



September 29, 2016

VIA EMAIL

William Schweiss

RE: Public Records Act Request Received September 6, 2016

Dear Mr. Schweiss:

This letter follows up on our previous correspondence to you regarding your request for records under the California Public Records Act (Gov. Code §§ 6250 – 6276.48), received on September 6, 2016, and your clarification received on September 22, 2016 regarding your request. We are responding to your request as follows:

1. *provide copies of: (a) who "pulled the footage" and when. (b) canceled check front/back or electronic payment record. (c) work order, including any special instructions even if such work orders are email. (d) all emails referring to "attempt" video job.*

In response to item #1, the District is providing with this letter copies of the following documents that are responsive to your request: (1) a copy of Computer Options invoice # 21723 dated July 31, 2016, and (2) the "canceled check" payable to Computer Options for (a) and (b) of item #1. Please be advised that the District has redacted the routing number and bank account number from the canceled check, since that is confidential financial information. Making such information public could compromise the security of the District's bank account. Therefore, the public interest in withholding the routing number and bank account number clearly outweighs any public interest in disclosure. (Gov. Code § 6255.)

Please also be advised that District has redacted information in the invoice related to your claim filed against the District in July 2016. The redacted information is protected from disclosure under Government Code section 6254(b), which protects information pertaining to claims filed against the District under the Government Claims Act. In addition, the District is not providing information for (c) of item #1 because it relates to your claim filed against the District and is also protected from disclosure under Government Code section 6254(b), as explained above. In response to (d), the District is providing with this letter copies of emails that refer to the July 2, 2016 "attempt".

Water/Wastewater Systems

P.O. Box 700

Lake Arrowhead, CA 92352

(909) 336-7100

(909) 337-3145 Fax

2. *provide copies of all contracts for any security video services [IT consultant] relative to bernina facility...*

In response to item # 2, on September 22, 2016, the District provided to you a copy of the professional services agreement between the District and Computer Options, as well as a copy of the latest amendment to the agreement. Therefore, we have already provided the responsive documents for item #2 of your request.

Because the District will not release the exempt information described above, the Public Records Act requires the District to provide a written response when a records request is denied, either in whole or in part. (Gov. Code § 6255, subd. (b).) The Public Records Act also requires that notification of denial of any request for records must include the names and titles or positions of each person responsible for the denial. (Gov. Code § 6253, subd. (d).) With the name and title of the undersigned, this letter fulfills both of the aforementioned legal requirements.

Sincerely,

Kathleen Field

Kathleen Field
Executive Assistant

Email attachments

INVOICE DATE	INVOICE NO.	P.O. NO.	DESCRIPTION/REFERENCE	AMOUNT
8/01/2016	21665	14	Mail Security	4,250.00
7/31/2016	21723	14	07/16 Labor	876.12
7/31/2016	28164	14	07/16 Labor	1,117.02

LACSD

P A I D
AUG 17 2016

LACSD

AMOUNT OF CHECK IS LAST AMOUNT IN LAST COLUMN

6,243.14

WARNING: THIS DOCUMENT HAS A VOID PANTOGRAPH AND MICROPRINT SIGNATURE LINES



**LAKE ARROWHEAD
COMMUNITY SERVICES DISTRICT**
P.O. BOX 700 • LAKE ARROWHEAD, CA 92352
(909) 336-7100

UNION BANK
445 S. Figueroa
Los Angeles, CA 90071

16-49-B
1220

074962

CHECK NO.
74962

CHECK DATE
8/17/2016

VENDOR NO.
99583

PAY

Six Thousand Two Hundred Forty-Three and 14/100 Dollars

CHECK AMOUNT
6,243.14

TO THE
ORDER
OF:

COMPUTER OPTIONS
447 MISSOURI COURT
REDLANDS CA 92373

VOID AFTER 180 DAYS
2 signatures required if over \$15,000

[Signature]

⑈074962⑈





California Computer Options, Inc.

Invoice

447 Missouri Court
 Redlands, CA 92373
 Bus. 909-793-6338
 Fax 909-793-6644

Date	Invoice #
7/31/2016	21723

Bill To
Lake Arrowhead Community Services District P.O. Box 700 Lake Arrowhead, CA 92352

Tech	P.O. No.	Terms	Project
		Due on receipt	

Quantity	Description	Serviced	Rate	Serial #	Amount
	Contract Labor - Installed all remaining Dell and Microsoft updates. - Prepped PCs for shipment and placed in Bryan's office. Tech: Rick/David	6/29/2016	0.00	153893	0.00
	Contract Labor - Called and spoke to Natalie and she said she was able to use IE without issue - problem is no longer occurring. - Emailed Bryan, with copies to Bridget and Natalie, as requested, letting him know that the issue is not occurring at this time. - Advised Natalie to call in if this issue arises again. Tech: Michael	7/5/2016	0.00	154079	0.00

PAID
 AUG 17 2016
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LIC# E77596- Thank you for your business.	Total
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 Fax 909-793-6644

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7/31/2016	21723

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Quantity	Description	Serviced	Rate	Serial #	Amount
	Contract Labor - Connected remotely - Installed TeamViewer - Configured TeamViewer for remote access and to auto start with Windows - Emailed Andrew at Caselle support to inform him of TeamViewer and to request that he give me a call when he is ready to connect. - Reconnected - Started opening session for Andrew using their LogMeIn page, but the machine just stopped responding - Tried disconnecting and reconnecting, changing to full screen or windowed mode, clicks just didn't seem to be applying correctly - Dialog box popped up about a Firefox update at which time everything resumed as expected - Got Andrew connected - Had him verify he had required access - Andrew said he would just be running a SQL script and would then disconnect. Should he need further access he will call. Tech: Michael	7/6/2016	0.00	154114	0.00

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		Due on receipt	

Quantity	Description	Serviced	Rate	Serial #	Amount
	Contract Labor - Onsite User Administration - Delivered parts from SO 154176 - Addressed user list - Installed Marc's 2nd Monitor - Saved recorded video from 7-2-16 - Install POE switch - Installed 5 power controllers - Installed Adobe Acrobat DC on Haley's - Addressed malware issues. - Installed Jen's printer - Addressed other Misc issues Tech: Bryan	7/7/2016	0.00	153906	0.00
1	3' HDMI to HDMI cable		39.00	153906	39.00
	Contract Labor - Called Mica back and left a message. - Per Mica, frequent issues accessing server. - Files saying they're open when they are not on his PC. - Access to calendars in Outlook saying it can't connect to the server. - Called Mica and discussed his issues. - He's mentioned all to Bryan previously. - Emailed Bryan to check status and find out if I should address remotely or if he'd like to address at next on-site. - Email from Mica. - Rick was on site yesterday and installed Dell BIOS and driver updates. - Mica says the issues appear to be fixed for now. Tech: David	7/11/2016	0.00	154302	0.00

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Quantity	Description	Serviced	Rate	Serial #	Amount
	Contract Labor - Called Andrew but had to leave a voicemail - Connected remotely - Started up a request for a support session - Andrew called back and connected to the remote session Tech: Michael	7/12/2016	0.00	154353	0.00
	Contract Labor - Setup an email forward for mobiledigalert - Called for Tony but they were not in the office. Left a message - Remoted into the PC and setup the sub folder for the email to be redirected - Configured mobiledigalert to forward to Tony in Eclipse - Created rule in OWA so it'd be a server rule to send all emails from mobiledigalert to the proper sub folder - Tested by sending an email and it was functioning properly - Emailed Tony to go over everything - Tony let us know he was getting email from digalert@ still in the Inbox - Researched and found that digalert was being forwarded to mobiledigalert. Edited the rule to include digalert as well - Emailed Tony to let them know Tech: Matt	7/12/2016	0.00	154362	0.00

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Quantity	Description	Serviced	Rate	Serial #	Amount
	Contract Labor - Setup an out of office reply for Myletta. - Remoted into Myletta's PC and setup the auto reply for internal and external email in Outlook Tech: Matt	7/12/2016	0.00	154363	0.00
	Contract Labor Regular network maintenance - See attached worksheet. Tech: Matt	7/19/2016	0.00	154515	0.00
	Contract Labor - Natalie is having problems loading two web pages - Spoke with Natalie - https://www.shrm.org/ and http://www.pihra.org/login.aspx - Spoke with Natalie: Currently unable to reproduce the problem. Advised I will leave the SO open for a few days - Reopen if client reports an issue Tech: Rick	7/20/2016	0.00	154728	0.00
	Contract Labor - Onsite User Administration - Addressed use list - Malware scans - Installed scanner on Steve's computer, worked with support - Verified recordings on 4 NVR's - Addressed Caselle issue's - Trained on use of Caselle through terminal services at Bernina, willow Creek and Grass Valley. - Meeting with Tim Tech: Bryan	7/21/2016	0.00	154455	0.00

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Quantity	Description	Serviced	Rate	Serial #	Amount
	Contract Labor - Alert DVR drive almost full - Got OK to purge old data - Remoted into server - Purged oldest week - Recovered 10% of disk - Will look into more permanent solution Tech: Chris	7/21/2016	0.00	154762	0.00
	Contract Labor - HyperV OS, not sure if an agent is available to be installed in this OS. Will discuss with Bryan - Removed agent checkbox, re-initiated agent installation - Discussed with Bryan, Agent cannot be put on machine, edited name in n-central to hyperv no agent Tech: Will	7/22/2016	0.00	154813	0.00
	Contract Labor - Natalie is unable to access a site. - Addressed while onsite. 07/21/2016 - Natalie can get to that website now. Tech: Garron	7/22/2016	0.00	154824	0.00
	Contract Labor - Look at LACSD DVR drive retention on WC NVR - Free'd space and set delete day for 60 days. Tech: Bryan	7/25/2016	0.00	154907	0.00

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Tech	P.O. No.	Terms	Project
		Due on receipt	

Quantity	Description	Serviced	Rate	Serial #	Amount
1	Remote Administration **Non-contract**  Tech: Bryan	7/26/2016	139.00	154934	139.00
	Contract Labor - Remote to server - Checked version, Openmanage 7.4, Downloaded 8.3 and installed - Dell Openmanage now working properly Tech: Will	7/27/2016	0.00	154994	0.00
	Contract Labor - Mica having issues with Caselle - Called and left a message for Mica on his voicemail. - Advised I would only be available until 1:40 pm today. - Advised to call support after that if he still needs assistance. - Sent Bridget an update by email. - Mica said the issue he was having with Caselle, is a license issue and that there is nothing he needs us to do. I will close this ticket. Tech: Bryan	7/28/2016	0.00	155064	0.00

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RECEIVED 8-8-16
 Date
 ENTERED 8-17-16
 Date

Tech	P.O. No.	Terms	Project
	14	Due on receipt	

Quantity	Description	Serviced	Rate	Serial #	Amount
5	Remote Administration - Setup and configure CO Mail Security as a Service. - Setup Mail Security as a service for lakearrowheadcsd.com Tech: Jonathan San Bernardino County Sales Tax		139.00	155390	695.00
			8.00%		3.12
100					
200	2000	5400			834.00
300		5300			42.12
400					

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LIC# E77596- Thank you for your business.	Total	\$876.12
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