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1 2	JULY 24, 2009					
3	TO: MR. JOHN FODDRILL					
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5	RE: CAUSE NO. 2006-CI-06702 57TH DISTRICT COURT					
6	FODDRILL VERSUS CITY OF SAN ANTONIO					
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10	This invoice is for excerpts from the Reporter's					
11	Record taken in the 57TH District Court on 2-10-09,					
12	testimony of Richard Varn and Hugh Miller, original					
13	and one copy.					
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17	TOTAL DUE: \$900					
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20	THANK YOU,					
21	KAYLEEN RIVERA					
22	PLEASE REMIT PAYMENT TO:					
23	Kayleen Rivera 57th District Court					
24	100 Dolorosa Bexar County Courthouse					
25	Bexar County Courthouse San Antonio, Texas 78205 210.335.2081					

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2	2006-CI-06702						
3	JOHN FODDRILL * IN THE JUDICIAL DISTRICT						
4	v. * 57TH DISTRICT COURT						
5	CITY OF SAN ANTONIO * BEXAR COUNTY, TEXAS						
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11	EXCERPTS FROM THE REPORTER'S RECORD						
12	TESTIMONY OF						
13	RICHARD VARN AND HUGH MILLER						
14	HONORABLE ANTONIA ARTEAGA						
15	FEBRUARY 10, 2009						
16	57TH DISTRICT COURT						
17							
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19	AND THE BY						
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21	On the 10th day of February, 2009, the						
22	above-entitled cause came on to be heard before the						
23							
24	Bexar County, Texas, whereupon the following proceedings						
25	were taken by machine shorthand.						

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1		INDE	: x		
2	TESTIMONY	DIRECT	CROSS	REDIRECT	
3	RICHARD VARN	4	33		
4	HUGH MILLER	51	114	162	
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         E-X-C-E-R-P-T O-F P-R-O-C-E-E-D-I-N-G-S
 2
                 TESTIMONY OF RICHARD VARN
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                   (Jury in.)
                  THE COURT: Good morning.
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                  THE JURY: Morning.
                  THE COURT: Everybody well?
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                   THE JURY: Yes, ma'am.
                  THE COURT: Everybody very well?
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                  THE JURY: Yes.
                  THE COURT: Good job. Okay. Good
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            We're going to get started.
11
   morning.
                  Good morning, Mr. Varn. I'm Judge
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   Arteaga.
                                 Morning, Judge.
14
                   THE WITNESS:
                   THE COURT: Thank you for coming to the
15
   57th. Would you raise your right hand.
16
                   (Witness was sworn.)
17
                   THE COURT: Thank you. Ms. Klein?
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19
                   MS. KLEIN:
                               Yes.
201
                        RICHARD VARN,
   having been sworn to tell the truth, testified as
   follows:
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                     DIRECT EXAMINATION
24
   BY MS. KLEIN:
             would you please introduce yourself to the
25
       Q.
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jury.

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- My name is Richard Varn. I'm the chief 3: information officer for the city of San Antonio.
  - Now, you've been the -- I'll represent to you Q. we've heard some testimony about you being chief information officer. Could you tell the jury a little bit about your history with the city of San Antonio?
  - Yeah, I first came to the city of San Antonio to help fix some ailing systems that were causing a lot of problems, very expensive problems for the city in 2005 in February, and I was on contract with the city for about five months, and also my job was to try to help find a permanent CIO for the city at that time. They never had a CIO before, and CIO is the person in charge of technology and tries to oversee it from a strategic standpoint.

And after that five-month period, we found a person and I left the city. That person decided to move on from the city to Corpus Christi, and I was asked to come back in May of 2007 on a six-month temporary employment assignment, and then I decided to treat it more like a permanent job this time, 'cause I didn't like trying to come in and set things up and then hand it over to someone else. I really wanted to make it more permanent and started to try to improve the

operations here, so I was given the chance to be an employee of the city November 17th of this last year, and I've been on full-time staff since 2007. Be two years this May, roughly.

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- Q. Okay. Now, prior to coming to the city, what was your background?
- A. I've had about 30 years in government experience, most of it in the state of Washington. I was a state legislator for 12 years. I worked at a university for five years as their director of telecommunications and director of information technology production. Taught class in communications studies, education, business areas.

I went back to work for the government of Washington for four years as the state's first chief information officer and got to be the director of the department of technology and also the CIO for the state of Washington, and did that for four years. And I've been a consultant part time in my career a lot of times helping non-profits and education since 1988. So I decided after I left the state to take that up full time, worked at federal government for about 14 months, and then this opportunity came along, and I guess one of their credentials I have -- I've been the senior fellow for about five years I was for the center for digital

government, which is trying to help governments improve the way they deliver technology.

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- Q. Has there been a change in the relationship between governments and technology in the last, say, 10, 15 years?
- A. Pretty radical change. I always felt this was my calling to be in this place. I've always been interested in technology and enjoyed government and putting the two together and trying to help improve government with technology. So much has changed. We've had to step up and professionalize the way technology was delivered. It's been done very casually in some ways and very professionally in others, and now we depend on it, so we really can't leave any of it to chance, whether it's a 911 call or getting a benefit, we really have to make technology work and work every day, because when it's not working, we're not working. So that's the main thing is we've had to really step up and make everything reliable.
- Q. In your experience working with various government entities, are you sensitive to the issues of ethics and propriety in relation to technology?
- A. well, I come from a little bit different ethics environment. State of Washington, when I was a legislator, helped write the ethics code of not taking

anything from anyone worth more than \$3, so you really can't even take a car ride or a meal from somebody. So the environment that I was involved with, you know, you really have to be very careful about who you deal with in any way. I mean, unless they're your relative, you really can't have any relationship with them that's financial.

So as far as the -- you know, as a legislator and as a government official, I got a lot of complaints over the years of people who felt there was improper things going on in government. I was investigated to my fullest to try to fix those problems and to, you know, do the right thing as far as, you know, weigh the laws, and the government's supposed to weigh work. I haven't devoted my life to it to see it be done badly.

- Q. Now, I'd like to take you back to February of 2005 when you first came to work for the city as the acting or the interim CIO. That was a new position with the city at that time?
- A. The city had never had a person in that position. We've had that -- had directors of departments. They had a director of the department of technology, who was Gary Moeller, M-o-e-l-l-e-r. I always had a hard time pronouncing his name. Gary was

1 the director of a department but did not sit at executive level. As I did sit on the executive team when Sheryl Scully, the city manager, meets with the leaders that help her run the city. I'm on that team, 4 which is a best practice. We've always advocated, if 5 you're going to treat technology with the importance it 6 deserves, you really have to have a person at the table 7 when the big decisions are being made. CIO needs to know what other departments and other leaders are doing 9 so they can make sure the technology is ready to meet that need, so this was a new position they had that --11: so when I was brought in for the very first time, 12 Mr. Bono was the acting city manager. He put me right 13 on the leadership team, and I've been at that table ever 14 since I came here, so it was a difference in leading it 15 16 from a strategic standpoint rather than just running the mainframe. 17

Q. Now, as far as the city of San Antonio, the issue of IT, does that cover something more than having a computer on my desk and a telephone next to it?

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A. Well, the difference between a technology manager and a CIO is I'm supposed to pay attention to all the business processes that we do. It's really making the city run better and using technology to do that as my combination of my job. So I get involved

with other things like what are our goals and objectives, how do we achieve them, performance management, changing the way we do work. You know, if the process is broken, we use technology to do it fast. It's just a bad process being done faster. So my job is more like that rather than just running a desktop machine. It's also looking at all of the systems we have in the city, how they work with -- to serve our citizens and how they need to be either upgraded,

changed or improved to deliver better service, so it's a

Q. Now, when you first came to the city in February of 2005, what conditions did you find the IT department?

big job and I enjoy it.

A. Well, I would say this is the third time I've had the opportunity to come into a situation where the government had not had a CIO, had not been making investments in its technology, had not had the opportunity for its employees to get the proper training. They weren't given the right tools, and they did not have the right infrastructure to do the work they were being asked to do, and the third time around it was kind of old hat. I knew what needed to be done, and really most everything with the exception of the mainframe system was either broken, needed replacement,

is under repair. I would say there's several things you have to fix. People have to have the right skills. processes have to be right. You have to have the right policies. You have to have the right policies, processes, and tools have to be right as well. Their tools were not right, so it's three P's and a T. They were all broken.

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- So what was your mission that you saw for the Q. time that you were here with the city?
- well, there are -- was an 88 million-dollar Α. way too expensive system to replace all of our financials, all the things that keep track of our accounting, all of the payroll. That was not being 14: implemented properly. It was busted. My main job was to try to make sure that that got back on track, that it started delivering what it was supposed to be able to deliver, which was, you know, details. If you want 'em, 17 I'll tell you, but it wasn't doing it. The other part was to try to establish best practices, what kind of organization has a CIO? How does it look? What's the 20: relationship between the CIO and the departments? kind of positions -- what leadership positions do you 22 need?

So I had to do organization and then also do an assessment of what was busted within the

- department. Every aspect of it, whether it was their billing system, the process of delivering service. You come into an easement that hasn't had much attention, hasn't had the right leadership, hasn't had the right tools. Pretty much everything needs attention, so I spent a lot of late nights and tried to fix as much as I could while I was here.
  - Q. And excuse me. During the time that you were the interim CIO, did you bring Mr. Hugh Miller into the department to serve in a management capacity?
  - A. Yeah. Gary Moeller was planning on retiring and made that announcement while I was here. Among the leaders we had in the department, we decided Hugh was really the most qualified, had leadership positions, had both public and private experience. I like to see people with both in and out of government experience to take new ideas. We need a lot of fresh ideas in the department, so yes, we did.
- Q. Now, I'd like to turn your attention to Mr. John -- you know Mr. Foddrill, don't you?
  - A. Yes, I know John.
- Q. When did you first become aware of Mr.
- 23 Foddrill?

A. When I was working with the city in 2005 and 25 he was -- had a position with the city at that time.

- Q. And did you have regular contact with him during that time period?
- A. I had some contact with him at that time. I was very busy, so I had contact with a lot of people, and I would say John and I met a few times on different topics, and I would see him in the IT office building.
- Q. Now, would you go by regularly, two or three times a week in the evenings and sit down and chat with him to get his input on how the department should be reorganized?
- 11 A. NO. NO.

- Q. Were you aware he had told people that that's what you would do? That was your practice?
- A. No, I wasn't aware of that. I was there late quite a bit of the time. I mean, I would see people pass in the hall, but I did not have the time to sit down and talk with John three times a week. It was not really -- that wasn't an area where I needed to spend that much time. He wasn't in a position that I would have spent that much time working with him.
- Q. Did you discuss with him how the department should be reorganized?
- A. No. I spoke with Mr. Bono about how the department should be reorganized, along with the other department heads to try to make sure they had an

opportunity to figure out where their place was and what they were told to do. I wanted to make sure all the people that were there had a shot of having a position they were qualified for.

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- Q. Did you ever promise Mr. Foddrill that you would create a slush fund for him of monies that were recouped from monies that had -- other departments had made monies he could then use for whatever projects he wanted?
- Α. I don't think the city's accounting system allows for -- well, the word slush fund would be first pretty big indicator I wouldn't want to do that. Ι think I've talked with people before about the idea that sometimes you want to be an innovator, and if you save money, maybe that can be used to help fund. In fact, we're doing a program like that this year on one of the technology projects that's scheduled to save something around maybe 9 or 10 million dollars for the city, which is a really big deal. And it's either going to save or earn, so we're going to use some of those funds to fund other technology, but that's done with the council's approval, with the budget office's approval. general, no, we don't really have the ability to reallocate savings from other departments to some other purpose unless it gets through very formal budget

process.

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- Q. And if you did have those monies, is that the sort of thing from an executive management position that you would give to a mid-level manager without any actual plan or direction, what they were going to do with the money? Just say, here's a quarter of a million dollars, do what you can with it?
- A. No. I mean, it's an idea, you know, we're discussing is to encourage people to save money. But, no, we would want to set first a list of priorities, what needed to be fixed. And I believe we had -- we had a lot of things needed to be fixed back then. We would have set those priorities, figured out the most important ones. We have a process for figuring out what's the return on the investment. Does it save money? Does it help something work better? Those things that have the highest score get the money first, so that would be where the dollars would go.
- Q. Now, at some point in time do you recall having a meeting with John Foddrill in around late June where he requested a meeting with you?
- A. Yes. Yeah, I do.
  - Q. What do you recall about his request?
- A. What I recall is that John was very concerned about -- with the way things were being run in the

department. He had concern about the way money was being spent and the way that certain things were being operated that wasn't being done in a professional manner was his concern.

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- Q. Did he share that with you in an e-mail, or do you recall how you first became aware of his concerns?
- A. I'm pretty sure I had a conversation in John's office once where he said he was, you know, trying to do a number of things to improve the way the city's telephone system -- the billings were working and that he was concerned about trying to improve that and that -- and I know I had one evening conversation with him in my office, for sure, where he raised some issues.
- Q. And on that evening do you recall him raising the issue with you that Jose Medina had told him to cover up purchases with the company named Laser Quest?
- A. I don't even -- I don't know that company. I don't remember that. I remember allegations being made about something like he was concerned that Jose Medina was not doing his job and that he was not handling money properly was the core source of the allegation, I think.
- Q. Did he tell you that Jose Medina told him to cover up bills in a company called Santel?
- A. I don't know that company. I don't remember us doing business with either of those companies.

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- Q. When Mr. Foddrill came to you that evening and talked to you about his concerns about Jose Medina, did he indicate to you he thought Mr. Medina was filling his own pockets with city funds?
- A. I don't remember that. I do remember concerns about that there was misuse of the funds inside some fund that the city technology department had, that he was concerned about that, that it was not used for proper purposes related to the reason the money was collected. That was the main concern I thought he had.
- Q. And were you -- did you believe he was reporting to you that Jose Medina was violating the law?
- A. Well, I had a lot of concerns about a number of things coming into a new city, not knowing whether people are honest or dishonest, not knowing whether they're doing the right thing, because it's easy for them or doing the right thing or the wrong thing, 'cause it's easy for them to do the wrong thing and they're protecting themselves, so I was very willing I'm always willing to listen to anybody that says, hey, I think someone's doing something wrong. Well, tell me about it. Let me look into it. So there were things John alleged that were of concern to me about how the money was being used by the city that was being collected from departments, about those issues. Jose

was performing his job, how he was choosing and using contractors and choosing and using city money, all those were important allegations, and I looked into every one of those.

- Q. Did John share with you that some of those contractors that Jose Medina was choosing to use, that he also was choosing to use?
- A. No. You know, that level of detail, you know, this doesn't absorb at the time. If he told me that, I just don't remember. I'm sorry.
- Q. Okay. As a result of that conversation, did you place a phone call to Hugh Miller?
- |13| A. Yes, I did.

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- Q. Did Hugh Miller answer that phone call?
- A. No. I left a voicemail for Hugh.
- Q. What was your voicemail?
- 17 Well, I pretty much proved he shouldn't make Α. decisions when you're mad at somebody, but like I needed 18 19 another lesson. But I did ask him, why haven't we fired Jose Medina yet? Because here was John making 20 allegations. I had concerns about Jose's ability to 21 22 manage the telecommunications area anyway, as did I about a number of employees that we had in positions 23 where they just weren't qualified for doing their job. 24 25 So I wanted to see him moved on, and I was very -- very

upset with him about something else unrelated that this was sort of like was icing on the cake. If he was getting allegations made against him that he was stopping somebody from trying to fix something in the city, then I was ready to get rid of him.

Q. Now, you said there were something else you were upset with him at that point. What was that?

well, it's taken us four years to figure out Α. from what he left us with. We have contracts with all of the telecommunications providers, AT&T, Sprint, the Time Warner, all the long distance carriers. It takes a long time to pick a new vender for that. months, years sometimes to actually get all that, because if you change any of that picture, a lot of systems depend on this, it takes a long time to make sure you don't disrupt service for people, and the vender has time to unplug everything and the new vender has time to plug everything in. So I've done several telecommunications RFPs before, and they take a lot of work. All of our contracts were ready to expire. here in May. They were ready to expire that fall like in October, and not one single RFP draft had been prepared, so they were all going out of the ability to use those in a few months.

Jose was the director of that area. To

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me the number one thing is you'd have to make sure you 1 have continuity of service so that no one gets their 2 service disrupted, if you're in charge of that area, so 3 to me he showed his incompetence in that function by not being able to be ready to replace every single major 5 contractor. We had our cell phone service or long 6 distance, our internet network provider phone switch, 7: everything was going to go off and he was like, oh, 8 well, so. I was like, you know, I wasn't really sure he should be with the city, let alone be in that position. 10

Q. So when you picked up the phone and called Hugh Miller, do you recall -- did you tell Hugh Miller the reason you wanted Jose Medina fired was because he had made threats against John Foddrill?

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- 15 A. You know, John did tell me that Jose had been threatening him.
  - Q. Did you share that information with Hugh Miller?
- A. I don't remember if I did. I would likely have.
  - Q. Okay. Did you tell Hugh Miller that that was the reason that Jose Medina should be fired?
- A. No. No. The main reason -- I mean, I had already asked Hugh to consider finding a different person for that job, because we needed not only somebody

who could run the daily operations, but somebody who knew how to dig us out of the fact we were already two 2. years behind in replacing our basic contracts, and one of the reasons when I came here the things were so 4 messed up with the deployment of this new financial 5 system is 'cause we didn't have a proper network. 6 were connecting, you know, those really old 14,000 BOD 7 modems, the really tiny little modems our whole -- for 8 departments for our whole office were connected to our 9 network with just one of those little things. You know, 10 it would swamp, you know, that instantly just trying to 11 connect to this central accounting system. network was busted. It needed millions of dollars of 13 investment to work properly to serve the city and to deliver modern services. So we need that. 15 somebody to deliver all that, somebody to keep on top of contracts, so I was -- I was convinced -- I was already decided -- I mean, I didn't have full authority. just a contracted employee. So the reason I'm calling Hugh rather than taking action myself is 'cause I did not have authority to implement those kind of actions. So I'd already been telling Hugh, you've got to find 22 somebody to run this area who knows what they're doing, who understands a modern network, and it wasn't like I 24: needed to convince him. He already knew that I was

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- looking for someone at the time.
- Q. Okay. Now, you said that you took the allegations Mr. Foddrill made and you looked into them.
  - A. Yeah.

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- Q. And what did you find out about those allegations?
- 7 well, first and most obvious one is that Jose Α. was not the right person for that position. We had 8 other people that could do the work, good qualified city 91 employees that could step in, as well as bringing 10 outside people. We needed to make that management 11 change. Secondly, that every IT department I've been 12 with, that's K12, federal government, university, and 13 state, has a basic problem in trying to distribute their 14! charges of what it costs to run the system out to 15 people. And the city had -- as most IT departments do, 1.6 had a kind of a broad based set of things that kind of 17 represented your rough usage. You know, it was sort of 18 like you didn't have something as accurate as cell phone 19 minutes, so you could automatically say, use this many 20 minutes, you pay this -- this much. They had to take 21 22 someone that was reasonably close. We do things like how much storage do you use, how many transactions, how 23 many interactions do you do on the mainframe. 24 We had to 25 i take a rough approximation, how many phone lines do you

have, and they have assigned a dollar value to that, and 1 even after they did those big block allocations, there 2 were still things that would come up that wouldn't neatly fit into one of those things that still needed to 4 be done for the city. So you would have to have some 5 i way of, you know, charging things out that would pop up. A department would suddenly have, you know -- they'd lose a bunch of laptops or they would have a software mandate that would come down from the federal government, say you got to fix this right now. 10 to have some way of balancing their budget and serving 11. their needs. They had something called -- some kind of 12 13 a variable in the telephone system. They were using 14; the -- the allegation was that was being illegally used, which I'm very sensitive to. If anybody's illegally 15! 16 using money or inappropriately using money, we're going 17: to stop now and we're going to figure out a way to fix So I went in and looked at that. What I found was 18 it. 19 it was an accounting mess. It was an absolute 20 accounting mess. We had to fix the accounting mess. 21 THE COURT: Mr. Varn, I want to hear about it in just a second. I need to excuse the jury 22 23 into the jury room for two minutes, if you could, 24 please. Would you have the jurors go into the jury room for two minutes. 25

1 (Jury out.) 2 (Discussion off the record.) 3 (Jury in.) 4 THE COURT: My apologies. Back on the 5 record. Mr. Varn, two options, I believe, is where we were. 7 Yes, ma'am. THE WITNESS: 8 THE COURT: Go right ahead. 9 THE WITNESS: The first option is to do a very, very detailed accounting system that tracks every 10 single expenditure that you make on anything and then 11 tries to allocate that spending out to the person that 12 13 used it. It costs a couple of million dollars a year to 14 run for an organization our size, to buy the software 15 and to implement it and to track everything. It's verv 16 people intensive, and places that have a lot of federal dollars or that have to account for every penny in a 17 certain way, they will invest that kind of money. 18 1.9 Our second choice, which we've 20 recommended -- I recommend through the center as best 21 practice, is to find a very common unit, and we chose 22 full-time equivalent position, so because you figure 23 people won't cut people, they cut technology in a budget 24 year, but they tend to hold on to their positions well, 25 so you can't play games with the positions people want

and need for their department. So we charge now so much per department if it's a full-time equivalent position for technology. We have a standard amount for everything except long distance usage and cell phone So that has saved us a tremendous amount of hassle in trying to build departments. Before it was a nightmare. So that was the fix that we needed. needed to be direct and honest with the departments 8 i about how we were billing them and exactly what the money was being used for.

So the other side of that we changed was we open up our whole process to let the customers help determine what we spend our money on, so we've really done a lot of those reforms to change that, so I did address as best I could over the two times I've worked here to fix that problem, to save us both money and do a better job accounting for our funds.

Q. (BY MS. KLEIN) Let me ask you a question about that. Based on your experience in the industry, was there anything improper about using this variable for getting recoupment on charges?

A. Well, I want to be very specific, and there's nothing illegal about it. It does not violate any city policies, rules, or ordinance. It doesn't violate Texas law. It's a mess from an accounting standpoint. It

1 makes it very difficult to know what you're spending money on and how -- and that needed to be fixed. 2 wasn't -- it wasn't that it was something that I had to go call law enforcement. There was a couple of things I did call law enforcement on over the time I've been 5 working for the city of San Antonio, and there's one case an arrest was made, so we've -- you know, it wasn't 7 to that level. And the other -- in this case it was 8 more, wow, that's a mess. You guys got to figure out a 9 i better way of billing. And we addressed it when I came 10 11 back.

Q. Did you have any further contact with John Foddrill?

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A. John sent me e-mails after I left, a couple times. I passed along John's concerns to my successor Michael Armstrong, told him he was concerned about a lot of things that I had done some looking into, the things that John was concerned about, that I had not found any illegal acts, that I didn't -- but from my standpoint I don't really trust what people tell me. I kind of trust what people do. I said, you know, I think you should continue to look into these issues, you know, are we spending our contract money right, you know, are we handing out contracts to the right people for the right reasons, you know. And Michael, by the way, came from a

washington position as well, ironically. He actually was recruited out of the city -- I lived in Washington from Des Moines, Washington, so was very used to Washington ethics, which is not -- you know, a scandal there would basically make the paper here, you know. So he understood all that. He followed up, I think, to some degree on what those concerns were.

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I just basically handed him off -- handed John off to him. I did tell him I thought John was a little quick to judge when things were wrong, rather than getting as many of the facts as he needed. I did tell him that. I said he's made a lot of allegations. Ones I've looked into haven't borne out what he was claiming to be wrong, had a kernel of truth in it, but the conclusion was wrong. It was -- the process was broken. But to allege what was happening and the allegations he was making, I couldn't find the evidence for it.

- Q. Now, a moment ago you also said at the start of this whole discussion about the phone call that you made to Hugh Miller, you made the comment that was one of those lessons you learned about doing things in anger. Could you explain that statement?
- A. Well, you know, I've done that a number of times in my career when you call someone and you're mad,

my normal policy now is, when I reach for the phone, don't, you know. Wait. Wait until you're not mad and 2 But, you know, I was under a lot of stress then. 4 I was trying to get a lot of things done for the city. not getting a lot of sleep and flying back and forth from Washington to here to work during the week here, so 7 I was mad. I was upset. I get upset 'cause I helped write the Washington whistle-blower law. I've always been mad when people who do complain about the government doing the wrong thing do not get treated with 10 They can actually be fired in Washington, and 11 respect. 12 i I and the Washington legislature both passed whistle-blower laws about the same time for the federal 13 and state government. So when I find somebody who's 14 15: blocking something who's trying to do the right thing, who's saying, hey, I'm trying to fix something and I got 16 17 this person threatening me, that makes me mad, and I shouldn't have acted the way I did, but it was more than 18 19 just the allegation John was making. It was general 20!frustration with him doing his job.

Q. And the allegation that John was making that Jose was blocking him, at the time that you made the call, the only information you had on that was what came from Mr. Foddrill, correct?

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A. That's right. I had not had the opportunity

yet to look -- I did understand, I guess, about the budgeting problems, 'cause I had done some looking into that. But when it came back around to say, well -- and there's this person who maybe isn't trusting, worrying they're again at their job and they may be threatening me, it's like, why is he still here? I still think it was a good question.

Q. And you had issues about his work performance, but other than John Foddrill, did you have any questions at that point about his trustworthiness or honesty?

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11 Α. I never really did. I did find other people that worked for the city who were later fired. 12 There were -- like I said, one case where a person was 13 actually surfing child porn during the day in the city 14 attorney's office who was arrested for doing that, and 15 16 his house was raided. So, I mean, we had some cases 17 where we found people doing inappropriate things. 18 were directly sent to law enforcement. There were other cases about the delivery of our complete systems which I 19 i 20 never felt were fully resolved. I did an audit on 21 I turned the audit over to the assistant city 22 manager, Chris Brady, at that time. When Chief McManus 23 came to the city, he used the results of that audit of that police system to dismiss a number of city employees 24 who he felt at least had been derelict in their duty in 25

delivering that system properly. So, you know, I can't remember the exact question, but, yeah, I did look into those things and we did act on 'em, but I couldn't find anything to act on.

- Q. Okay. Let me ask you this: Are you familiar with a company called Cisco?
  - A. Oh, yes.

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- Q. Okay. How do you know about Cisco?
- A. They're a world leader in networking technology and solutions.
- Q. Do you -- is the city looking at Cisco as a provider of services?
- A. Yeah, we've learned some hard lessons about how to pick venders. Over the last, you know, 15, 20 years I've been doing this. A number of venders, we buy their equipment, we come to depend on them, and they go out of business or get bought by someone else, so we end up with these orphan pieces of equipment that no one will support and no one knows how to fix or deal with, and then you end up with a whole bunch of them in your system and it really causes problems.

So my bias towards venders is to use independent third-party people who evaluate venders, and we have a contract with a company called Gardner who looks at all these venders and judges them and rates

them kind of like consumer reports rates refrigerators, 1 whether they're a best buy or not. I try to pick 21 people -- they have a quadrant. We're in their top right quadrant. Stable companies deliver what they 4 promise and are likely to be around for the long haul in 5 this business. Cisco is always in the top right quadrant of Gardener's charts. We pick people like IBM, 7 Cisco, Microsoft, Adobe. You know, these are very powerful too. They're companies that don't go broke. My rule, if we're going to pick a down-market vender 101 who's small, it should either be done because we're 11 trying to work with -- work with small businesses -- and 12 that's important. We do that a lot, or because their 13 software is so much more powerful. Like I usually just 14 buy three or four times better than what the big market 15 I don't want to shut them out, but I don't want 16 uses. 1.7 to be orphaned. I don't want to be left with them going 18 broke. And recently we've had three or four venders 19 that have filed for bankruptcy or have actually turned 20 our billing over to a collection agency -- the money we 21 owe them has been turned over to a collection bureau 22! to -- so we start getting calls from them. It's not a good economic time to be investing in companies that can't weather this time, so Cisco -- I've standardized 25 on them in two or three environments now and picked them

because they have the best technology; they invest in future technology. They are able to survive as a company.

- Q. Are you familiar with a company named Nortel?
- A. Yep. I believe they just declared bankruptcy recently.
  - Q. Was the city's -- were you aware that was the city's prior --
- A. Yep. I have a long history with them when -before they used to be Bay Networks, and they merged
  with Nortel. We used to use Bay Networks with
  equipment, and we did a lot of great work with Bay
  Network's equipment. They merged with Nortel. Very
  solid company for a period of time there, but they
  tended to lose their edge, you know. It's just survival
  of the fittest in the IT business.

So we had three different venders. had Nortel, we had Avaya, and we had some Cisco. fact, I think we had four or five venders, and I've even written papers that says you just don't do that and expect your network to work properly. So you really have to pick your standard and buy the tough stuff that works or make the venders promise in blood that their stuff will work with the other venders and there will be no help, and you hold 'em to make that promise in 

So we needed to kind of get rid of some of 1 contracts. those peripheral pieces of equipment and standardized -and I directed Hugh to do that. 3 4 We'll pass the witness. MS. KLEIN: 5 THE COURT: Your witness, Ms. Gaul. 6 CROSS-EXAMINATION 7 BY MS. GAUL: 8 Ο. Mr. Varn? 9 Α. Yes. ma'am. 10 You started your testimony with your Q. background and that you have a long history in 11 government and in public service and in private 12 13: industry; is that correct? 14 Yes, ma'am. 15 And that you said investigate things to the 16 fullest and don't make quick decisions, right? 17 Α. Well, sometimes I make rash judgments and lose my temper, but I do try to -- before I act on it 18 19 finally, I do calm down and try to make the right 20 judgment on evidence. 21 So how do you explain to this jury the 0. 22 conflict in that description of your background and the 23 fact that you picked up the phone and told Hugh Miller 24 to fire Jose Medina?

It was a rash decision. Besides being, you

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know, maybe over-tired and, you know, making a decision out of losing your temper, I don't really have a better explanation for it.

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- well, the explanation is that you knew a lot 0. about Jose Medina already, and this was just the final issue that had come up with him; isn't that correct?
- well, I think that's why I might have any Α. legitimacy to suggest he shouldn't be working there, but the allegation that was made at that time wouldn't have 10 made me do that. It was somebody who I was already concerned about as being qualified to be the director or manager of the area he was managing, so I didn't -- I did not want to see him in that position. This was -seemed like another reason why he shouldn't be there.
  - well, and you believe that you instructed Mr. Miller to find Medina another place, to get rid of Mr. Medina, to replace him; is that correct?
  - Yeah, I had asked him to begin to look at a whole bunch of things, reorganizing the whole department, and finding a competent person to be in charge of that area was not one of the directions I gave him.
- 23 Go in the blue notebook to tab 1, please. 0. This is a municipal integrity report, and if you could 25 turn to page 12 of that report.

The one labeled 0001112? Α.

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- That's the beginning, but I need you to turn Q. to page 12 of the actual document.
- Here we go. I didn't find the numbers right away. Okay.
- 6 At the top of that page, according to Q. Mr. Miller, he did acknowledge that he had received that 7 voicemail instruction from you to fire Mr. Medina, but 8 Mr. Miller says that you didn't care for Mr. Medina, so he took your voicemail in that context. Were you aware 10 11 of that?
- 12 Α. Yeah, I was. In fact, he told me that the next day. How come you're leaving me these nasty 13 voicemail messages? And, you know, I can't just do 14 And I said, yeah, I'm sorry. I lost my temper, 15 16 and I apologize for leaving him the voicemail and said, you know, but we still have to fix the problem. 17 to figure out what to do. And I said, obviously I have 18 no authority here to order you to do anything. 19 20 know, I'm going to trust you to find the right people to 21 do the work and get this problem fixed, because if not, 22 we're going to end up with no contracts to deliver 23 services to the city.
- Mr. Medina wasn't taken out of his position, Q. 25 though, was he?

- Nope. Not until recently, actually, about a Α. year and a half ago. He retired from the position.
  - And at this time you said --Q.

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- well, that's not completely accurate. position was shifted, and there were other people that were actually put in charge of running the telecommunications systems that actually are doing a good job and are deploying a very modern, very good network city wide now.
- Did you do that when you came back to the Q. city?
- Actually, it was underway when I returned. Α. There was a logjam. Mr. Armstrong had kind of lost the trust of folks 'cause he was leaving, and they were not choosing to follow his recommendations because he was on his way out, so there was a big pile of decisions, one of which was whether we should partner with CPS Energy and use their fiber that they use for controlling the electrical system -- use their fiber in a partnership with them to deliver these network connections to all of 21; our city facilities, and there was a big bottleneck on that big project, and it was not being decided. All the work -- a lot of the work had gone into preparing to do it, but here it was sitting in the manager's in box, but she wasn't ready to endorse the idea because she needed

- someone who she could trust to say, yes, this makes sense and this is how we'll do it.
  - Q. You don't believe she trusted Mr. Armstrong?
- A. Well, I don't think she had -- he did not have her confidence to make that big of an investment when he was leaving.
- Q. Let's talk about -- you said that you started here in February of 2005 as a contract employee; is that correct?
- 10 A. That's correct.

- Q. And you were here for five months.
- 12 A. I was a contractor. I was not actually an 13 employee at that time.
  - Q. But you were called the interim CIO, correct?
  - A. Yeah. It was a very unusual circumstance. I was actually given a title rather than just being a vender, which I'd be more used to.
  - Q. You would have to fly back and forth to Washington on the weekends; is that correct?
  - A. Yeah, that's why that -- and I was helping a school district in east Baton Rouge, Louisiana at the same time, so sometimes I would go over there and work with them on a grant they had gotten.
- Q. Eventually you came back here in May of 07 -- 25 a couple of years you came back in May of 07?

A. Correct.

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- Q. Again, temporary, and then you became permanent, correct?
- A. Right. That time was a temporary employee for six months.
  - Q. So were you gone a couple of years and you said, when you came back, that there were still problems, or had everything been fixed while you were gone?
- 10 A. Can I shut this?
  - Q. Sure.
- 12 There were a number of problems. A number of Α. points of progress had been made. I'd say the strongest 13 areas that had been improved was in server management, 14 was in having two very good people that were ready and 15 16 got launched into assistant director roles, so they 17 recruited two, and I named one long-time employee and 18 promoted another one into those positions. The network 19 had started to take shape. It had a good plan behind 201 They were ready to make investments in the network in a proper way. They'd started to prepare the RFP to 21 22 get ready to replace the systems, so there'd been 23 But they had not gotten money. You can't improvement. 24 fix something with nothing. They'd gotten no major 25 capital investment. There hasn't been an

- 8 million-dollar bad project. There hadn't been any 1 2 money.
  - Let's talk about that. Q. What was that 8 million-dollar bad project?
  - It was for replacing Hanson, buying Hanson, which is our development services, the way we do permits for people who want to build houses and do housing developments. And for all of the accounting system for the city, the payroll, the financial system, the budgeting system, supposed to be a whole bunch of other pieces that never got delivered.
    - Q. What was it called?

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- It was -- well, it was called ERM, which is Α. not an industry standard. It's normally called ERP, enterprise resource planning system, and it was with SAP, which is one of the top three venders. But it was implemented -- you know, it was a textbook case of how not to do it in many ways. There were problems with the implementer Deloitte and Touche, problems with the city being able to respond and change its business process. There was bad communications. It was too expensive for 21 22 what we were getting.
  - How is it now? Q.
- 24 We have undergone a review by SAP so that it 25 is actually now one of the best systems operating for

public sector service in the U.S. We're actually ahead 1 of Houston, and they're one of the better deployments. 2 [ We're ahead of Houston, our current releases, and bring ourselves up to the current versions of the software. 4 It's stabilized. We're actually able to do quarterly as 5 well as monthly closes, which is a big, big thing in accounting. I don't understand it fully, but when we do 7 our budget -- and you may have seen the paper recently, three plus nine budget. You couldn't have done -- we had to do a three plus nine budget. In order to do 10| that, you have to have a good accounting system. do that now. 12:

Q. And as of when did it get fixed?

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- A. It started to get fixed actually right when Hugh took over and they started to put new people into those positions and change the business processes and how we supported the software.
  - Q. But when was it finally fixed?
- A. It's never going to be finally fixed, but I think that, you know, right around, you know, 07 it really -- 06, 07 it started to really stabilize. There weren't any more bad -- you know, before, you know, the paychecks were wrong and, you know -- so late 05, early 06 most of the -- most, you know, things you'd get in the paper were fixed, and then after a series of reviews

- and audits and some new investments, I'd say in, you 1 know -- Hugh -- and then Hugh and I working together 2 have gotten it stabilized over the last two years. 3
  - Now, you did -- in talking to Mr. Foddrill, you learned about this variable account; is that correct?
    - Α. That's correct.

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- 0. were you aware there were four variable accounts at ITSD?
- 10 I didn't really have that level of understanding the details. I just knew they had some things they used to adjust charges. That's what I knew 13! about.
  - You didn't know there was a telecom variable, Q. a pager variable, a cellular variable, and a wireless variable.
- I understood the telecom variable 'cause Α. that's the one that seemed to be the largest one that 18 was used to adjust the budgets. What I thought was just really telecommunications in general. I didn't know 20 21 they had it broken into four sub accounts.
- 22 Q. Now, you said that you looked into the issues 23 that Mr. Foddrill brought to you; is that correct?
  - I did the best to my ability, ma'am, yes. Α.
  - And I believe you testified also that there Q.

- were two ways that you could have solved this variable problem. You could have done detail accounting, or you could do this charge that you finally come up with and charge the departments, correct?
  - A. That's correct.

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- Q. And detailed accounting would be important if you were dealing with federal funds, I believe your testimony?
- 9 A. It's if you have to prove to a federal 10 agency -- as most state agencies who get federal funds 11 do, have to prove in a certain way the allocation of 12 their costs is fair and reasonable.
  - Q. Now, the city gets federal funds, right?
- 14 A. That's correct.
- Q. In fact, what percentage of the federal funding is from -- I mean, what percentage of the city funding is from federal grants?
- A. The primary source of the audits that the feds have been doing for the last ten years or so is in Medicaid, because that was the area where people were kind of tending to dump -- governors were dumping -- I don't know how much money we get from Medicaid. Most of the other --
- Q. That's not my question. Overall with the city --

Total federal dollars. I'm sorry, I don't Α. know it off the top of my head. I would say it's probably less than ten percent federal monies.

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- In accounting to those federal monies, you have to account for your expenses; isn't that correct?
- The process that you have to do is to Right. Α. show them that whatever method you're using is a 7: reasonable -- shows a reasonable reflection of the actual usage, the actual charges or drafts that entity put on the system. As long as you have a fair way of 10 doing it, it's done uniformly, you charge everybody the say same way, then it's okay to do that method. 12
  - The way they were charging these different Q. departments was per phone. They were assessing their phones, right?
  - Α. Yeah, it may or may not. I don't know if it would have passed a federal -- what happens when -- if you don't pass a federal audit you have to pay some of the money back with interest if you've overcharged.
  - Okay. So did you look into that to make sure 0. this variable was not violating those federal --
  - Α. Yeah, I did, and I didn't think it was -- you know, it did get done the same way for everybody, so it was a commonly confusing way of doing it, you know. was hard to track it to the exact amount, but since

everyone had equal access to come in and make a plea to the department director to say, I have a problem this year, or I have an issue with this financing, or the department director would say this ended up being more expensive than we thought. We have to figure out how to cover the costs. Allocating it by any common way probably would fall -- would get accepted by federal auditors. They're really looking for somebody who's dumping bunches of costs onto Medicaid and other contracts to try to solve their budget problems. That's not what the city was doing. The city was trying to allocate costs that it really did have.

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- Q. So you know if ITSD wanted to put a trophy case in that was found to go to the variable, you didn't think that would be a problem with the federal grant money?
- 17 You know, that's one of those golden fleece Α. kind of examples. It got my attention. You're doing 18 what with the money? When it comes down to it, the way 19 that the feds look at that is if it's a cost that you 20 21 incur, even if it's for an employee picnic, if it's 221 something that's appropriate, legal for the city to spend money on, they don't look at that level of detail. 23 24 State of Washington, when I was there, had randomly allocated extra money to the IT charge until a budget 25

- year in a crisis and just dumped the cost onto IT with no relationship to cost. When I found that out when I went to the state of Washington, I immediately reported The legislature said, this violates federal rules, 4 and we are going to have to pay this money back. 5 You guys need to start making a plan to pay it back. This wasn't that problem. If it's legal to spend the 7: money -- even if it's a dumb thing to spend money on, if it's legal to spend the money on, it's not to my 10 knowledge violating the federal audit rules.
- 11 Q. Did you ask the feds about whether they thought it was okay to buy trophy cases and remodel the ITSD --
  - I have actually visited with a number of Α. federal officials in Washington asking them about --
  - 0. You did ask them about --

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- 1.7 I didn't ask them about that, no. I didn't Α. ask 'em about trophy cases.
- 19 And you didn't go into a level of detail 20 investigating that variable at that time; is that 21 correct?
- 22 Α. I didn't ask 'em -- ask the federal officials if they thought it was a good idea to buy a trophy case, 23 24 no.
- 25Did you stop the process of the variable when Q.

you found out about it in 05?

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- A. No. There was no alternative. I did ask them to start developing an alternative billing process, and I left it on my list, you know. It was like handing off the bible over to Michael Armstrong saying, here's a big list of things. I'm sorry. You have to fix your billing system.
- Q. Were you also -- you testified you like Cisco and it's a big company and you can rely on it. Were you aware of how Cisco was being courted at the time by Mr. Miller and his ITSD group?
- 12 A. I don't -- could you explain what you mean by courted?
  - Q. Were you aware of the weekly meetings that they held with Cisco representatives for a while?
  - A. I was aware that Hugh had told me that he had been talking to Cisco, yes.
- Q. Were you aware of the municipal integrity investigation where Mr. Miller had stopped ordering from the vender and was starting to order from Cisco?
- A. I was made aware of that later. I don't think
  the timing -- the municipal integrity investigation -- I
  believe it happened between when I was here the first
  time and when I came back the second time. Is that
  correct?

Q. Yes.

- A. The timing? So I was made aware of that investigation that was going on. When I was told about it, I mean, I had directed Hugh -- I said -- when we talked about this, he said, well, this is what I'm thinking of doing. I'm thinking of standardizing on Cisco and moving that direction. I said, well, why aren't you already? You need to be doing that. We have to get off of these, you know, Heinz 57 platforms and get on a solid one.
- Q. There's a process for doing that; is that correct?
- A. We have two. One is an open and competitive bidding process. The second one we do by research and analysis and setting a standard for what we want to use as a city. And we can choose by that to standardize our purchasing around one system. We're buying our new computer dispatch system for 911. We're buying it without competitive process. We've already purchased it because Austin, Fort Worth, and Dallas use the same system, and we're on the I-35 corridor, so because of that reason we'did not do a competitive process. We did a research process which determined what we will buy.
- Q. But Hugh Miller as the director of ITSD can't just say, stop using Avaya contract and use Cisco.

There is a process, correct?

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- A. Well, actually, under -- there's an administrative directive that gives the director of information technology the power to determine exactly what to purchase by their own decision. By determining that's what they want to standardize on, they can choose that. I had the same power as the IT director in the state of Washington.
- Q. I'm confused. You just told the jury there's two processes you have to go through, competitive bidding or research. But then now there's three, or you could just decide what you want?
- A. The way the research process gets implemented is a decision by the director to choose to buy that. That decision must be validated by the city council because we cannot buy anything over \$50,000 unless the council agrees that vender is a proper one to buy them from.
- Q. So I'll ask my question again. Mr. Miller cannot just decide without a process to stop buying from the contractor Avaya and buy from Cisco.
- A. The director of IT under the city rules can choose under their discretion to use the contracts that are available to them. If they had an IT contract that let us buy from Cisco, then that contract can be used.

- Any vending purchases have to go to council for 2 approval.
  - Q. And were you aware at that particular time it was \$25,000 or more that had --
    - A. At that time it's been raised, yes,
  - Q. It's been raised since Mr. Foddrill was terminated, correct?
    - A. That's correct.
  - Q. Okay. I'll have you turn in the blue notebook one more time to Exhibit 11.
- 11 A. I'm there.

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- Q. Did you know Sharon De La Garza from human resources?
- 14 A. Yes, ma'am.
  - Q. And according to this e-mail, she basically says that you could have started the process for terminating Mr. Medina, if you'll look in the middle paragraph.
- 19 A. The one that begins I would suggest?
- Q. Yes. No, I'm sorry, the next paragraph. I apologize. It was -- she says it was inappropriate for you to direct Hugh to terminate an employee. However, you were operating as the de facto chief information
- 24 officer, and as such you could have initiated
- 25 termination proceedings against Mr. Medina himself. Do

you see that?

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2 And I think with other people signing Yeah. and agreeing to, but I really had -- you know, CIO and 3 chief technology officer, CIO looks at the strategy and 4 tries to tell you the right direction to go. He had to 5 live with implementing it. If he need him -- if he needed to make use of him, I don't like to undercut my 7 chief technology officers and who has to use it, so I 8 left it up to him to decide. And I still do that. make suggestions, but I don't direct him who to hire or 10 fire. 11

MS. GAUL: Pass the witness. Thank you.

MS. KLEIN: We have nothing further.

THE COURT: Thank you so much for coming in, Mr. Varn. You've been excused. However, remember you're still under the rule, which means that you can't speak to anybody regarding your testimony today.

THE WITNESS: Right.

THE COURT: Thank you.

(End of excerpt.)

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1 STATE OF TEXAS COUNTY OF BEXAR 3 I, Kayleen Rivera, Certified Court Reporter in 4 5 and for Bexar County, State of Texas, do hereby certify that the above and foregoing contains a true and correct transcription of the proceedings 7 requested by counsel in the above-styled and numbered cause, all of which occurred in open court or in 10 chambers and were reported by me. 11 I further certify that the total cost for the preparation of this Reporter's Record is \$\_\_\_\_\_ 12 13 and was paid by\_\_\_\_\_ To which I certify on this the \_\_\_\_ day 14 15 of \_\_\_\_\_, 2009. 16 17 18 Kayleen Rivera, CSR 5364 19 57th District Court Bexar County Courthouse 100 Dolorosa Street 20 San Antonio, Texas 78205 Telephone: 210.335.2081 21 Exp: 12-31-2010 22 23 24 25