5' x 2-1/2')
9	1	Oak Octagonal Table
10	9	Oak Laminate Conference Tables (6' x 2 -1/2')
11	1	Oak Laminate Conference Media Table (5' x 2 1/2')
12	1	Oak Media Board
13	1	Oak Media Board
14	1	White Melamine Media Board
15	1	Oak Podium
16	3	Stackable Blue and Chrome Chairs
17	21	Stackable Blue and Chrome Chairs
18	2	36" 4 Drawer File Cabinet - Putty
19	1	Oak Conference Table - 7ft.
20	1	Oak Laminate Upper Shelf with Flip up door



MEMORANDUM

TO: Board of Directors

FROM: General Manager

DATE: November 15, 2012

RE: Agenda Item #5 – November 29, 2012 Board Meeting

Updates on Bond Projects

- a. Senior Center**
- b. Teen Center**
- c. Community Center**
- d. Pleasant Oaks Park**

The General Manager and staff will give updates on the bond projects.



MEMORANDUM

TO: Board of Directors

FROM: General Manager

DATE: November 15, 2012

RE: Agenda Item #8 – November 29, 2012 Board Meeting

Consent Calendar (ACTION)

- a. To Approve Bills to be Paid**
- b. To Approve Minutes of October 10, 2012 and November 7, 2012 (Special Board Meeting)**

<u>Check</u>	<u>Date</u>	<u>Vendor No</u>	<u>Vendor Name</u>	<u>Amount</u>	<u>Voucher</u>
17601	11/29/2012	ActNet	Active Network	1,300.00	000000
17602	11/29/2012	AllWast	Allied Waste Services #210	2,004.32	000000
17603	11/29/2012	AltFen	Alta Fence Company	33.60	000000
17604	11/29/2012	AmFidAs	American Fidelity Assurance	169.28	000000
17605	11/29/2012	Anderson	Anderson Carpet	16,164.00	000000
17606	11/29/2012	Antai	Antai Solutions LLC	5,750.00	000000
17607	11/29/2012	AshLum	Ashby Lumber Company, Inc.	682.20	000000
17608	11/29/2012	Astound	Astound Broadbound	6,495.21	000000
17609	11/29/2012	ATT3	ATT CALNET 2	725.15	000000
17610	11/29/2012	BankSac	Bank Of Sacramento Escrow Dept	6,525.29	000000
17611	11/29/2012	BayAlar	Bay Alarm Company	352.00	000000
17612	11/29/2012	BayArea	Bay Area Barricade Service Inc	95.10	000000
17613	11/29/2012	BillAce	Bill's Ace Hardware	386.45	000000
17614	11/29/2012	CaSt	California State Disbursement	297.00	000000
17615	11/29/2012	CCCFireP	Contra Costa County Fire Prote	215.00	000000
17616	11/29/2012	CCWat	Contra Costa Water District	572.02	000000
17617	11/29/2012	CenCon	Central Contra Costa Sanitary	9,061.69	000000
17618	11/29/2012	Cole	Cole Supply Co., Inc.	1,912.58	000000
17619	11/29/2012	CommPool	Commercial Pool Systems, Inc.	6,311.04	000000
17620	11/29/2012	ConFeed	Concord Feed & Pet Supply	251.54	000000
17621	11/29/2012	CornMar	Mark Cornelius	2,467.50	000000
17622	11/29/2012	Dahlin	Dahlin Group	17,890.49	000000
17623	11/29/2012	DelDen	PBIA	4,200.84	000000
17624	11/29/2012	DepJus3	Department Of Justice	74.00	000000
17625	11/29/2012	DesCon	Design Construction	69.70	000000
17626	11/29/2012	EBMUD	East Bay Mud	133.02	000000
17627	11/29/2012	Ed2go	Education To Go	311.25	000000
17628	11/29/2012	Elavon	Elavon	68.20	000000
17629	11/29/2012	Ewing	Ewing Irrigation	525.77	000000
17630	11/29/2012	FarWest	Farwest Sanitation	167.52	000000
17631	11/29/2012	FranTx	Franchise Tax Board	90.00	000000
17632	11/29/2012	GolGate	Golden Gate Group Tickets	3,328.00	000000
17633	11/29/2012	Grainger	Grainger	28.57	000000
17634	11/29/2012	KaisFou	File #73029 Kaiser Foundation Health Plan	33,547.59	000000
17635	11/29/2012	Legal S	Legal Shield	79.75	000000
17636	11/29/2012	MacAlv	Mac Alvey's Nursery	56.89	000000
17637	11/29/2012	Matrisc	Matriscope Engineering Labs	10,502.80	000000
17638	11/29/2012	McFadden	McFadden Construction	58,727.62	000000
17639	11/29/2012	McInerne	McInerney & Dillon	7,950.00	000000
17640	11/29/2012	MDUSD2	MDUSD	2,939.00	000000
17641	11/29/2012	MobiMod	Mobile Modular Mngmnt Corp	303.10	000000
17642	11/29/2012	MoorTrac	Moore Tractor Co.	7,888.35	000000
17643	11/29/2012	National	National Construction Rentals	3,120.52	000000
17644	11/29/2012	PaciGen	Pacific General Engineering	25,957.00	000000
17645	11/29/2012	PCCI	PCCI	2,224.34	000000
17646	11/29/2012	PERS	PERS	14,357.04	000000
17647	11/29/2012	PleaHill	Pleasant Hill Rec & Park Distr	100,484.22	000000
17648	11/29/2012	PoulRit	Rita Poulsen	50.00	000000
17649	11/29/2012	ProfRoy	Roy Profido	192.00	000000
17650	11/29/2012	Pruden	Prudential Municipal Pool/	1,298.30	000000
17651	11/29/2012	PurcRh	PRA Group	3,210.00	000000
17652	11/29/2012	RilKor	Korey Riley	130.98	000000
17653	11/29/2012	RJM	RJM	5,133.75	000000
17654	11/29/2012	SandSaf	Sanderson Safety Supply Co	334.85	000000
17655	11/29/2012	SiePac	Sierra Pacific Tours	2,310.00	000000
17656	11/29/2012	Spinitar	Spinitar	36,027.59	000000

<u>Check</u>	<u>Date</u>	<u>Vendor No</u>	<u>Vendor Name</u>	<u>Amount</u>	<u>Voucher</u>
17657	11/29/2012	TheColl	The Collaborative Dog, LLC	96.00	000000
17658	11/29/2012	Travel	Travel Center, Tours & Travel	250.00	000000
17659	11/29/2012	Turflnd	Turf & Industrial Equipment	649.23	000000
17660	11/29/2012	USBank	U.S. Bank	2,084.48	000000
17661	11/29/2012	VSP	PBIA	59.55	000000

			CHECK TOTAL:	\$408,623.28	



**Board of Directors Meeting Minutes
November 7, 2012
DRAFT**

The November 7, 2012 Special Board Meeting of the Pleasant Hill Recreation & Park District Board of Directors was called to order by Board Chair Donaghu at 5:09 p.m. in the Conference Room at the Administration Office. Donaghu announced that the Board met in closed session but no action was taken.

PLEDGE OF ALLEGIANCE

Board Chair Donaghu led the Pledge of Allegiance.

ROLL CALL

BOARD PRESENT: Donaghu, Sterrett, Shepard

ABSENT: Bonato, Glover

STAFF PRESENT: Berggren, Lischeske

PUBLIC COMMENT

No public comment.

TO CONSIDER CONTRACT OPTIONS FOR SENIOR CENTER FLOOR'S CONCRETE VAPOR TREATMENT (ACTION)

No Action was taken on this item.

ADJOURNMENT

Board Chair Donaghu adjourned the meeting at 6:04 p.m.

Robert B. Berggren, Clerk of the Board



Board of Directors Meeting Minutes October 10, 2012 DRAFT

The October 10, 2012 Board Meeting of the Pleasant Hill Recreation & Park District Board of Directors was called to order by Board Chair Donaghu at 6:10 p.m. in the Conference Room at the Administration Office. Donaghu announced that the Board met in closed session but no action was taken.

PLEDGE OF ALLEGIANCE

Board Chair Donaghu led the Pledge of Allegiance.

ROLL CALL

BOARD PRESENT: Donaghu, Bonato, Shepard

ABSENT: Sterrett, Glover

STAFF PRESENT: Berggren, Blair, Luke, Hunn, Miller, Young

PUBLIC COMMENT

No public comment.

TO CONSIDER RESOLUTION 2012-10-10 WITH MUNICIPAL FINANCE CORPORATION FOR FINANCING \$300,000 FOR THE ACQUISITION OF FURNISHINGS AND EQUIPMENT FOR BOND PROJECTS (ACTION)

At the August 22, 2012 Board Meeting the Board approved awarding the furniture bid for the Senior Center for \$310,661. At that time the General Manager was recommending that part of the furniture, fixtures and equipment be funded by securing a CSDA loan for \$500,000. At the September 12, 2012 Board Meeting the Board approved utilizing \$200,000 in Special District Reserve Funds, thus reducing the loan amount to \$300,000. CSDA utilizes the Municipal Finance Corporation, which is a separate corporation from CSDA, for arranging and securing loans for Special Districts in the State of California. The District has utilized the Municipal Finance Corporation for short term loans on two occasions: in 1995 for District facility renovations along with a District wide phone system, and again in 2002 for repair of the roof at the Pleasant Hill Community Center. Marty Synder, attorney with Synder and Hunter has reviewed the installment documents for the loan and will submit a letter to the Municipal Finance Corporation after the proposed Resolution has been approved by the Board.

Shepard asked what funds were agreed to utilize for the \$200,000 difference needed. It was explained by Accounting Supervisor Blair that the funds will be taken from the Capital Projects Funds, and the Reserve Funds. Nothing will be taken from the Computer Funds. Blair said some money will be left in the Reserve Funds for future needs.

Donaghu questioned the wording about the Bond rating in the Resolution. The General Manager explained that the Bond Rating is based on combining other Special Districts with our own. Donaghu asked if one District were to default on their Bond if that would affect the Bond rating. The General Manager explained that this would not have an effect on the rating.

Due to the absence of two of the Board members it was decided to table this agenda item to the October 24, 2012 Board Meeting.

REPORT ON CURRENT FUNDRAISING ACTIVITIES AND GIFT TOTALS

The General Manager reviewed the updated revenue and expense summary from October 2, 2012. He announced that fundraising efforts are continuing in a positive manner, and that revenue has increased from the last report.

Donaghu asked if there has been anyone looking into the Little House to give us an amount of what it might be worth. The General Manager stated that he had Flaskerud's with ReMax look at the property and they valued the property at \$250,000. He said they based this price on comparables in the neighborhood.

Shepard commented on the amount on the report showing the total amount still needed to fundraise. She does not think the loan amount should be deducted from the amount that still is in need of being raised. She feels it would be better to state that the District is borrowing \$300,000. She questioned how the money that is raised will be shown as going back into the reserve fund. The General Manager explained that if there were more fundraising money collected the District would not have to use the full \$200,000 from the Reserve Funds. However, the CSDA loan will still continue for 7 years. If the District does receive more fundraising money, the Board will need to make the decision as to whether to pay down a debt that the District is paying interest on. Bonato feels that the District would probably pay down the loan if we are doing well on the fundraising efforts.

The Board members questioned as to whether the District could prepay on the CSDA loan. Bonato would like to discuss the terms of the loan at the next meeting.

TO CONSIDER GARDEN STUDY CLUB NAMING OF THE SENIOR CENTER COURTYARD (ACTION)

Originally the District assigned the contribution price for the Senior Center Courtyard at \$25,000. Once the plans were completed by Architect Steve Hariman he said this small area was a break from the long hallway and a spot to have a nice garden setting. Based on this new information it was felt by District staff that the \$25,000 contribution price for the area was too high.

The Pleasant Hill Garden Club met with District staff to take a look at the Senior Center site for contribution ideas. Staff indicated to the Garden Club that they would consider \$3,000 for the 16' X 5' X 15' courtyard area. They asked if they could have their Club's name on that area for \$2,500. Staff is bringing this to the Board with the recommendation to allow the Pleasant Hill Garden Study Club to name the Senior Center Courtyard area in the amount of \$2,500.

Bonato found the concept unacceptable of letting groups or individuals name a price for areas that they would like to contribute to. She does not think it is fair to those who have given the full amount for naming opportunities based on the original pricing developed by the District. Bonato expressed that in general she feels the naming opportunity is not equitable and that other pricing should be revisited. Bonato asked staff to come back to the Board with a list of naming opportunities within the \$2,500 price range.

Shepard stated that she feels the Garden Study Club makes a lot of money from their annual parking lot sale which is held at the Districts Winslow Center Facility. She acknowledged that they do pay the District a rental fee for the event, but it still does quite well for their club and she feels they have the capability to contribute more than \$2,500. She would like to see them do something larger for the courtyard area at the new Community Center.

It was decided to table this agenda item to the October 24, 2012 Board Meeting.

Acting Recreation Superintendent Tina Young gave the following updates for upcoming fundraising events:

- The Teen Center Grand Opening events are coming together with entertainment at both the VIP reception on October 17, 2012 and the official Grand Opening on October 20, 2012. We have 9 community sponsors for the BBQ portion of the October 20, 2012 Grand Opening. Thank you to Steve Wallace and the Pleasant Hill Rotary for their contributions to the BBQ.
- Celebrity Bingo will be held October 23rd from 5:30pm – 8:00pm at Hillcrest Church. Hillcrest is donating the space for us to use for the event. Advertising for this event has been done via e-news, the Chamber website and Face Book. There are “surprise” celebrity bingo callers confirmed for each of the 8 games to be played that evening. To date there are four game sponsors at \$50 each and over 30 auction prizes donated by local businesses.
- The Wine Tasting Fundraiser is scheduled for November 11th from 3:00pm-6:00pm at the new Teen Center. The cost is \$25 per person for 6 tastings. We are anticipating an attendance of 100 people. There are wines donated so far from Climbing Monkey, Do Good Vines, Kinders, and a local wine distributor.

Bonato commented that she did not feel that during an election time local candidates should be included in the District’s fundraising events. The rest of the Board agreed commenting that it would give candidates an opportunity to be at a public event during election time which could be seen as an unfair advantage to other candidates.

UPDATES ON BOND PROJECTS

The General Manager made the following comments:

SENIOR CENTER

- Floors at the Senior Center are getting cleaned in preparation for compacting.
- Finishings and casework at the Senior Center are complete.
- The Senior Center passed the moisture test.
- Landscaping at the Senior Center is almost complete.
- Paving will begin at the Little House next week.

TEEN CENTER

- Health and Fire Inspections will take place tomorrow at the Teen Center.
- Substantial Completion Certificate was issued for the Teen Center.
 - a. Have keys
 - b. Insured through CAPRI
 - c. The punch list items are being worked on
 - d. Furniture has begun to arrive, and there should be more next week.
- The VIP Opening for the Teen Center will be October 17, 2012 at 6:30 PM, and the Grand Opening will be October 20, 2012 at 11:00 AM.

COMMUNITY CENTER

- The rebar is arriving for the Community Center so that work can begin.
- The footings will be poured at the Community Center in about 2 weeks.
- The Fire Hydrant on Taylor Blvd. will be installed by Contra Costa Water District next week.

PLEASANT OAKS PARK

- At the Planning Commission meeting last night for Pleasant Oaks Park the commission asked for a written agreement endorsement with MDUSD for the proposed improvement, a title report, and a Boundary Survey. The biggest part of the meeting was that the neighbors were there to express their opposition to the fence. After having the neighbors sign off on the City proposed petition, the Planning Commission decided that the petition was not acceptable and that either the EIR needs to be amended or there needs to be other alternatives to the fence. There will be an architectural review on October 18th, with the issue going back to the Planning Commission on October 23rd. Bonato who also attended the

Planning Commission meeting said that it was discussed at the meeting if there was a way to bring the fencing issue to the City without appealing the whole park plans.

After the General Manager finished the Bond Projects Update report, Bonato commented on how gorgeous the landscaping is around the Senior Center and the Teen Center.

Board Chair Donaghu started the regular board meeting at 7:10 p.m.

PUBLIC COMMENT

Steven Burch, resident of Pleasant Hill, commented on the condition of the Basketball Courts at Pleasant Hill Park. He has been playing on the courts for 17 years, but is currently worried about safety issues regarding the surface of the courts. He would like to see the court surface leveled and the lines re-painted. He wanted to raise awareness now to the Board so that the courts can be safely used by the youth in our community.

The General Manager will check on the Safety Site Inspection reports on this issue.

EX-OFFICIO MEMBER REPORT, GENESIS CASSIDY – COLLEGE PARK HIGH SCHOOL

- College Park Homecoming went very well.
- The Teen Council will be doing a See's Candy fundraiser.
- The Grand Opening for the Teen Center is on October 20th. Invitations have gone to local Middle Schools and High Schools. Fliers have also been given to the local private schools.

CONSENT CALENDAR (ACTION)

- a. **TO APPROVE BILLS TO BE PAID**
- b. **TO APPROVE MINUTES OF AUGUST 22, 2012**

Upon motion of Board Members Bonato & Shepard, the Board approved the Consent Calendar with the revisions to the August 22nd minutes.

REVIEW JUNE 30, 2012 FISCAL YEAR FINANCIAL REPORT

Accounting Supervisor Mark Blair was present to give a review of the June 30, 2012 fiscal year end financial report. Overview of the report included:

- Combined bottom line results for the General Fund and Landscaping & Lighting 6 Fund show a material improvement over the prior year. The combination of Landscaping & Lighting 6 and the General Fund is a profit of \$56,200 for the year. The total last year showed a loss of \$198,400. This is an improvement of \$254,600 over the year. This improvement resulted even with incurring a \$59,000 expense in the General Fund for a contribution to the Capital Projects Fund, and paying \$49,500 more in unemployment benefit costs. The District is self insured for Unemployment Claims and pays claims at actual rather than in the form of a payroll tax based on past claims.
- Tax Revenue (Secured, Unsecured and HOPTR) collected in the current year totaled \$2,449,200 compared to \$2,473,100 received in 2011. This represents a decline of about 1%. Bonato asked if the tax revenue figure is the final amount that we should expect for the year. Blair explained that it was.
- Overall Program Revenue for the current year is down by 12% compared to last year. The contributing factors to this were the Community Center and the Senior Center closures. The departments showing revenue increases were the Winslow Center, and Child Care. Bonato asked the General Manager if there will be budget adjustments in the calendar year with the two new

buildings coming online. The General Manager explained that the budget will be updated throughout the year.

- Overall Program Expenses for the current year were down by \$505,000. This is due to staff and expense reductions from site closures and program reductions.
- The Athletic and Teen departments were separated into individual departments making comparisons to the prior year difficult. The collective improvement in these two departments was \$14,500.
- Combining the Parks and the Landscaping & Lighting 6 accounts also makes comparisons to the prior year in this area more difficult. The combined results are an increase in the net loss of \$34,000 over the prior year.

Bonato asked about overall budget projections for the upcoming year. Blair explained that the District still has an \$82,000 negative net worth in our General Fund unrestricted balance deficit. If the 2012-13 budget projection is achieved the District will still have a small negative net worth to begin the 2013-14 fiscal year. Bonato was happy to see the revenue up in the Athletics Department. She is appreciative of the fact that staff has found ways to maintain quality programs and facilities in tough budget times.

Shepard asked about the anticipated staffing needs for the new Teen Center and how this will affect the budget. Acting Recreation Superintendent Tina Young explained that the staffing needs for the program will depend on the participation numbers.

REPORT ON RECENT PENSION REFORM BILL APPROVED BY THE GOVERNOR AND THE LEGISLATURE

Accounting Supervisor Mark Blair reviewed the California Public Employees Pension Reform Act of 2012. These are mandated changes that target cost savings for pension costs for Public Employees. Most of the changes only apply to "new employees" and all changes go into effect on Jan 1, 2013. The following changes will impact the District:

- Defined Benefit Pensionable Compensation Cap- Establishes a cap on the amount of pay for all new members that can be used to the Social Security Wage index limit. The District currently has no cap and only has 1 employee over this threshold limit.
- Non-Safety Retirement Ages and Formulas- Mandates the formula for retirement to be a 2% at age 62 plan. The District currently has two plans, 2% at 55 for employees hired prior to 7/1/11, and 2% at 60 for those hired after 7/1/11.
- Required Employee Contributions- Requires employee contributions to the plan equal to one-half of the normal costs. Currently District employees contribute 4.25% of the 19.41% contribution.
- Final Compensation Period- Requires that final compensation be defined as the highest average annual compensation over a consecutive three-year period.
- Final Compensation Elements- Prohibits the inclusion of certain types of pay from being used to calculate the retirement benefit. The items excluded are: pay for unused leave or time off, pay for work outside of normal hours, vehicle allowances, etc. Currently all paid compensation qualifies for benefit calculation.
- Elimination of Pension Holidays (**current employees**) - Requires inclusion of all Holidays into the contribution calculation for both employees and employers. These can be rescinded if the plan becomes super funded. Currently Holiday pay is not included.
- Retiree Restrictions (**current employees**)- Prohibits post-retirement employment from exceeding 960 hours in a consecutive 12 month period. If a retiree received unemployment benefits he/she is prohibited from working for 12 months for a public employer. Prohibits a person who retires on or after 1/1/13 from working for a public employer for a period of 180 days after retirement unless the action is approved in an open meeting. Currently the 960

hour restriction uses a fiscal year period as the measuring gauge and there is no restriction period for a retiree to begin working.

Blair explained that the Board will be asked to pass a resolution to create the mandated 3rd tier in the reform act.

BOARD ANNOUNCEMENTS AND REQUESTS TO STAFF

Bonato made the following announcements/questions:

- Asked if there will be a final report on the Blues & Brews event. The General Manager said it would be on the next agenda.
- She complimented staff on the District's booth at the Pleasant Hill Art Jazz & Wine event on October 6th and 7th.

STAFF ANNOUNCEMENTS

The General Manager made the following announcements:

- He is checking on the closed session start time for the next Board Meeting.

ADJOURNMENT

Board Chair Donaghu adjourned the meeting at 7:58 p.m.

Robert B. Berggren, Clerk of the Board



MEMORANDUM

TO: Board of Directors

FROM: General Manager

DATE: November 15, 2012

RE: Agenda Item #9 – November 29, 2012 Board Meeting

Review of District's Computer Services with Richard Miller with Ontai

BACKGROUND

Richard Miller of Ontai took over the IT duties from Marilyn Wojcik in January, 2012. The Board asked that there will be a review after six months. Richard Miller of Ontai will be on hand to give an update on the services provided the District from Ontai. Enclosed in your packet is information from Richard Miller of Ontai. The contract the District has with Ontai pays \$6,859/month or annually \$82,308.

To summarize the District's position, we are very pleased with the services of Richard Miller and his staff from Ontai providing support to the District's hardware and software programs. They have been very responsive in handling problems and educating our staff on issues that can be resolved. I appreciate Richard's recommendations and implementations in restricting District computers to unauthorized sites. They have been extremely helpful in making recommendations for the new projects including the Teen Center, Senior Center, and Community Center. Richard Miller and Ontai are involved with the Pleasant Hill's network system which is a necessary conduit to our system interacting with the City's computer hardware.

ONTAI

Service Ticket List

For Period: 2/1/2012 - 7/31/2012

Show: All Records
 Current Status: ALL
 Type: ALL
 Age: ALL
 Source: ALL
 Priority: ALL
 Include Time Entry Details: No

Location: ALL
 Department: ALL
 Board: ALL
 Filter Date by: Open Date
 Sort by: Age
 Company: Pleasant Hill Recreation
 Details: Summary

Company Name	Ticket #	Summary	Date Entered	Age	Status
Pleasant Hill Recreation	152	Khuff cannot complete PowerPoint Presentation	2/7/2012	0	>Closed
Pleasant Hill Recreation	178	Mapped S: drive missing on Senior Center Volunteer desktop	2/9/2012	0	>Closed
Pleasant Hill Recreation	181	Firefox won't open for Jessie Wusthoff	2/9/2012	0	>Closed
Pleasant Hill Recreation	352	Quickbooks Popup	2/10/2012	0	>Closed
Pleasant Hill Recreation	574	Dotie Jones calls in - deleted files on Common Drive - FS2	2/12/2012	0	>Closed
Pleasant Hill Recreation	617	LT - Offline Master Computers:6458 - PHREC-AD2 146 PHREC-AD2	2/13/2012	0	>Closed
Pleasant Hill Recreation	618	LT - Offline Master Computers:6458 - PHREC-FS2 147 PHREC-FS2	2/13/2012	0	>Closed
Pleasant Hill Recreation	619	LT - Offline Master Computers:6458 - PHREC-EX1 149 PHREC-EX1	2/13/2012	0	>Closed
Pleasant Hill Recreation	620	LT - Offline Master Computers:6458 - PHREC-AD1 152 PHREC-AD1	2/13/2012	0	>Closed
Pleasant Hill Recreation	623	LT - Offline Master Computers:6458 - SCCOORDINATER 224 SCCOORDINATER	2/13/2012	0	>Closed
Pleasant Hill Recreation	635	LT - Offline Master Computers:6458 - PHREC-TS1 148 PHREC-TS1	2/14/2012	0	>Closed
Pleasant Hill Recreation	644	User Account Settings	2/14/2012	0	>Closed
Pleasant Hill Recreation	653	LT - Offline Master Computers:6458 - SCCOORDINATER 224 SCCOORDINATER	2/14/2012	0	>Closed
Pleasant Hill Recreation	663	LT - Offline Master Computers:6458 - SCCOORDINATER 224 SCCOORDINATER	2/15/2012	0	>Closed
Pleasant Hill Recreation	664	LT - Offline Master Computers:6458 - SCCOORDINATER 224 SCCOORDINATER	2/15/2012	0	>Closed
Pleasant Hill Recreation	677	LT - Offline Master Computers:6458 - PHREC-TS1 148 PHREC-TS1	2/16/2012	0	>Closed
Pleasant Hill Recreation	678	Exchange server is not responding	2/16/2012	0	>Closed
Pleasant Hill Recreation	679	Exchange Server is back.	2/16/2012	0	>Closed
Pleasant Hill Recreation	683	passwords for Tom Bradley	2/16/2012	0	>Closed
Pleasant Hill Recreation	685	LT - Offline Master Computers:6458 - SCCOORDINATER 224 SCCOORDINATER	2/16/2012	0	>Closed
Pleasant Hill Recreation	688	Windows blocking POS in Active Net	2/16/2012	0	>Closed
Pleasant Hill Recreation	698	LT - Offline Master Computers:6458 - SCCOORDINATER 224 SCCOORDINATER	2/17/2012	0	>Closed
Pleasant Hill Recreation	711	LT - Offline Master Computers:320 - PHREC-FS2 147 PHREC-FS2	2/18/2012	0	>Closed
Pleasant Hill Recreation	717	LT - Offline Master Computers:6458 - SCCOORDINATER 224 SCCOORDINATER	2/18/2012	0	>Closed

Pleasant Hill Recreation	720 LT - Offline Master Computers:6458 - SCCOORDINATER 224 SCCOORDINATER	2/19/2012	0 >C
Pleasant Hill Recreation	728 LT - Offline Master Computers:6458 - SCCOORDINATER 224 SCCOORDINATER	2/20/2012	0 >Closed
Pleasant Hill Recreation	729 LT - Offline Master Computers:6458 - SCCOORDINATER 224 SCCOORDINATER	2/20/2012	0 >Closed
Pleasant Hill Recreation	789 LT - Offline Master Computers:6458 - SCCOORDINATER 224 SCCOORDINATER	2/21/2012	0 >Closed
Pleasant Hill Recreation	795 LT - Offline Master Computers:320 - PHREC-EX1 149 PHREC-EX1 SCCOORDINATER	2/22/2012	0 >Closed
Pleasant Hill Recreation	798 LT - Offline Master Computers:320 - PHREC-FS2 147 PHREC-FS2 SCCOORDINATER	2/22/2012	0 >Closed
Pleasant Hill Recreation	834 Update Terminal Server with SpringBrook Patch	2/22/2012	0 >Closed
Pleasant Hill Recreation	3276 Security Warning	2/28/2012	0 >Closed
Pleasant Hill Recreation	4896 I can't print - Susie	3/20/2012	0 >Closed
Pleasant Hill Recreation	4924 change password	3/26/2012	0 >Closed
Pleasant Hill Recreation	5012 Kory wants to know if FF and IE can be set to never save password	4/2/2012	0 >Closed
Pleasant Hill Recreation	5015 No cursor for shelia G	4/2/2012	0 >Closed
Pleasant Hill Recreation	5016 install arabat x for cathy at winflow.	4/2/2012	0 >Closed
Pleasant Hill Recreation	5035 Kory wants a printer for the pool office PC and websense for that pc and test that datacard printer	4/4/2012	0 >Closed
Pleasant Hill Recreation	5036 fix blinking cursor on ts1 by clearing cookies and saved data	4/4/2012	0 >Closed
Pleasant Hill Recreation	5039 Bob was having an issue with google maps	4/4/2012	0 >Closed
Pleasant Hill Recreation	5045 Printing to HP6980	4/5/2012	0 >Closed
Pleasant Hill Recreation	5122 Outlook Script Error	4/13/2012	0 >Closed
Pleasant Hill Recreation	5908 Copy Machine	4/24/2012	0 >Closed
Pleasant Hill Recreation	6680 Perf - NIC Packets Received Errors:18996 - W7ADULTSPRTS 217 Network Interface-Packets Received Error	5/29/2012	0 >Closed
Pleasant Hill Recreation	28758 UPDATES - Empty Patch Window:15761 - ADULTSPORTS 221 221	5/30/2012	0 >Closed
Pleasant Hill Recreation	36052 UPTIME - Over 1 Month Without Reboot:164 - SCVOLUNTEERW7 278 SCVOLUNTEERW7	5/30/2012	0 >Closed
Pleasant Hill Recreation	101410 UPDATES - Out of Date:175 - LITTLEHOUSE1-PC 280 04/10/2012 11:48:34	6/2/2012	0 >Closed
Pleasant Hill Recreation	204968 helpd katrina with the wireless	6/8/2012	0 >Closed
Pleasant Hill Recreation	209888 Service gpsvc is Service gpsvc is Stopped for PHREC-TS1	7/13/2012	0 >Closed
Pleasant Hill Recreation	209890 The Computer W7BOBPC was detected that it needs a reboot.	7/13/2012	0 >Closed
Pleasant Hill Recreation	209891 The Computer W7TEENS was detected that it needs a reboot.	7/13/2012	0 >Closed
Pleasant Hill Recreation	210189 Disk Cleanup for ACCOUNTASST	7/17/2012	0 >Closed
Pleasant Hill Recreation	210262 Service MSeXchangeSA is for PHREC-EX1	7/18/2012	0 >Closed
Pleasant Hill Recreation	210756 The Computer PHREC-AD2 was detected that it needs a reboot.	7/23/2012	0 >Closed
Pleasant Hill Recreation	210757 The Computer PHREC-AD1 was detected that it needs a reboot.	7/23/2012	0 >Closed

Pleasant Hill Rec. jn	211050 Service MSEXch A is for PHREC-EX1	7/25/2012	0 >C
Pleasant Hill Recreation	211309 The Computer W7CARRIE was detected that it needs a reboot.	7/27/2012	0 >Closed
Pleasant Hill Recreation	211311 The Computer SCVOLUNTEERW7 was detected that it needs a reboot.	7/27/2012	0 >Closed
Pleasant Hill Recreation	211317 The Computer W7TREASURY was detected that it needs a reboot.	7/27/2012	0 >Closed
Pleasant Hill Recreation	211443 The Computer W7TEENS was detected that it needs a reboot.	7/28/2012	0 >Closed
Pleasant Hill Recreation	211444 The Computer W7AQUATICSSUP was detected that it needs a reboot.	7/28/2012	0 >Closed
Pleasant Hill Recreation	211446 The Computer W7BOBPC was detected that it needs a reboot.	7/28/2012	0 >Closed
Pleasant Hill Recreation	211460 The Computer SCCOORDINATER was detected that it needs a reboot.	7/28/2012	0 >Closed
Pleasant Hill Recreation	211585 The Computer SCRECEPTIONW7 was detected that it needs a reboot.	7/29/2012	0 >Closed
Pleasant Hill Recreation	207830 Remapped errored printer	6/25/2012	0 >Closed
Pleasant Hill Recreation	209071 adobeflashplayerrequest	7/3/2012	0 >Closed
Pleasant Hill Recreation	210229 sameproblem	7/17/2012	0 >Closed
Pleasant Hill Recreation	211222 password for Stan Wong	7/26/2012	0 >Closed
Pleasant Hill Recreation	6614 The Computer SCVOLUNTEERW7 was detected that it needs a reboot.	5/29/2012	0 >Closed
Pleasant Hill Recreation	6616 The Computer SCTRIPCOWD7 was detected that it needs a reboot.	5/29/2012	0 >Closed
Pleasant Hill Recreation	6617 The Computer W7TEENS was detected that it needs a reboot.	5/29/2012	0 >Closed
Pleasant Hill Recreation	6620 The Computer W7ADULTSPRTS was detected that it needs a reboot.	5/29/2012	0 >Closed
Pleasant Hill Recreation	6627 The Computer W7TREASURY was detected that it needs a reboot.	5/29/2012	0 >Closed
Pleasant Hill Recreation	6629 The Computer SCRECEPTIONW7 was detected that it needs a reboot.	5/29/2012	0 >Closed
Pleasant Hill Recreation	6632 The Computer W7BOBPC was detected that it needs a reboot.	5/29/2012	0 >Closed
Pleasant Hill Recreation	6678 Service Netman is Service Netman is Stopped for W7TEENS	5/29/2012	0 >Closed
Pleasant Hill Recreation	7219 Service Netman is Service Netman is Stopped for SCRECEPTIONW7	5/29/2012	0 >Closed
Pleasant Hill Recreation	7221 Service Netman is Service Netman is Stopped for SCVOLUNTEERW7	5/29/2012	0 >Closed
Pleasant Hill Recreation	7350 Service Netman is Service Netman is Stopped for SCTRIPCOWD7	5/29/2012	0 >Closed
Pleasant Hill Recreation	7383 Service Netman is Service Netman is Stopped for W7BOBPC	5/29/2012	0 >Closed
Pleasant Hill Recreation	8188 Service labync is Stopped for PHREC-TS1	5/29/2012	0 >Closed
Pleasant Hill Recreation	36153 Disk Cleanup for ACCOUNTSUP	5/30/2012	0 >Closed
Pleasant Hill Recreation	36157 Disk Cleanup for W7SPARER1	5/30/2012	0 >Closed
Pleasant Hill Recreation	36160 Disk Cleanup for ACCOUNTASST	5/30/2012	0 >Closed
Pleasant Hill Recreation	48064 Service Netman is Service Netman is Stopped for W7SCCAREMGR	5/30/2012	0 >Closed

Pleasant Hill Recreation	49605	Service Netman is Stopped for W7TREASURY	5/30/2012	0	>Closed
Pleasant Hill Recreation	53820	Service Netman is Stopped for MAINPOOL	5/30/2012	0	>Closed
Pleasant Hill Recreation	63811	Disk Cleanup for MAINPOOL	5/31/2012	0	>Closed
Pleasant Hill Recreation	66266	Service labnvc is Stopped for PHREC-TS1	6/1/2012	0	>Closed
Pleasant Hill Recreation	81893	Service Netman is Stopped for W7SCCAREMGR	6/1/2012	0	>Closed
Pleasant Hill Recreation	83956	Service Netman is Stopped for SCVOLUNTEERW7	6/1/2012	0	>Closed
Pleasant Hill Recreation	207087	Disk Cleanup for SCTRIPCORDW7	6/20/2012	0	>Closed
Pleasant Hill Recreation	207108	Service MExchangeSA is for PHREC-EX1	6/20/2012	0	>Closed
Pleasant Hill Recreation	207166	Service Netman is Stopped for W7TREASURY	6/20/2012	0	>Closed
Pleasant Hill Recreation	207288	Service Netman is for SCRECEPTIONW7	6/21/2012	0	>Closed
Pleasant Hill Recreation	207289	Service Netman is for W7SCDIRECTOR	6/21/2012	0	>Closed
Pleasant Hill Recreation	207291	Service Netman is for W7CARRIE	6/21/2012	0	>Closed
Pleasant Hill Recreation	207292	Service Netman is for SCTRIPCORDW7	6/21/2012	0	>Closed
Pleasant Hill Recreation	207293	Service Netman is for W7TREASURY	6/21/2012	0	>Closed
Pleasant Hill Recreation	207294	Service Netman is for SCVOLUNTEERW7	6/21/2012	0	>Closed
Pleasant Hill Recreation	207329	Service Netman is Stopped for W7BOBPC	6/21/2012	0	>Closed
Pleasant Hill Recreation	207355	The Computer W7AQUATICSSUP was detected that it needs a reboot.	6/22/2012	0	>Closed
Pleasant Hill Recreation	207379	Service Netman is Stopped for W7AQUATICSSUP	6/22/2012	0	>Closed
Pleasant Hill Recreation	207400	Service Netman is Stopped for LITTLEHOUSE4-PC	6/22/2012	0	>Closed
Pleasant Hill Recreation	207560	Disk Cleanup for LITTLEHOUSE4-PC	6/23/2012	0	>Closed
Pleasant Hill Recreation	207900	Disk Cleanup for ACCOUNTSUP	6/26/2012	0	>Closed
Pleasant Hill Recreation	207978	Service Netman is Stopped for W7SCCAREMGR	6/26/2012	0	>Closed
Pleasant Hill Recreation	208045	Disk Cleanup for W7TEENS	6/27/2012	0	>Closed
Pleasant Hill Recreation	208046	Disk Cleanup for W7SCDIRECTOR	6/27/2012	0	>Closed
Pleasant Hill Recreation	208143	Service Netman is Stopped for W7SCCAREMGR	6/27/2012	0	>Closed
Pleasant Hill Recreation	208323	Service Netman is Stopped for MAINPOOL	6/28/2012	0	>Closed
Pleasant Hill Recreation	208344	Service Netman is Stopped for ACCOUNTASST	6/28/2012	0	>Closed
Pleasant Hill Recreation	208475	Disk Cleanup for W7PHRDPDOEXEC	6/29/2012	0	>Closed
Pleasant Hill Recreation	208521	Service Netman is Stopped for MAINPOOL	6/29/2012	0	>Closed
Pleasant Hill Recreation	208567	Service Netman is Stopped for W7ADULTSPRRTS	6/29/2012	0	>Closed
Pleasant Hill Recreation	208676	Disk Cleanup for W7SPARERM1	6/30/2012	0	>Closed

Pleasant Hill Recreation	208850	Service Netman is Stopped for ACCOUNTASST	7/2/2012	0	>Closed
Pleasant Hill Recreation	208903	Service Netman is Stopped for W7ADULTSPRTS	7/2/2012	0	>Closed
Pleasant Hill Recreation	208977	Disk Cleanup for W7ADULTSPRTS	7/3/2012	0	>Closed
Pleasant Hill Recreation	208984	Disk Cleanup for W7SCDIRECTOR	7/3/2012	0	>Closed
Pleasant Hill Recreation	209135	Disk Cleanup for W7SCCAREMGR	7/4/2012	0	>Closed
Pleasant Hill Recreation	209203	Service Netman is for W7SCCAREMGR	7/5/2012	0	>Closed
Pleasant Hill Recreation	209251	Service Netman is Stopped for MAINPOOL	7/5/2012	0	>Closed
Pleasant Hill Recreation	209254	Service Netman is Stopped for LITTLEHOUSE4-PC	7/5/2012	0	>Closed
Pleasant Hill Recreation	209303	The Computer SCCOORDINATER was detected that it needs a reboot.	7/6/2012	0	>Closed
Pleasant Hill Recreation	209304	The Computer SCRECEPTIONW7 was detected that it needs a reboot.	7/6/2012	0	>Closed
Pleasant Hill Recreation	209308	The Computer W7TREASURY was detected that it needs a reboot.	7/6/2012	0	>Closed
Pleasant Hill Recreation	209309	The Computer SCVOLUNTEERW7 was detected that it needs a reboot.	7/6/2012	0	>Closed
Pleasant Hill Recreation	209338	Disk Cleanup for W7SCCAREMGR	7/6/2012	0	>Closed
Pleasant Hill Recreation	209345	Service Netman is Stopped for SCRECEPTIONW7	7/6/2012	0	>Closed
Pleasant Hill Recreation	209346	Service Netman is Stopped for W7TREASURY	7/6/2012	0	>Closed
Pleasant Hill Recreation	209348	Service Netman is Stopped for SCVOLUNTEERW7	7/6/2012	0	>Closed
Pleasant Hill Recreation	209639	Service Netman is Stopped for LITTLEHOUSE4-PC	7/9/2012	0	>Closed
Pleasant Hill Recreation	209677	Service Netman is Stopped for W7TREASURY	7/9/2012	0	>Closed
Pleasant Hill Recreation	654	LT - Offline Master Computers:6458 - ACCOUNTSUP 201 ACCOUNTSUP	2/14/2012	1	>Closed
Pleasant Hill Recreation	671	LT - Offline Master Computers:6458 - SCCOORDINATER 224 SCCOORDINATER	2/15/2012	1	>Closed
Pleasant Hill Recreation	746	Quick Books not working. Produc information / Registered invoice	2/21/2012	1	>Closed
Pleasant Hill Recreation	4611	Losing connection to Microsoft Exchange	3/1/2012	1	>Closed
Pleasant Hill Recreation	4730	Emails	3/8/2012	1	>Closed
Pleasant Hill Recreation	4884	map network drive	3/15/2012	1	>Closed
Pleasant Hill Recreation	4886	No Curser today again	3/19/2012	1	>Closed
Pleasant Hill Recreation	4888	Help Cathy at Winslow unprotect her pdf forms	3/20/2012	1	>Closed
Pleasant Hill Recreation	4906	why are we getting this	3/22/2012	1	>Closed
Pleasant Hill Recreation	5003	install frontpage on TS for shella	4/2/2012	1	>Closed
Pleasant Hill Recreation	5004	create a IE64 activenet icon on ts desktop	4/2/2012	1	>Closed
Pleasant Hill Recreation	5021	install acrobat x at winslow center	4/2/2012	1	>Closed
Pleasant Hill Recreation	5089	Lost Outlook Web App functionality	4/10/2012	1	>Closed

Pleasant Hill Recreation	204924	Install printers. e trip laptops	6/7/2012	1 >
Pleasant Hill Recreation	204925	Help Andi at the winslow turn a pdf into a doc	6/7/2012	1 >Closed
Pleasant Hill Recreation	204928	Jessie W needs the stud font	6/7/2012	1 >Closed
Pleasant Hill Recreation	204953	datacard printer fix at pool	6/7/2012	1 >Closed
Pleasant Hill Recreation	209638	Computer Won't turn on	7/9/2012	1 >Closed
Pleasant Hill Recreation	210887	VPN client	7/23/2012	1 >Closed
Pleasant Hill Recreation	211135	Websites	7/25/2012	1 >Closed
Pleasant Hill Recreation	141	02/02/2012 - Thursday - PH-Rec	2/6/2012	2 >Closed
Pleasant Hill Recreation	721	LT - Offline Master Computers:6458 - GIS2 9 GIS2	2/19/2012	2 >Closed
Pleasant Hill Recreation	722	LT - Offline Master Computers:320 - GIS2 9 GIS2	2/19/2012	2 >Closed
Pleasant Hill Recreation	4614	Win Term Trouble	3/1/2012	2 >Closed
Pleasant Hill Recreation	4700	Not receiving some emails	3/7/2012	2 >Closed
Pleasant Hill Recreation	5073	Virtual Clone Drive	4/9/2012	2 >Closed
Pleasant Hill Recreation	5080	Question for Rich... Adobe Contribute? Frontpage will be used.	4/10/2012	2 >Closed
Pleasant Hill Recreation	5088	Next visit? IE pdf plugin. New ticket was created.	4/10/2012	2 >Closed
Pleasant Hill Recreation	5909	Banners to Xerox Machine	4/24/2012	2 >Closed
Pleasant Hill Recreation	207828	Reboot message	6/25/2012	2 >Closed
Pleasant Hill Recreation	210484	missing printer on remote desktop	7/19/2012	2 >Closed
Pleasant Hill Recreation	146	Terminal Server Running Slow , Excessive CPU - users cannot use apps	2/7/2012	3 >Closed
Pleasant Hill Recreation	567	Outlook Frozen	2/10/2012	3 >Closed
Pleasant Hill Recreation	897	Active Net website	2/24/2012	3 >Closed
Pleasant Hill Recreation	4598	firefox not working	2/29/2012	3 >Closed
Pleasant Hill Recreation	4606	New Outlook Issue	2/29/2012	3 >Closed
Pleasant Hill Recreation	4608	St. Andrew's Internet	2/29/2012	3 >Closed
Pleasant Hill Recreation	4887	release printer queue	3/19/2012	4 >Closed
Pleasant Hill Recreation	4985	Pam	3/30/2012	4 >Closed
Pleasant Hill Recreation	4987	Pat at the DO had a stuck session on the TS.	3/30/2012	4 >Closed
Pleasant Hill Recreation	182	mark blair calpers.org log on is not working	2/9/2012	5 >Closed
Pleasant Hill Recreation	690	LT - Offline Master Computers:6458 - ACCOUNTSUP 201 ACCOUNTSUP	2/16/2012	5 >Closed
Pleasant Hill Recreation	1746	Running Reports	2/27/2012	5 >Closed
Pleasant Hill Recreation	206307	Weened access	6/14/2012	5 >Closed
Pleasant Hill Recreation	153	Install 2G memory upgrade and update BIOS	2/7/2012	6 >Closed

Pleasant Hill Recreation	4968 RE: [Ontario Hill Recreation] #2897] - I can't print - Susie	3/28/2012	6 >C
Pleasant Hill Recreation	5050 Locked out of EADOC	4/6/2012	6 >Closed
Pleasant Hill Recreation	206515 Remote Desktop Name Needed	6/15/2012	6 >Closed
Pleasant Hill Recreation	148 Mark Blair - SpringBrook needs access to Server	2/7/2012	7 >Closed
Pleasant Hill Recreation	149 JWushoff - Blocked Web Page	2/7/2012	7 >Closed
Pleasant Hill Recreation	150 Change Bob B. email on Exchange for Sprint BlackBerry	2/7/2012	7 >Closed
Pleasant Hill Recreation	151 Email Delivery Issue - email not getting to users from marckiefer@comcast.net	2/7/2012	7 >Closed
Pleasant Hill Recreation	4922 Jessie needs IE9 on a PC at the little house	3/26/2012	8 >Closed
Pleasant Hill Recreation	6176 Pool Datacard printer	5/17/2012	8 >Closed
Pleasant Hill Recreation	130034 Slooooo	6/3/2012	8 >Closed
Pleasant Hill Recreation	4823 No Cursor today - Handed off to James - New Ticket	3/14/2012	9 >Closed
Pleasant Hill Recreation	208009 Preventative Maintenance on exchange server	6/26/2012	9 >Closed
Pleasant Hill Recreation	743 Trouble with Program	2/21/2012	10 >Closed
Pleasant Hill Recreation	4911 Inventory of Winterns at the DO.	3/23/2012	10 >Closed
Pleasant Hill Recreation	4915 Installation of Winterns at Sc & DO	3/23/2012	10 >Closed
Pleasant Hill Recreation	4916 Moving winterns and PC's at DO	3/23/2012	10 >Closed
Pleasant Hill Recreation	4907 Eran Perera	3/22/2012	11 >Closed
Pleasant Hill Recreation	5191 ph rec printer	4/20/2012	11 >Closed
Pleasant Hill Recreation	4889 Fix the blinking cursor on the PH TS	3/20/2012	13 >Closed
Pleasant Hill Recreation	5141 Pool PC wont BOOT and needs printer installe.	4/17/2012	13 >Closed
Pleasant Hill Recreation	672 Internet not working at the Winslow Center - Duplicate - Closed by RM	2/15/2012	14 >Closed
Pleasant Hill Recreation	5125 Deleting two items on (H) drive	4/13/2012	15 >Closed
Pleasant Hill Recreation	4699 URGENT - restrict access	3/7/2012	16 >Closed
Pleasant Hill Recreation	238 Outlook sharing tasks	2/10/2012	17 >Closed
Pleasant Hill Recreation	624 update to mailbox	2/14/2012	18 >Closed
Pleasant Hill Recreation	4880 Help For Pam	3/15/2012	19 >Closed
Pleasant Hill Recreation	5140 Nick Hawkins Remote Desktop	4/17/2012	23 >Closed
Pleasant Hill Recreation	156 Internet not working at the Winslow Center	2/7/2012	24 >Closed
Pleasant Hill Recreation	5047 create a computer report for KHunn	4/5/2012	25 >Closed
Pleasant Hill Recreation	211682 VPN	7/30/2012	25 >Closed
Pleasant Hill Recreation	5052 Trip Meeting Computers	4/6/2012	26 >Closed
Pleasant Hill Recreation	4631 swap out winterm at DO	3/2/2012	28 >Closed

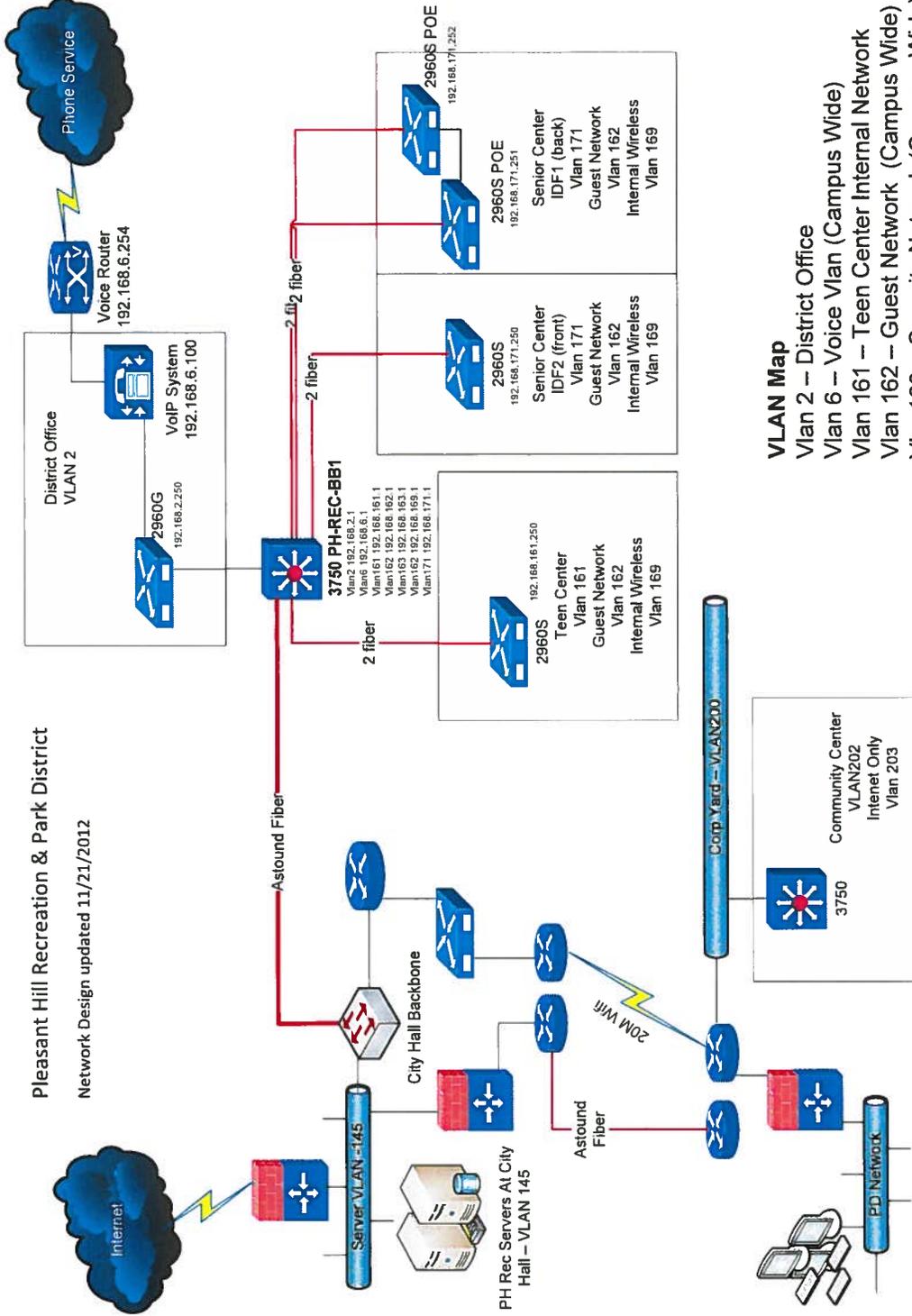
Pleasant Hill Recreation	207805 cannot print	6/25/2012	29 >
Pleasant Hill Recreation	5031 Blocked site	4/4/2012	36 >Closed
Pleasant Hill Recreation	5138 Help jessie with website logon info	4/17/2012	37 >Closed
Pleasant Hill Recreation	5134 Printing to WorkCentre	4/16/2012	38 >Closed
Pleasant Hill Recreation	4990 Dodi Jones - Cannot find the H: and S: drives on the sidebar navigation window	4/1/2012	39 >Closed
Pleasant Hill Recreation	4991 Lynn Spatch needs assistance getting on webmail	4/1/2012	39 >Closed
Pleasant Hill Recreation	699 H drive	2/17/2012	40 >Closed
Pleasant Hill Recreation	5115 Fix pdf/IE plugin and setup fronpage for Shelia's. Install Frontpage 2003 for Pat.	4/12/2012	42 >Closed
Pleasant Hill Recreation	5072 Springbrook Qtrly Reports	4/9/2012	45 >Closed
Pleasant Hill Recreation	210422 printer missing	7/19/2012	63 >Closed
Pleasant Hill Recreation	211759 Computer problem	7/30/2012	63 >Closed
Pleasant Hill Recreation	210546 network access	7/20/2012	73 >Closed
Pleasant Hill Recreation	4698 create a map and do an inventory of ph rec.	3/7/2012	78 >Closed
Pleasant Hill Recreation	209076 Sending an MP3 formatted digital recording, but not successful	7/3/2012	90 >Closed
Pleasant Hill Recreation	206781 Pool Computer	6/18/2012	105 >Closed
Pleasant Hill Recreation	205195 space on the "c:" drive	6/8/2012	115 >Closed
Pleasant Hill Recreation	633 Check with Active NET on upgrading the Terminal Server	2/14/2012	115 >Closed
Pleasant Hill Recreation	204845 Need to get in for a web meeting	6/7/2012	116 >Closed
Pleasant Hill Recreation	790 Acrobat X for suzie at PHREC	2/21/2012	135 >Closed
Pleasant Hill Recreation	5950 IE cursor acts wierd	4/30/2012	154 >Closed
Pleasant Hill Recreation	5924 Error message	4/27/2012	157 >Closed
Pleasant Hill Recreation	206511 Need access to 4th of July Commission website, working with them	6/15/2012	159 In Progress
Pleasant Hill Recreation	4893 Install software for Pam	3/20/2012	195 >Closed
Pleasant Hill Recreation	5914 blocked site	4/25/2012	210 In Progress
Pleasant Hill Recreation	5075 website blocked	4/9/2012	226 In Progress
Pleasant Hill Recreation	4894 For Rich - Website Editing Access for Sheila	3/20/2012	246 In Progress

Total Services: 237



Pleasant Hill Recreation & Park District

Network Design updated 11/21/2012



VLAN Map

- Vlan 2 – District Office
- Vlan 6 – Voice Vlan (Campus Wide)
- Vlan 161 – Teen Center Internal Network
- Vlan 162 – Guest Network (Campus Wide)
- Vlan163 – Security Network (Campus Wide)
- Vlan169 – Internal Wireless (Campus Wide)
- Vlan171 – Senior Center
- Vlan 202 – Community Center



MEMORANDUM

TO: Board of Directors

FROM: General Manager

DATE: November 15, 2012

RE: Agenda Item #10 – November 29, 2012 Board Meeting

City Easement with the City of Pleasant Hill Regarding the Community Center (ACTION)

Part of the Conditions of Approval for the Community Center project with the City of Pleasant Hill there is a requirement to provide a grant deed to limit the development along Taylor Boulevard, which the City has deemed the 50 foot scenic corridor. Attorney Mark Cornelius has worked with the City of Pleasant Hill's attorney Judith Robins in completing the deed, which is attached to your packet.

The General Manager is recommending approval of the grant deed to the City of Pleasant Hill for the scenic corridor.



MEMORANDUM

TO: Board of Directors

FROM: General Manager

DATE: November 15, 2012

RE: Agenda Item #11 – November 29, 2012 Board Meeting

Presentation of Novus Agenda Software Program

Pam Lischeske and Susie Kubota have met with Novus Solutions regarding the Novus Agenda software program related to agendas. Attached to your packet is information. We would like to show a four minute brief video presentation regarding this agenda package for the board to consider. Novus Agenda have offered us a three month pilot program that we could try for a three month period to see if we do indeed like the program. They would like to get this program started with a Recreation and Park District and had offered this to the Pleasant Hill Recreation & Park District. Obviously, there are costs involved in this, but the program does cost \$350/month, \$4,200 on an annual basis.

At this time, we do not have a recommendation. We would like the Board to review this and discuss it and perhaps consider the three month pilot program prior to making any final decisions.

Pam Lischeske

From: Byron Gillin [bgillin@novusolutions.com]
ent: Thursday, June 07, 2012 1:40 PM
To: Pam Lischeske
Cc: Susie Kubota
Subject: NovusAGENDA Information
Attachments: Agenda Automation Cost Savings.xls; References 2012.docx; Pleasant Hill Recreation and Park District NovusAGENDA Pilot Program and Pricing.pdf

Pam and Susie,

Thank you for your time today. If you would like an overview of NovusAGENDA to share with your team, feel free to visit <http://www.novusolutions.com/novusagenda/key-features.aspx>. This 5 minute overview will give everyone a brief introduction and help coordinate the next staff discussion and demonstration of NovusAGENDA.

Attached you will find the cost savings justification tool we discussed. Budgets are always a concern and council members or finance staff need to see what savings you can actually recognize with real meeting automation. The 2 minute video at <http://www.novusolutions.com/novusagenda/how-much-can-we-save.aspx> will illustrate how these savings can be recognized by adopting NovusAGENDA.

Many ask the question regarding the difference between NovusAGENDA and simply posting agenda and minutes as PDFs on the web. Two key issues are searching and reporting data but there is much more! The quick 2 minute video at <http://www.novusolutions.com/novusagenda/we-use-pdf-today.aspx> will address this issue for your team.

NovusAGENDA empowers your administrators to make data driven decisions based on information that has been discussed in the meetings. The power of reporting on your legislative process will bring a whole new dimension to your oversight. Please feel free to share this 2 minute overview with your administration team interested in learning more about reporting options. <http://www.novusolutions.com/novusagenda/reporting.aspx> .

Attached you will also find a NovusAGENDA Pricing document with some references. Please let me know what the next steps are to get Bob and administration on board with the Pilot.

Thanks again for your time and consideration. I look forward to the opportunity to show your team how NovusAGENDA can reduce operating costs, impact your "green" efforts and improve transparency to the public.

Have a great day.

Byron Gillin

Novusolutions

www.novusolutions.com

00-274-5624 x703

bgillin@novusolutions.com



Meeting Management Solution

Presented to: Pleasant Hill
Recreation and Park District

Pilot Program

Date: 6-7-12

Manufactured by:

The logo for Novusolutions features three blue curved lines on the left side, similar to the NovusAGENDA logo. To the right of these lines, the word 'Novusolutions' is written in a bold, blue, sans-serif font.

Novusolutions

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Table of Content

Executive Summary 3
Pricing 4
 Pilot Program 4
 Software as a Service Option- after successful Pilot rollout..... 4
 Optional NovusAGENDA Audio/Video Pricing- 6
Limitation of Liability..... 7
How do I order? 7
Approval Page..... 8

Executive Summary

NovusAGENDA is an electronic solution designed to create, approve and track items for upcoming and past Board meetings. The entire process creates an automated Paperless Agenda Solution. Adding an Agenda item, like the approval for a new employee benefit offering or the construction of a baseball field, can now be controlled in a well-organized systematic solution.

Various workflow options allow you to control the review and approval process for each item with a complete history for tracking purposes.

NovusBOARDVIEW is included with NovusAGENDA. This solution is a web based interface for board members. NovusBOARDVIEW empowers board members with internet access to:

- Board members log in through a secure username and password
- View upcoming meeting Agendas
- View specific items along with support material
- Make private comments on any item for their own purposes
- View past Minutes
- Research past Agenda, Minutes and Personal Comments.

NovusBOARDVIEW brings the full power of electronic data access to the fingertips of each board member.

NovusMEETING is a fully integrated meeting management solution and it is included in the system. Once your agenda is prepared in NovusAGENDA it is sent to NovusMEETING. NovusMEETING allows you to record motions, votes and minutes in an easy to use interface. NovusMEETING also offers audio and video recording of your meetings which can be posted to the web with the click of a mouse.

NovusAGENDA is a web based application, configured to meet the exact needs of your organization. Novusolutions can use your existing agenda and minute format to create your web based publications.

Deployment is automated with support provided by Novusolutions. The software will work with your existing IT infrastructure and e-mail system. The application can also tie directly into your network infrastructure (Active Directory).

Not only will the public love the ability to view agenda items on-line, you will see a return on investment immediately. Paper, copy, and distribution costs alone will be virtually eliminated.

Finally, the ability to customize NovusAGENDA to meet your layout and workflow needs means your **deployment risks are minimized**. The key to any successful technology rollout is to minimize change within your organization. By making NovusAGENDA flex to meet your needs you will see rapid user adoption and very little pushback.

NovusREPORTING is a reporting capability that includes both standard and custom report options. Reports can be authored to display data in custom layouts and then exported to Excel, XML or other format as needed.

Pricing

Pilot Program

NovuSolutions has agreed to offer you a pilot program of NovusAGENDA to confirm the cost and efficiency savings. NovuSolutions is confident that NovusAGENDA will exceed expectations, eliminate paper, and improve the business process of agenda creation and meeting management. There will be no cost for the duration of this pilot (3 months).

Upon successful implementation of the pilot, you will then agree to continue using NovusAGENDA for \$350 a month billed annually as outlined below. However unlikely, if NovusAGENDA does not satisfy your needs, then no commitment is required and the service will be turned off.

The Approval Page of this document will need to be signed prior to beginning this agreement. This will allow NovuSolutions to dedicate the resources to begin the project.

Software as a Service Option- after successful Pilot rollout

Our Software as a Service option is SAS 70 Type II compliant

This option allows you to outsource the hosting of the software to Novusolutions.

	Required Foundation
Item	Agenda, Minutes Boardview and Reporting
NovusAGENDA	\$4,200
NovusMEETING	Included
NovusBOARDVIEW	Included
NovusREPORTING	Included
Total Annual Cost	\$4,200

Standard Services:

Standard services are required for deployment and are a onetime fee.

Standard Services		
Configured Item Details	This screen is configured to add fields to our standard from required by your organization.	Included
Configured Public Agenda	The public agenda is configured to mimic your current layout.	
Configured Minutes Page Set	The page set includes one draft and one final minutes layout	
Solution Overview	This session is with key staff including Board Clerk, IT staff assigned to support the software and key Board Clerk staff. This Session is delivered prior to any other training so key staff are very familiar with the solution and the workflows are correct prior to staff training.	
PDF converter	Attachments and agenda packets are converted to one single PDF file.	

Administrator Training	This is remote training to train one or two system administrators on managing user rights in NovusAGENDA. The cost is for the class not per student. This class is delivered remotely using web meeting technology managed by Novusolutions.	Included
Board Clerk Training	Training including meeting management, Agenda preparation, minutes and system oversight. Delivered remotely using web meeting.	
Web Based Training	<p>Web based training videos for all staff to view on demand via Internet. Videos include:</p> <ul style="list-style-type: none"> • User training • Board Clerk Training • Board Training 	

Optional Services:

NovusAGENDA Item Creation Staff Workflow - \$100 additional a month or \$1,200 annually

Additional onsite training - \$2,100 per day includes travel, 2 day minimum.

Three year budget for Agenda only:

- Year 1 \$ 4,200 First year cost for full deployment
- Year 2 \$ 4,200 Annual Maintenance, Support and Hosting
- Year 3 \$ 4,200 Annual Maintenance, Support and Hosting

There are no contracts to sign. This is simply for comparative purposes.

Optional NovusAGENDA Audio/Video Pricing-

The Audio/video option can be added at any time. Please contact NovuSolutions for pricing

Limitation of Liability

IN NO EVENT SHALL EITHER PARTY BE LIABLE TO THE OTHER UNDER THIS LICENSE AGREEMENT FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, PUNITIVE OR SPECIAL DAMAGES, LOSS OF DATA, LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION OR LOSS OF BUSINESS INFORMATION ARISING OUT OF THE USE OF OR INABILITY TO USE THE NOVUSAGENDA SOFTWARE, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

How do I order?

We require your signature on the approval page listed below. Once that has been signed and sent back to Novusolutions we will assign your project manager. If you choose to issue a purchase order you may attach it to these documents or send it in under separate cover.

You can:

Mail to: Novusolutions
10012 N Dale Mabry Hwy
Suite 115
Tampa, Florida 33618-4425

Fax to: 954-337-0761
Attn: Sales

E-mail to: jkercher@novusolutions.com

Approval Page

Signature

Date

Printed Signature

Purchase Order Number _____ (optional)

Invoice Address:

Accounts payable contact: _____

Phone _____

E-mail _____

Special Billing Instructions: (optional)



MEMORANDUM

TO: Board of Directors

FROM: General Manager

DATE: November 15, 2012

RE: Agenda Item #12 – November 29, 2012 Board Meeting

Selection of Board Officers (ACTION)

The annual change over meeting will take place on Wednesday, December 5 with the selection of board chair, vice chair and secretary. The current officers are Board Chair – Dennis Donaghu, Vice Chair – Bobby Glover and Secretary – Sherry Sterrett.



MEMORANDUM

TO: Board of Directors

FROM: General Manager

DATE: November 15, 2012

RE: Agenda Item #13 – November 29, 2012 Board Meeting

To Consider Changing the Board of Directors Meeting Days from Wednesdays to Thursdays (ACTION)

Pleasant Hill Recreation & Park District has traditionally have met on the 2nd and 4th Thursdays until last year January 27, 2011 when the Board changed the days from Thursdays to Wednesdays. The reason the Board of Directors changed from the Thursdays to Wednesdays was to accommodate the 6:00 p.m. start time so that all Board Members could attend the bond related items to begin at 6:00 p.m. and then the regular board meeting to start at 7:00 p.m. There has been discussion among Board Members to consider returning to the 2nd and 4th Thursdays. Board Member Glover has specific conflicts on Wednesdays and wanted this item to be presented to the Board to change back from Wednesdays to Thursdays.

This is completely up to the Board of Directors when they choose to meet and the Board has authority to change both dates and times. My recommendation would be to give proper notice that we continue through December and perhaps if the Board did make the change, we can start the change in January 2013.