



FY 2021-22

PERFORMANCE

Information
Services
Department

Michael Wentworth, CIO

PURPOSE

The mission of ISD is to connect employees and residents to their government. ISD strives to promote the effectiveness and efficiency of government and build stronger connections through reliable and secure infrastructure and applications, responsive service delivery, and greater transparency of information.





PERFORMANCE MEASURE

96% INCIDENT SURVEY
SATISFACTION

ISD proactively monitors our ticket queues to ensure timely turnaround and resolutions. During FY 2021-22, 96% of our survey received a good or better customer service satisfaction.



Victor has been assisting me for five years now. He always get the job done and in patient. - Darryl Liu (Health)





THANK YOU MESSAGES



STRATEGIC

AREAS OF FOCUS



Remote Work
Technology



Cybersecurity
Upgrades



Network Bandwidth
& Quality of Service



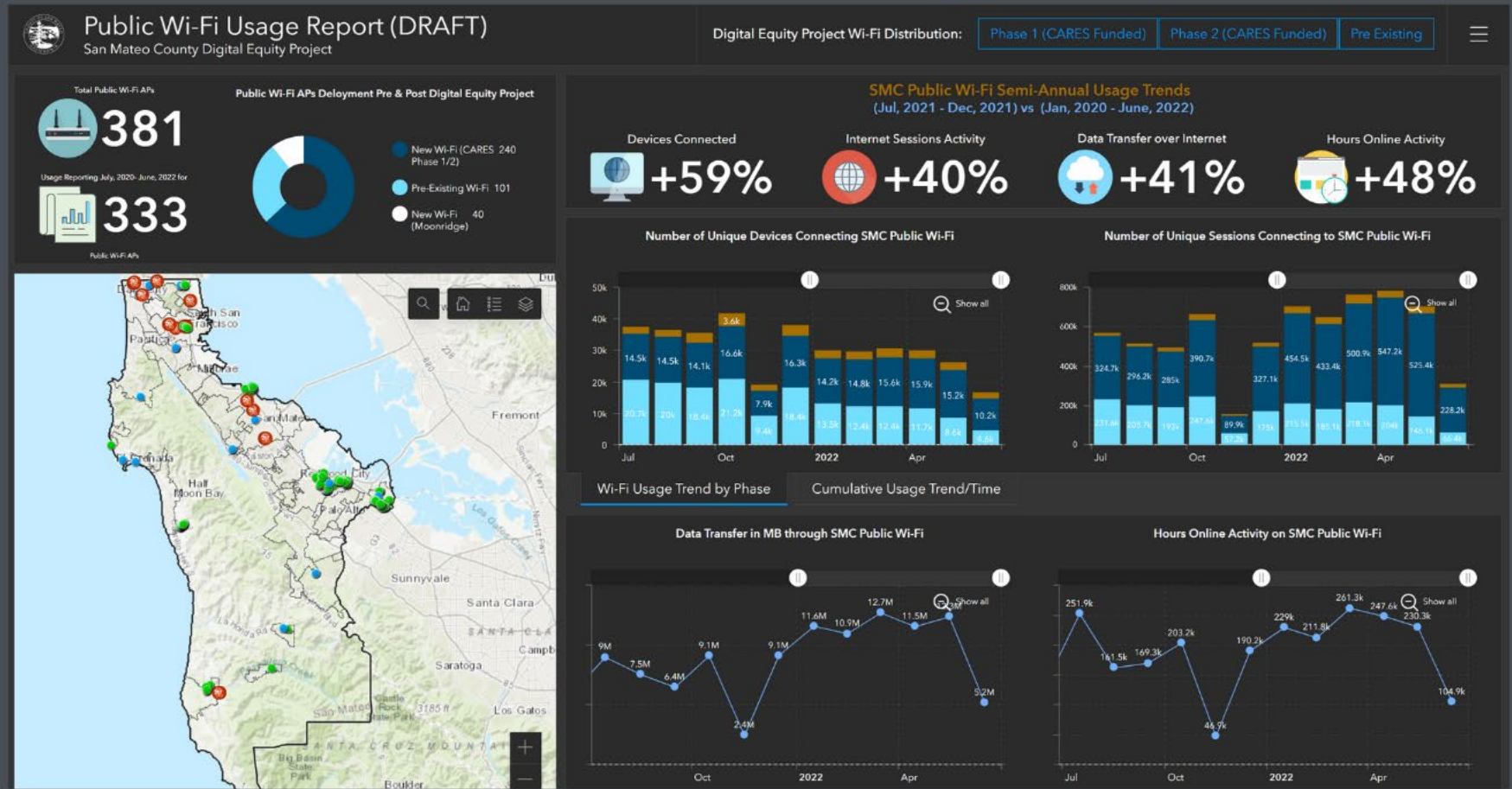
Website
Upgrades



Internet for Health
& Education
Services

INNOVATIONS AND EQUITY

Public WiFi





INNOVATIONS AND EQUITY



County Website Design & Applications

San Mateo County Hazard Exposure Dashboard

Step 3: Select a Hazard
Sea Level Rise

Step 2: Select your Jurisdiction
MILLBRAE

Total Population Exposure
(within the Jurisdiction)



Percent of Population Exposed
(% of Jurisdiction Boundary)



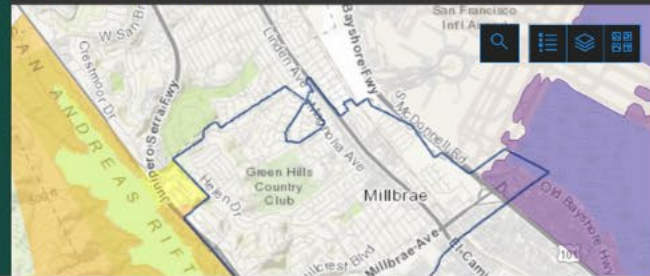
Total Number of Structures
Exposed



Total Replacement Cost Value of
Exposed Structures



Step 1: Turn on a Hazard Layer

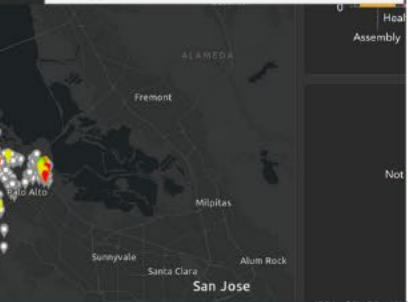


How to use the Dashboard:

The values presented on the Hazard Exposure Dashboard assessment conducted for each hazard scenario identified Jurisdictional Local Hazard Mitigation Plan 2021 update.

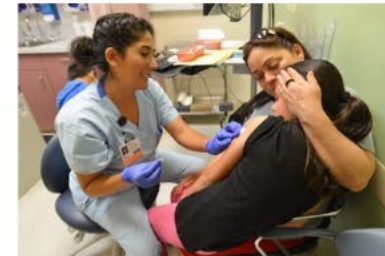
To change the data view, click on either or both of the drop

Type here to search



County of San Mateo Performance

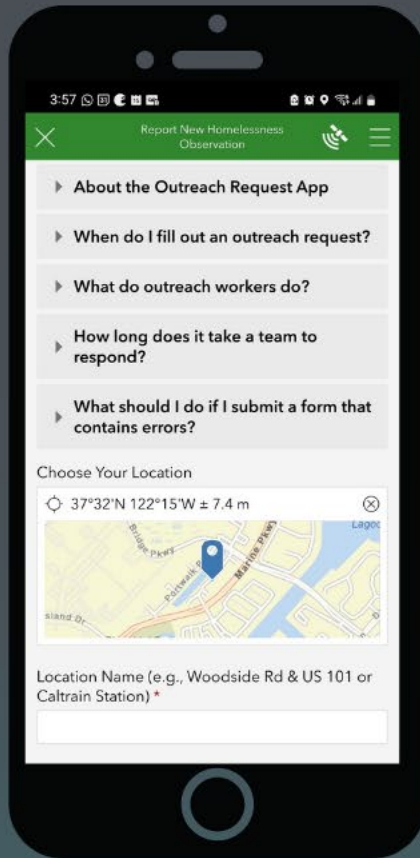
PAY EQUITY DASHBOARD



The County of San Mateo is dedicated to advancing equity. The publication of this interactive pay equity dashboard is one

INNOVATIONS AND EQUITY

Homeless Outreach App



Dispatchers Homeless Outreach Dashboard

Set a date range: 9/15/2022 and before | Filter by Unsheltered Situation: None

Total Requests
37
Last update: 4 seconds ago

- Assigned: SB101 off ramp Produce Ave, #1325
mteasler@smcgov.org of Center on Homelessness
Assigned on 9/13/2022, 3:45 PM to lm_user1
- Assigned: SB HWY 82 to 84 on ramp, #1324
mteasler@smcgov.org of Center on Homelessness
Assigned on 9/9/2022, 1:31 PM to wh_user1
- In Progress: Old county road & holly St, #1323
rdonlucas1@smcgov.org of Sheriff's Office
Assigned on 9/3/2022, 12:30 PM to lm_user1

Last update: 4 seconds ago

Requests | Request Details

Outreach Request Status

0	1	3	4	0	29
Unassigned	Declined	Assigned	In Progress	Paused	Completed

Request Status by Jurisdiction

Last update: 4 seconds ago

Requests by Jurisdiction | Requests by Agency

Total Responses
53
Last update: 3 seconds ago

- Location: Old county road & holly St, #1323
Visited by bsaville@lifemoves.org of LifeMoves HOT
3rd Visit on 9/8/2022, 8:22 AM
- Location: Old county road & holly St, #1323
Visited by bsaville@lifemoves.org of LifeMoves HOT
2nd Visit on 9/7/2022, 8:33 AM
- Location: Old county road & holly St, #1323
Visited by bsaville@lifemoves.org of LifeMoves HOT
1st Visit on 9/6/2022, 9:23 AM
- Location: Rolatan avenue and 92, #1315

Last update: 4 seconds ago

Responses | Response Details

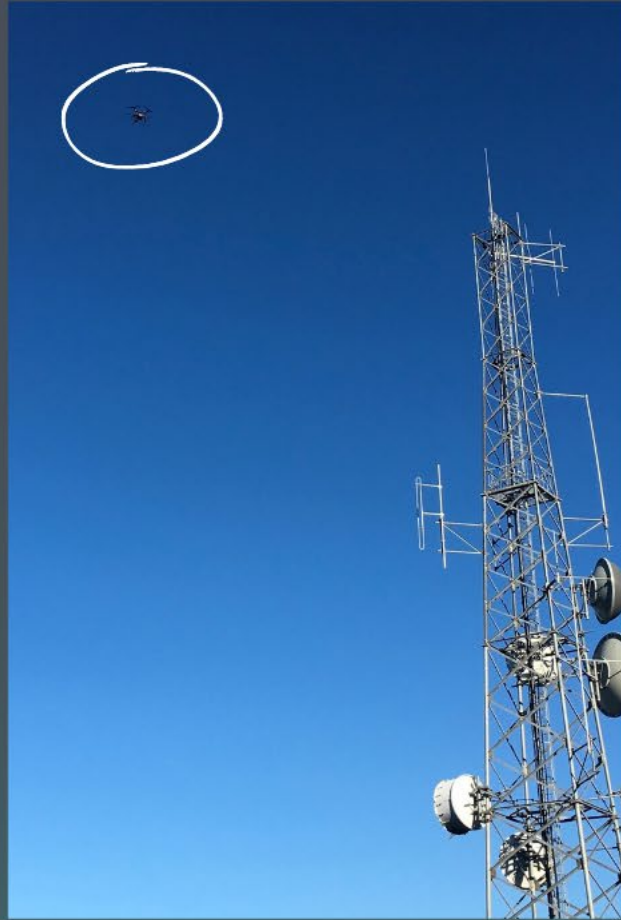
Percent of Unsheltered Situation by Type

Last update: 4 seconds ago

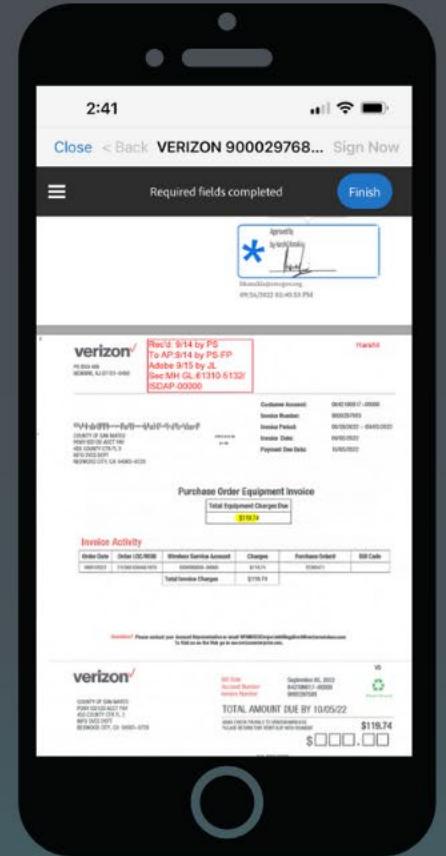


INNOVATIONS AND EQUITY

Leveraging Drones for Tower Inspections



Mobile Invoice Approval





INNOVATIONS AND EQUITY



Board of Supervisors
Hybrid Meetings



Middlefield Road
Project





THANK YOU
&
QUESTIONS
