

## CITY COUNCIL - DIVISION INTRODUCTION



FEBRUARY 23, 2021



# Agenda



- Overview of Division
  - Organizational Chart
  - Budget Information
  - Successes
- Technology Team
- Broadband in Flagstaff
- Closed Captions
  - w/ City Clerks Office



# Overview of Division



## What is IT?

**Our purpose is to provide you the secure tools to make your job easier tomorrow than it was today.**







# Budget



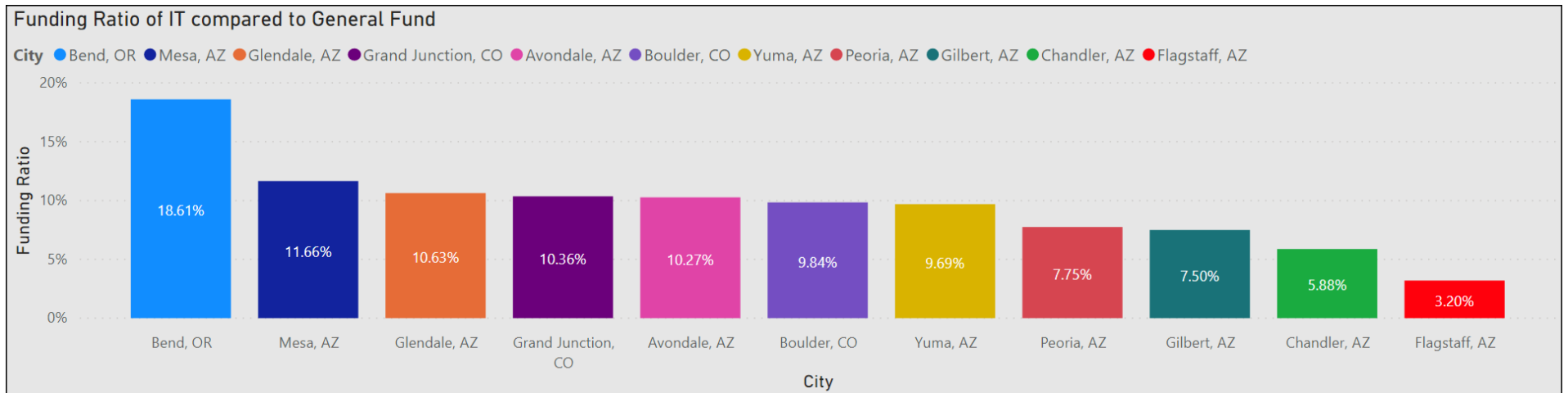
## **FY 21 Budget**

- 17 FTE's
- \$725,906 annual recurring budget
- \$967,208 in one-time funds
  
- Grand Total FY21 = \$3.28 million
  - Including Personnel, Base and One-Time funds



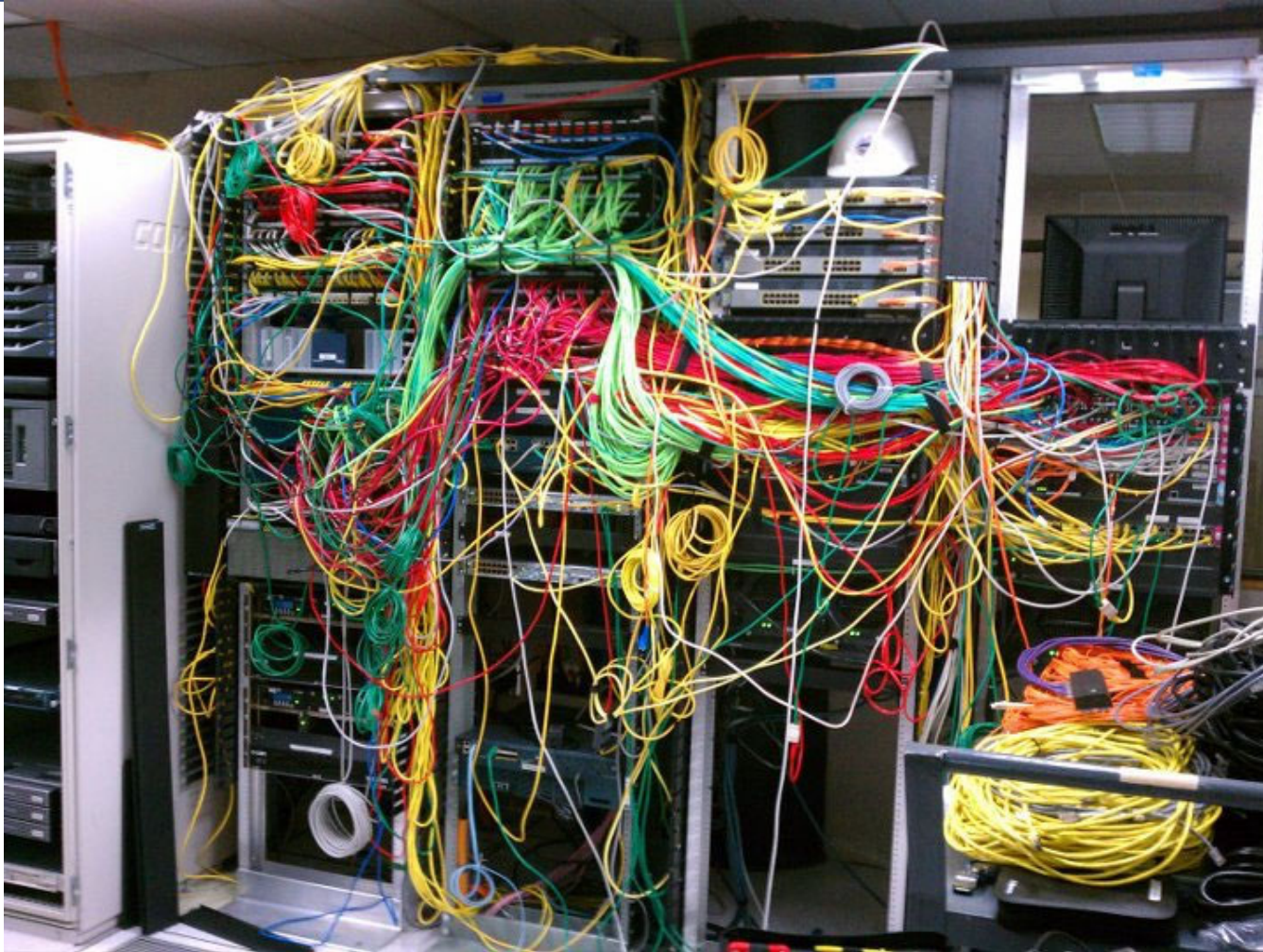
# Comparisons

## Comparisons



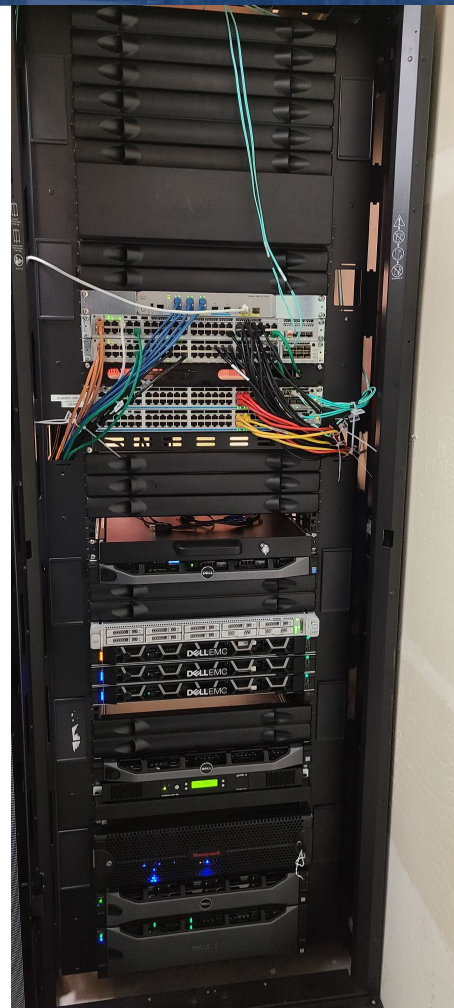


# Successes





# Successes





# Successes



## Help Desk

Since COVID started the Help Desk:

Received over 1800 tickets

Had an average first response time of 2 hours

Had an average resolution time of 24 hours

Maintained a 96% satisfaction rating of “Awesome”



# Successes



## Operations

Our Operations Team had the foresight to push remote work and remote meeting technologies years before the City accepted them as general practice.



Once COVID hit, those technologies were critical.

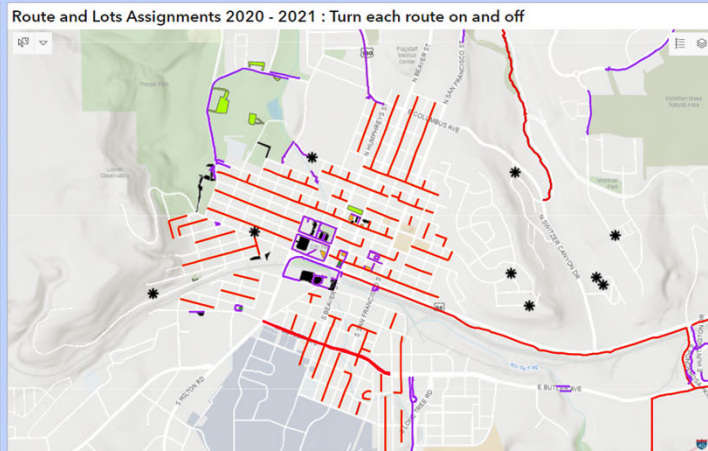
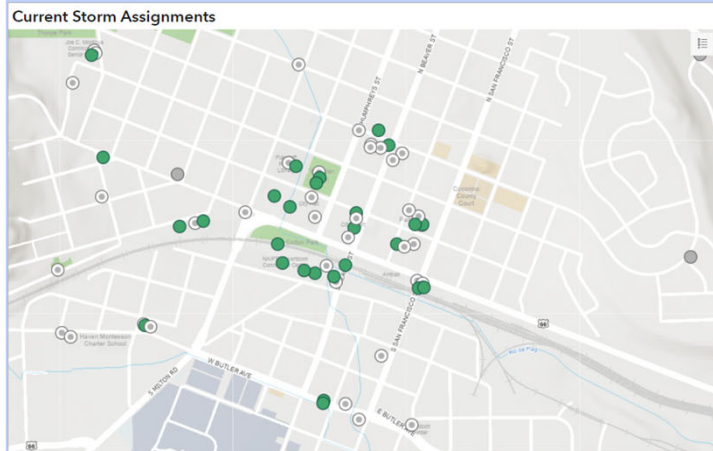
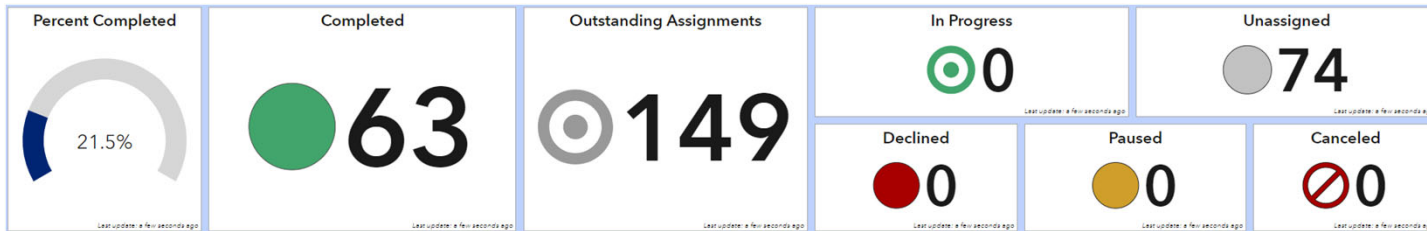


# Successes



## GIS

### Parks Snow Operations Tracking



My Projects > Parks S...

Assign Filter + Assignments

Status Due Priority Assignee Sc

286 assignments Showing 1-50

- Snow Relocation 435 W Elm Ave None in 2 days PP
- Snow Relocation 3 N Bonito St None in 2 days PP
- Snow Relocation 1321 McMillan Rd None in 2 days PP
- Snow Relocation 3301 W Cooper Dr None in 2 days PP
- Snow Relocation 3239 W Cooper Dr PP

Assignments Workers

Navigation icons: back, forward, zoom in, zoom out, search



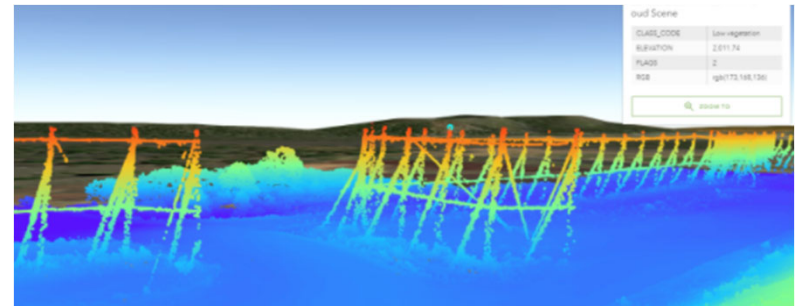
# Successes



## GIS

### Drone Operations and Analysis

3D modeling, aerial mapping, and other imagery





# Successes



## Applications

Digitized our entire HR personnel file





# Successes



## Security

- Started our Security Program in 2020

2018 – Atlanta      2019 – 23 Texas Towns

2019 – Baltimore      2019 – FUSD

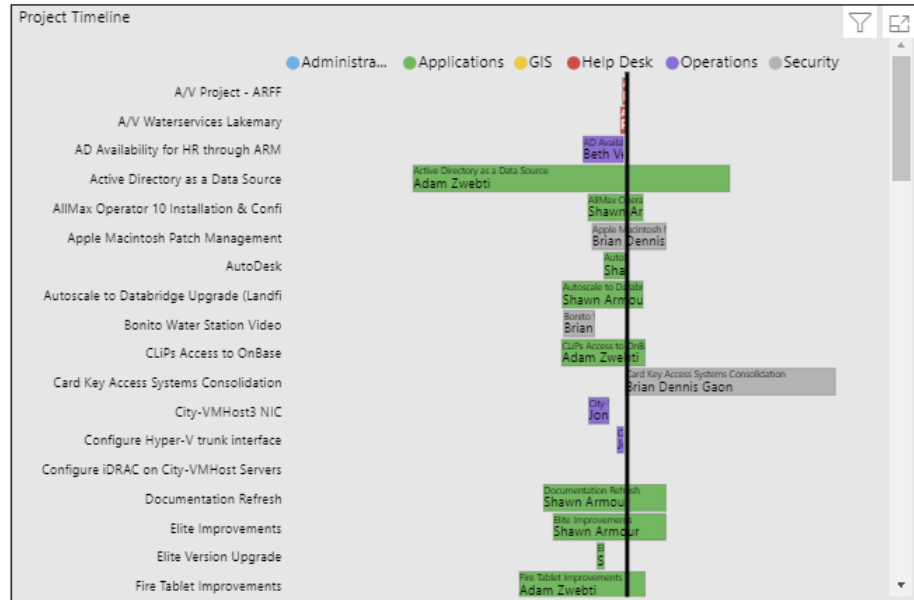
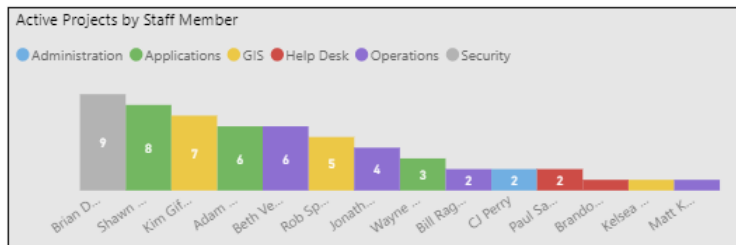
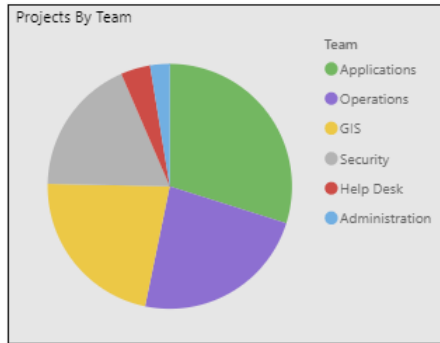
2016-2019 – 6 Arizona Cities

2020 – US Treasury Department

2021 – Tampa Water Department



# Successes



### Project Details

Team	Project Name	Project Due Date	Project Status	Project Owner	Project Health	Next Milestone
Administration	Public Works Microwave Tower	March 31, 2021	Blocked	CJ Perry	Off Track	Schedule public meetings and P&Z meeting
Administration	USGS Fiber	February 28, 2021	Blocked	CJ Perry	At Risk	Take Contract to City Council
Applications	Active Directory as a Data Source	July 1, 2021	In Progress	Adam Zwebti	Good	Review with Beth/Ops
Applications	AllMax Operator 10 Installation & Configuration	February 26, 2021	Not Started	Shawn Armour	Not Started	Working with Vendor to troubleshoot performance issues.
Applications	AutoDesk	February 2, 2021	In Progress	Shawn Armour	Good	Confirm with Wayne if more licenses need purchased.
Applications	Autoscale to Databridge Upgrade (Landfill)	February 26, 2021	Blocked	Shawn Armour	Good	Complete user testing. Follow-up with users and vendor on reporting. Schedule more training.
Applications	CLIPs Access to OnBase	March 1, 2021	In Progress	Adam Zwebti	Good	Test with Library
Applications	Documentation Refresh	March 31, 2021	In Progress	Shawn Armour	Good	Finish updating
Applications	Elite Improvements	March 31, 2021	In Progress	Shawn Armour	Good	Follow-up with vendor on testing progress and plug security holes on user PCs
Applications	Elite Version Upgrade	January 1, 2021	Completed	Shawn Armour	Good	User sign-off
Applications	Fire Tablet Improvements	March 1, 2021	In Progress	Adam Zwebti	Good	Revamp Checklists
Applications	Maricopa Citizens Access for Camp Day	January 20, 2021	In Progress	Wayne Anderson	Good	Setup email login app for on line Feb 1st



# Overview of Division



**Questions?**



# Technology Team



# Technology Team



# Technology Team



## Technology Team

- Immediate priorities:
  - Replace \$800,000 in aging network infrastructure
  - Increase security (Approx. \$500,000 investment)
- Short-term priorities
  - Employee Efficiencies (#1 request from Technology Team)
- Long-term priorities
  - Smart City initiatives (better data for Council)



# Technology Team



Smart City Example



# Technology Team



## Technology Team

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# Technology Team



**Questions?**



# Broadband in Flagstaff



## Flagstaff Broadband Report



# Broadband in Flagstaff



## Broadband and Inequity

- COVID has brought a clear focus on the inequities around broadband.
- Broadband availability is particularly inequitable in regard to low income and minority populations.
- Telemedicine is needed most by the very people who have the least available broadband access.



# Broadband in Flagstaff



## Broadband and Inequity

- A study in France showed that between 2009 and 2013, broadband adoption alone contributed towards 34% of income growth and 80% of reductions in income inequality.
  - Source: <https://hal.archives-ouvertes.fr/hal-01653815/document>



# Broadband in Flagstaff



## Broadband and Economic Opportunity

- COVID has also shown how much education and opportunity is directly tied to broadband availability.
- COVID has driven some to move to rural areas, but only where there is broadband is available.



# Broadband in Flagstaff

## Broadband and Economic Opportunity

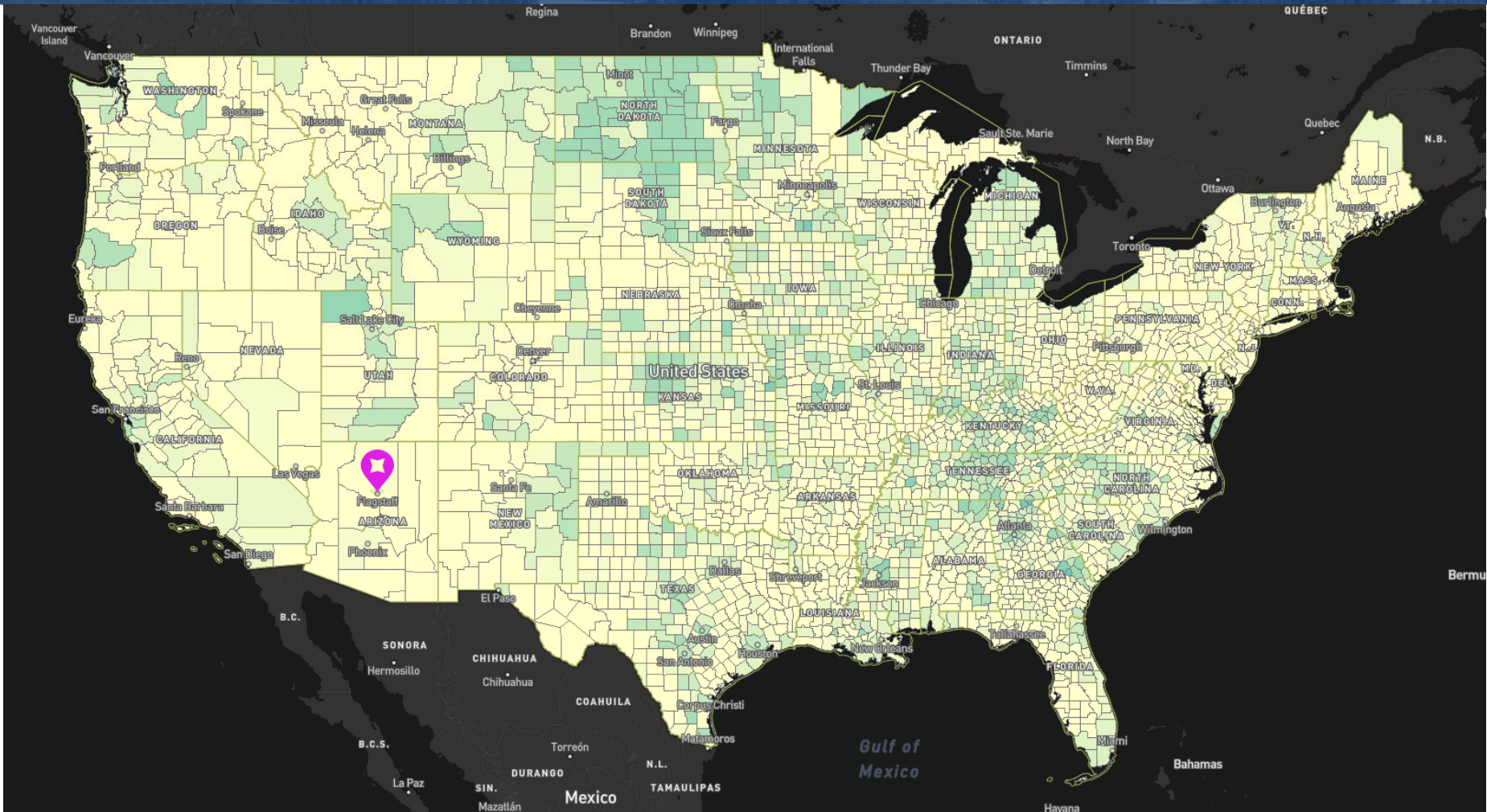
- A study about Chattanooga's Municipal Fiber buildout has directly led to between 2,800 and 5,200 new jobs and generated \$1 billion. This was at a time when Chattanooga was "dying".

- Source:

<http://ftpcontent2.worldnow.com/wrcb/pdf/091515EPBFiberStudy.pdf>



# Broadband in Flagstaff





# Broadband in Flagstaff





# Broadband in Flagstaff

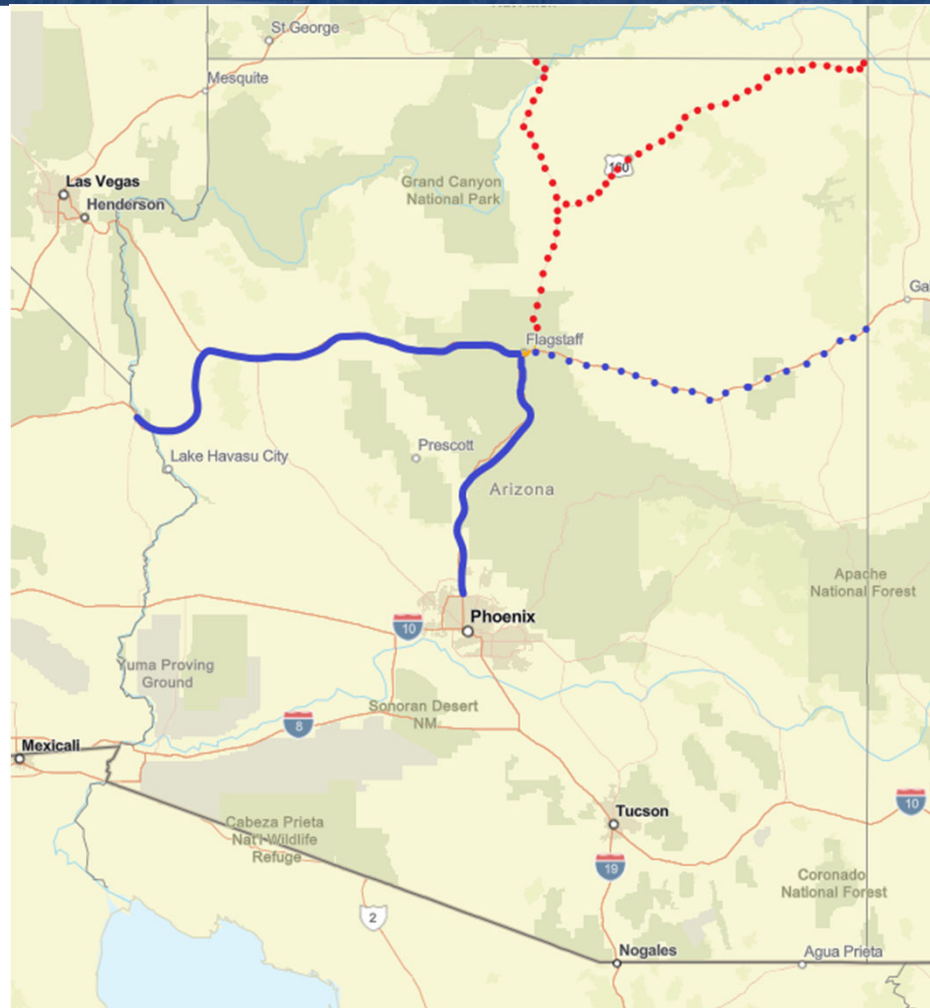


## News in Broadband

- Coconino County
  - Exploring Fiber from Flagstaff to Page
- State funding:
  - ADOT building fiber from Anthem to Flagstaff this year
  - ADOT building fiber from California to Flagstaff in current State Budget



# Broadband in Flagstaff





# Broadband in Flagstaff



## News in Broadband

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  - ADOT building fiber from Anthem to Flagstaff this year
  - ADOT building fiber from California to Flagstaff in current State Budget
  - ACA \$10 million grant funding for rural fiber upcoming
- Federal Grant opportunities expected soon



# Broadband in Flagstaff



## Fiber Master Plan



# Broadband in Flagstaff



## Final Discussion

- Current Plan (Capital Projects) = 20+ year plan
  - w/ Grants possibly a 5-10 year plan
- There are a variety of management models
  - ADOT is going with a 3<sup>rd</sup> party management model
- Plenty of Cost Recovery Models



# Broadband in Flagstaff



## Questions/Comments?

- Are we on the right track?
- Other Questions?



# Closed Captioning



## **Closed Captioning** w/ Stacy Saltzburg



# Closed Captioning



- Closed Captioning
  - Cost Ranging \$3,000 - \$62,000
- Automated vs Live
- Stay tuned for staff recommendation in April



# Closed Captioning



**Questions?**



**Thank you**