

2019 Budget Presentation Innovation & Technology Department

September 17, 2018



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2019 Budget

Department of Innovation & Technology



Vision and Goals

We empower an innovative workforce and a thriving community through technology, data, and strategic partnerships.

- Gain efficiencies and transparency by continuing to centralize and allocate expenditures
- Plan and invest for future success
- Develop partnerships that continue to make South Bend competitive in a 21st century inclusive economy





Innovation and Technology

6 Divisions connecting Residents and Employees

Economy of the Future

Engaged Residents

Technology that Empowers

Internal

External



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Changes from 2018 to 2019



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Technology needs are rapidly changing: data, wireless, tablets

\$57,000
53%
2018-2019



Increase in Data Storage

\$92,376*
25x
2018-2019



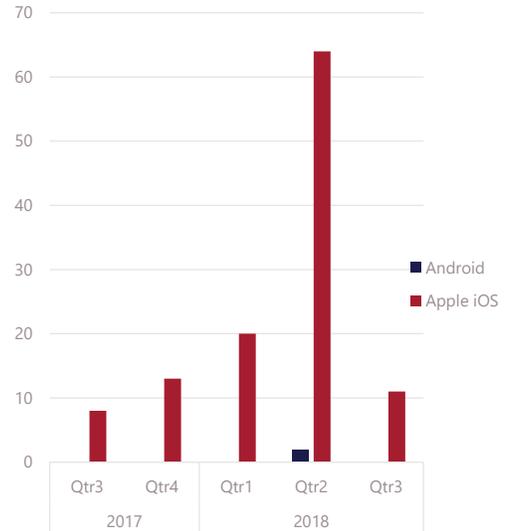
Increase in Cell Data

\$26,433**
2018-2019



Increase From New Tablets

Tablets Added Each Quarter To Mobile Device Management



* From \$3,000 to \$95,000 due to transfer to centralized accounting, and growth.

** Tablets for all department are now leased on 3 year cycles, this is the yearly payment only for new iPads. As we replace iPads this number will grow faster



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Street department crews and Mayor Pete using iPads and GIS to track leaf collection during fall 2017



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Staff Changes: Supporting a Growing Need

- Deputy Chief Technology Officer – Transfer of Director of Assets & Information Systems from Engineering. With an accelerating pace of the adoption of new technologies including GIS, mobile devices, and a larger number of systems to track assets, Innovation & Technology will centralize the work previously performed by the Director of Assets & Inventory this past year in public works in order to build technical capacity that benefits all departments. **Transfer**
- GIS Specialist – With the large increase on the emphasis of data and GIS capabilities, this resource will help in the analysis of data, configuration and maintenance of GIS systems and will develop additional reporting and analytical tools. **New Position**



\$803,307 for New Expenditures

Amount	Department	Usage	Recurrent
\$112,450	Key Initiative	Free Wifi - 5 New Sites in 2019	No
\$ 25,000	Key Initiative	Digital Access Site Hardware	No
\$ 40,000	Key Initiative	SB Academy	Yes
\$150,000	PD	Body and dash cameras .	Yes
\$24,089	All Depts	Tablets (iPads)	Yes
\$ 25,000	Internal IT	HardDrive Imaging Solution	No
\$286,000	All Depts	Asset and Permitting Mgmt. – CityWorks	~\$42k
\$ 29,400	All Depts	Enhanced Printing Solutions	Yes
\$ 30,000	PD and FD	Lexipol – Policy Management System	Yes
\$ 52,116	All Depts	New GIS Specialist	Yes
\$ 9,340	PD and FD	New Public Safety Inventory Mgmt	Yes
\$ 19,912	All Depts	Other new expenditures	No

Red denotes staff changes



\$244,716 for upgraded software

Amount	Dept	Information
\$ 16,810	Fire	Upgrades to Record Management System / Investigation
\$ 91,995	Police	AFIS FingerPrint System Maintenance
\$ 21,600	All Departments	GIS Environment - vCloud resources
\$ 76,311	All Departments	Laserfiche Rio
\$ 13,000	All Departments	Sophos Server Anti-Virus
\$ 25,000	VPA	Recreation System Rectrac



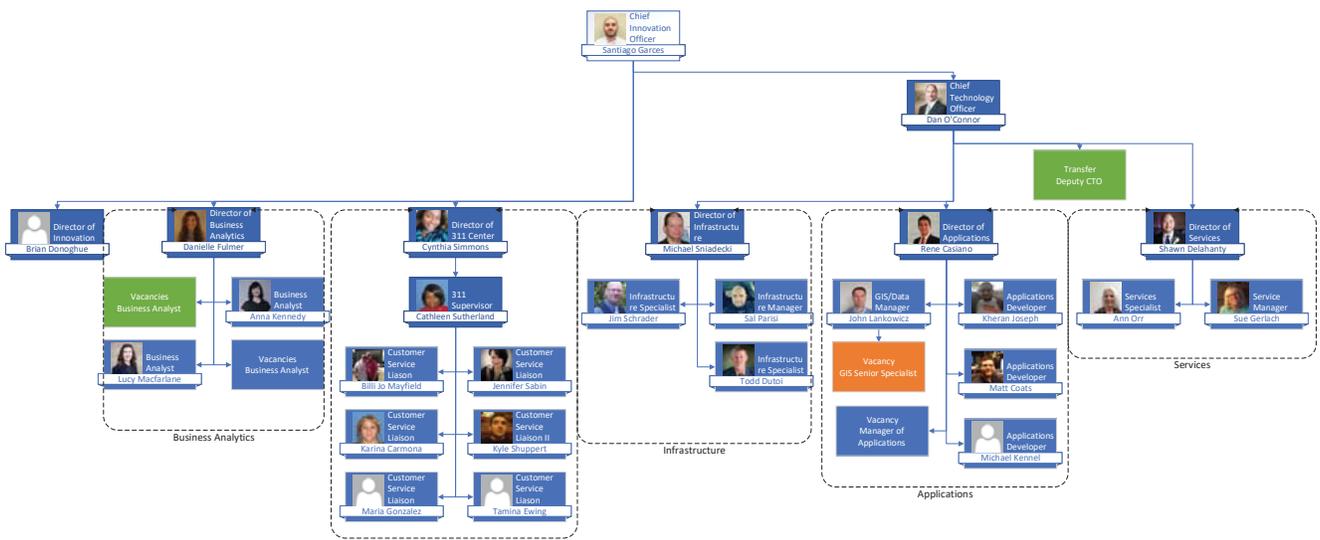
\$671,274 for transferred expenses

Amount	Dept	Information
\$ 164,952	All Depts.	Consolidated Computer Leases
\$ 83,692	All Depts.	Consolidated Print Services
\$ 84,660	All Depts.	Deputy CTO
\$ 80,700	Code	Code Case Management - Accela
\$ 61,703	Century Center	Infrastructure Specialist
\$ 54,100	DCI	Business Analyst
\$ 45,000	All Departments	HP 2019 Computer Replacements
\$ 43,000	PD and FD	NetMotion
\$ 10,000	Water and Waste Water	SCADA Lease
\$ 15,120	Century Center	Century Center Software
\$ 28,347	All Depts	Other Transfers

Red denotes staff changes



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Orange denotes new position
Green denotes transfer



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Highlighting Success: CRM 2.0

311, Business Analytics, Applications

Residents

Constituent
Resource
Management

Work order &
Financial Systems



Lines of code written for 311 portal

3,710

Lines of code written for CRM

5,384



Call Details

Phone Number: 311

Contact: Anonymous

Call Notes

425 s main st, weeds up to knees, inf has already been reported to code 9/6, in process

Contact Details

Full Name: Anonymous

Utility Customer ID: [Redacted]

Phone Number: 311

Linked Articles

CALL-UCRT-09112018 > Grass and Weed Co... Maria Gonzalez

Service Requests

No Service Request Links found for this Phone Call. Select Add (+).

Search

Sort By: Relevance Knowledge Search

ORG UNIT	TITLE	SR?
Solid Waste	Request an Extra Trash Pick-up	+
Utilities	Shut-Off Balance and Payment	+
311 Office	No Article Found - 311 Office	+
Utilities	No Article Found - Water Works	+
Utilities	Account Balance & Due Date	+
Solid Waste	Report Missed Trash Pick-Up	+
Animal	No Article Found -	+



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SERVICE REQUEST : COSB - MAIN (SERVICE REQUEST) V2
SR-OIQS-09112018

Service Request Number
SR-OIQS-09112018

Origin
Phone

Status Reason
Completed

Owner
General Dispatch (Streets)

Request Type
General Service (Streets)

Requested By
PRECISION WALL SYSTEMS

Approximate Location
3801 S Main St, South Bend, IN, 46614, USA

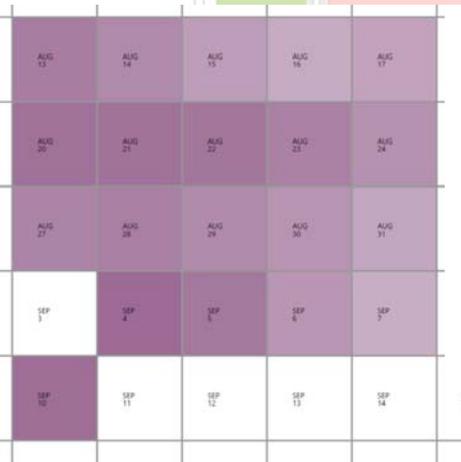
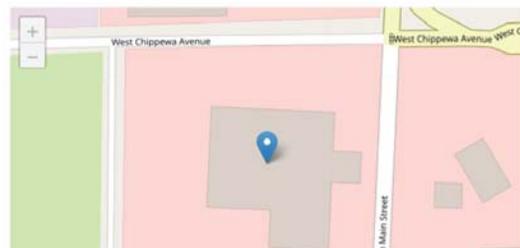
Service Form Content

Location:

• 3801 S Main St, South Bend, IN, 46614, USA

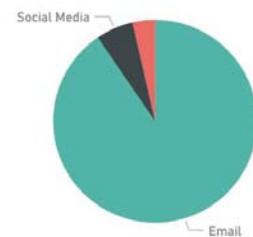
Description:

• CHUNKS OF GLASS ON MAIN STREET THROUGHOUT ALL THREE LANES IN FRONT OF 3801 S MAIN



Non-Phone Interactions

Type ● Email ● Social Media ● Internal



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Results

- CRM 2.0 lists actively used articles for the caller
- Mapping is great
- Prevents multiple service requests to department for same issue reported by multiple callers
- Ability to touch multiple articles has been a real time saver (90% time reduction)
- Easier to track
- Much more user friendly
- Can see call and pull up notes simultaneously
- Great project management
- Love the escalations and supervisor queue



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Highlighting Success: Digital Inclusion

Services, Civic Innovation, Infrastructure



\$200,000 per year

Div. of Services identified in savings by centralizing telephone and internet bills in 2017



Savings enable Div. of Infrastructure to connect **22** City facilities and expand free Wi-Fi



Div. of Civic Innovation partnered with MetroNet and SJCP Libraries identifying **\$90,000** in philanthropic funding for digital access centers



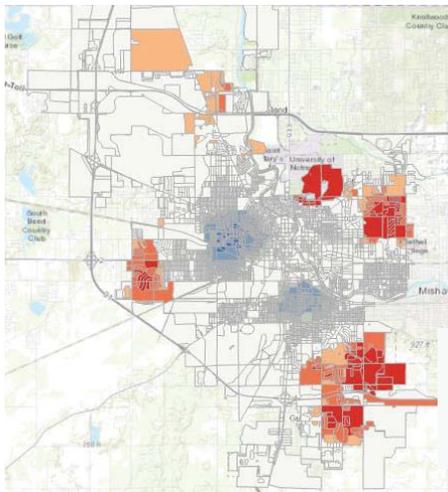
Map:
Phase I of MetroNet Expansion to date



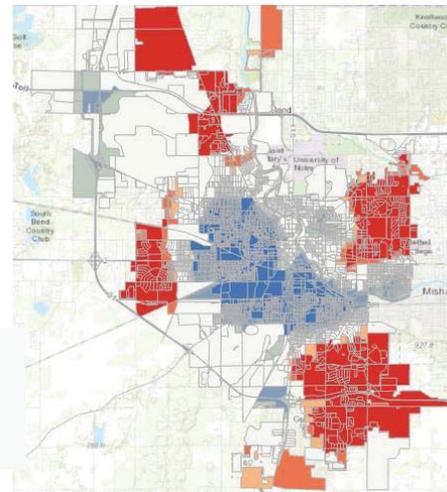
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We have a digital access gap that prevents residents from connecting to lifelong learning and prosperity

Residents lacking access to any high-speed Internet at home

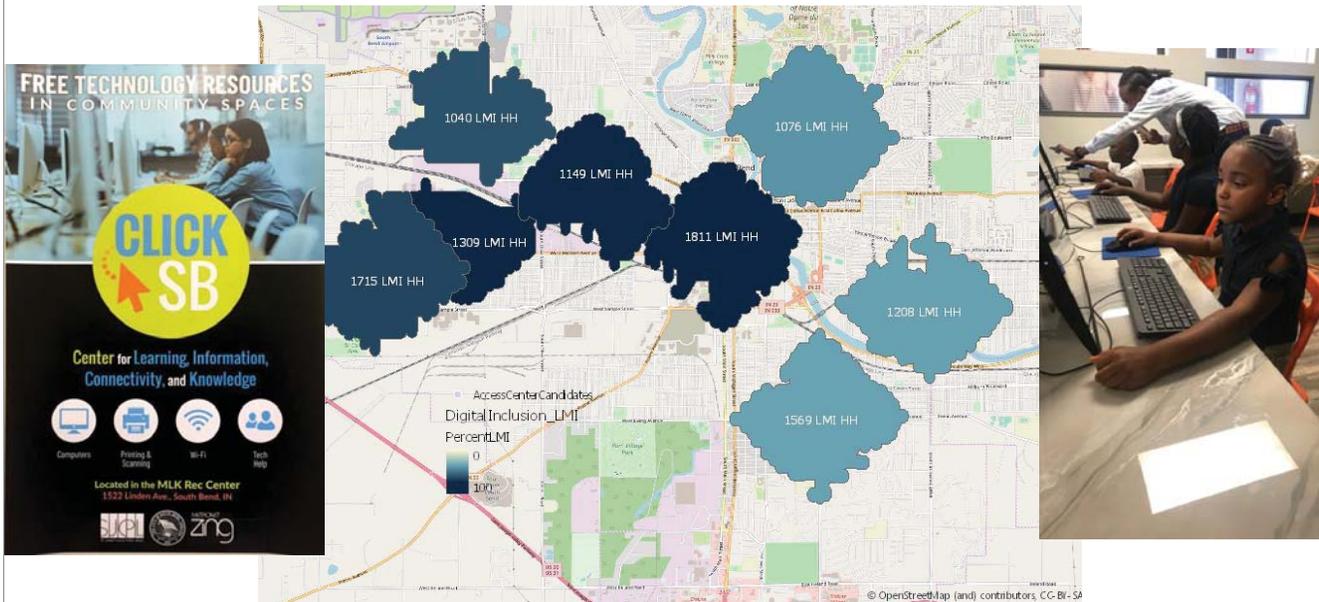


Residents lacking access to computers



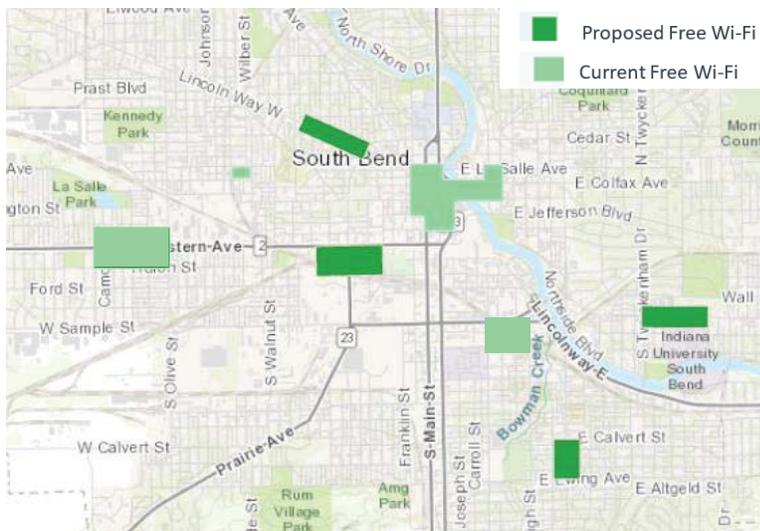
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CLICK.SB Bringing Technology and Connectivity Where People Live



Map of areas within 15 minutes of a proposed Click.SB sites
 Color scale denotes percentage of households that are Low and Moderate Income, and the labels contain total LMI households

Free Public Wi-Fi Hotspots: Investment Across the City



City of South Bend’s Free Public Wi-Fi deployments began in 2015 through a partnership with the St. Joseph County Community Foundation, Enfocus, Metronet and a number of other contributing sponsors.

In 2018, the Department of Innovation and Technology took over management of this Wi-Fi network and began expanding to fill gaps in coverage based on need, high foot traffic, and proximity to existing Metronet

This investment and expansion will continue in 2019

Spotlight: SouthEast Neighborhood Park



Based on resident feedback, interns from the Bowman Creek Educational Ecosystem worked this summer alongside the Metronet, DoIT's Infrastructure Team, and community volunteers to bring solar-powered free Wi-Fi to the neighborhood park



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Highlighting Success: Bloomberg Grant

I&T: Civic Innovation, Business Analytics

DCI: Empowerment and Engagement

The problem

Reliable transportation is the primary barrier to stable employment for shift workers

The solution

Integrated on-demand transportation services as an employer-funded benefit for shift workers

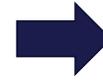
\$100,000
from Bloomberg
Philanthropies



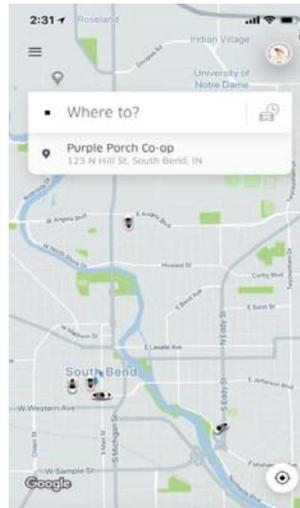
12
pilots with
Uber



4
employers
500+
shift workers



1
co-creation
session



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Pilot Program Results

- All participants reported that the program made it easier to get to work
- 83% were able to work more hours
- All were interested in participating again, and 83% would participate even if they paid \$2 per ride
- Participants were eight percentage points less likely to be absent and worked one additional hour per shift on average
- Employers reported increased scheduling flexibility, decreased overtime costs and increased client satisfaction
- Our four employer partners have committed to providing financial and operational support moving forward



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Appendix A: Divisional Accomplishments and Project Status



Services Division

Recent Accomplishments

- New Remote Management and patching tool implementation (N-Able)
- Laserfiche – SBFD Inspection and Code Enforcement onboarded and scanning
- 2018 Deployment – 180 PC/Laptops
- Implemented new IVR monitoring tools

Current Projects

- Print centralization - including print management, fax management, and rules-based routing
- Workstation imaging tool
- Microsoft 3 year Enterprise License Agreement
- Century Center On-Boarding
- Police reporting – Re-create all reports for public access requests

Future Projects

- Active Directory and File Rights review
- Service Management Catalog and ITSM
- Succession and Business Continuity Planning



Infrastructure Division

Recent Accomplishments

Maintained and connected employees across 50+ facilities. Uptime continue to improve during this timeframe between this year and last year:

Servers from 99.96 to 99.99
Network from 99.93 to 99.96

Optimized and invested in our fiber infrastructure. Phase One & more completed. Added:

Central Fire, Fire Station #5, New Fire Station #4, Park Maint, Street Dept, Colfax Street Garage, Wayne Street Garage, Bldg Dept, MLK Center, & CBC Center

MLK Center –Spark site & Wi-Fi Expansion.

Connect new Fire Station 4

Continuing to improve security and reliability. Added:

Cisco AMP
Cisco Umbrella
SOPHOS EndPoint

New Wireless Infrastructures for Morris & SBPD (Utility: In-Car/Body Cam Video).

COSB/WWTP Migration to Cloud environment including Maximo.

Current Projects

Continuing to optimize and invest in our fiber infrastructure. Phase Two:

Fire Station #10
Fire Station #8
Fire Station #7
Fire Station #3
Erskine Pro & Maint.
Studebaker Pro & Maint.

Working on solutions to increase Wireless Coverage throughout COSB including digital access sites.

Charles Black Center - Spark site & Wi-Fi Expansion

Parking Garages & Century Center Parking w/ MetroNet (Amano).

Implementing COSB's Enterprise Camera & Door Controller solutions to locations where needed:

Central Fire
Charles Black Center

Century Center onboarding.

Working with other departments including IT implementing their solutions.

Future Projects

Upgrade operating system of 22 critical servers from 2008R2 to 2016.

Including Active Directory and ADFS servers

Increase free wireless throughout the city for all residents and employees. Taking control of DTSB Wi-Fi.

AFIS (Crime Lab) upgrade at SBPD.

Continuing to improve & invest in security and reliability.

Connect new and remodeled facilities:

Fire Station #9
Howard Park Rec
Erskine Golf Pro

Data Migration: Prepare for exponential growth of data and storage needs. Ex. Police Migration, Century Center and Sewer's videos.

UPS upgrades: replace current aging device over next three years.

Internal COSB Wireless refresh project.

Technical Resource Center at Ignition Park.



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Applications Division

Recent Accomplishments

Website launch

CRM 2.0 launch
CRM – Utility account integration
CRM – 311 portal article integration

Software RFP, selection, and negotiations
Finances and procurement
Utility billing

Solid Waste system integration
Re-did utility account integration to keep processes running

PSAP data clean-up
Helping St. Joseph County with data clean-up and mapping

Current Projects

Solid Waste system full upgrade
System will be upgraded to newest version, put on a faster server, and integration changed to latest version

Kronos
HRIS and payroll software data queries to do initial data load and testing

Enterprise data analytics platform
Finding a vendor to help build a data analytics environment to

CRM knowledge management
Changing the whole process and technology that manages the 311 portal articles and the approval process for it.

Future Projects

CRM service requests creation
Gathering prioritized City processes and creating 311 service requests so 311 can use them to enter structure service requests

Reworking portal to accept newly created service requests

Identifying a security vendor to help 311 portal authentication process and issues before we launch

Build data analytics ETL processes and machine learning models

Solid Waste routing – computationally rerouting all master routes to realize savings

Utility billing implementation
Data conversion and ETL processes
Integration 3rd party systems

Finance and procurement implementation
Data conversion and ETL processes
Integration 3rd party systems

Cityworks implementations
Data conversion and ETL processes
Process configuration and creation
Integration 3rd party systems



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Business Analytics

Recent Accomplishments

- Served four departments (Police, Fire, VPA, and Utility) in Stat meetings each quarter of 2018
- Project management for the launch of the new website
- First annual Community Survey regarding resident perceptions and satisfaction with services
- SB Academy classes on Excel and Process Improvement
- Supported City Works pilot in Sewers
- Supported VPA Facilities and Grounds division in process improvements
- Randomized control trial of billing late notice in collaboration with the Utility

Current Projects

- Introduction of new inter-departmental Neighborhood SB Stat meetings
- Improvements to the Knowledge Management process and system
- Comprehensive 311 dashboards
- Annual report on Police recruiting
- Helping VPA Recreation division develop goals and KPI(s) for the new Mobile Recreation Unit
- Identify improvements to process for new address creation
- Pilot of online work order repository for VPA Facilities and Grounds to enable a digital solution and better access to data
- Build platform and dashboard for DCI to track investment incentives
- Collaborations on data science and analytics projects with Notre Dame classes and professors

Future Projects

- Develop second tier of SB Stat services for departments not served by current program
- Lead enterprise data management and data governance efforts
- Work with Waze data to understand traffic patterns in South Bend
- Support departments in creating Service Request intakes for website
- Adobe Sign pilot with Council and Clerk's Office
- Assist VPA in measuring and tracking health of the park system
- Offer additional SB Academy classes, such as Project Management, Power BI, and Human-Centered Design



Civic Innovation Division

Recent Accomplishments

- 1 to 5 ratio of external partnership contributions (\$1,2 Million)
- Launch of first CLICK SB site at Martin Luther Junior Community Center
- Bloomberg Mayor's Challenge Pilot Program
- Secured funding for Drucker LifeLong Learning Initiative from Google.org and Wal-Mart Foundation Stage 1
- Secured SkillUp State of Indiana Workforce Grant for Local Innovation Network
- Secured Cities of Service Grant for housing remediation
- GCN's 2018 Government Innovation Award

Current Projects & Grants

- NSF PAWR: Advanced Wireless Testbed
- CLICK SB second site at Charles Black Recreation Center
- Bloomberg What Works Cities
- Technology Resource Center
- Kauffman Foundation Grant
- Organization for Economic Co-operation and Development Grant
- Large Regional Economic Development Grant
- Working to secure funding for City of Lifelong Learning Initiative Stage 2
- IdeaWeek 2019

Future Plans

- Development of programming for the Technology Resource Center and Click SB sites
- Working with St. Joseph Public Library to expand Downtown Free Wireless network to bridge digital divide
- Working with local universities to provide mutually beneficial civic-applied projects
- Working to coordinate engagements with national networks including MetroLab and Civic Analytics Network
- Working closely with CoSB Business Development and Economic Empowerment to connect Workforce Development, Technology and Opportunity



311 Customer Service Center

Recent Accomplishments

Partnered with Neighborhood Code Enforcement
Fielded over 755,000 calls since implementation
88,972 YTD (125,000 calls projected)
Average handle time 74 seconds
Handle ratio 97.8%
Average hold time 10 seconds
Entered 1750 service requests in new CRM since
7/30/18
Partnered with 13 City departments to date
Assisted with extensive testing and implementation of
CRM 2.0
Trained in Acella for Code Enforcement
Trained in Eremos for Solid Waste
Trained in NavilLine for Utilities
Assisted Solid Waste during transition with 1648
online requests from 5/23-8/24 for:
Extra Pick-up's
Yard Waste Extra Pick-up's
Yard Waste Container Requests
Trash Container Requests
All Container repairs
Missed Trash Collection
General Concerns
Complaints
Crew Reminders
Liaisons certified in Customer Service, "Say This,
Not That", endorsed by the Association of
Governmental Call Center Professionals

Current Projects

Preparing for Chat implementation
for alternative communication
channel
Training with Animal Care and
Control for Pet Point implementation
which will provide direct dispatch
from 311 to officers in the field to
eliminate delayed reporting
Assisting with 311 rebranding
efforts

Future Projects

Will partner with Building Department
Engage in Community Outreach



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INNOVATION & TECHNOLOGY

Fund 279 - IT / Innovation / 311 Call Center

Fund Type	Internal Service Funds				Control	City Funds					
	2016 Actual	2017 Actual	2018 Amended Budget	06/30/18 Actual	2019 Proposed Budget	Forecast				Budget Variance	%
						2020	2021	2022	2023	2018-2019	Change
Revenue											
Interest Earnings	-	-	7,645	7,645	10,000	10,000	10,000	10,000	10,000	2,355	31%
Donations	-	-	100,000	100,000	-	-	-	-	-	(100,000)	-100%
Other Income	-	-	30,000	24,979	45,062	-	-	-	-	15,062	50%
Interfund Allocation Reimb	487,896	5,167,452	6,850,931	3,394,476	7,991,331	7,465,929	7,626,325	7,539,768	7,569,938	1,140,400	17%
Transfers In	-	-	-	-	-	-	-	-	-	-	-
Total Revenue	487,896	5,167,452	6,988,576	3,527,100	8,046,393	7,475,929	7,636,325	7,549,768	7,579,938	1,057,817	15%
Expenditures by Dept											
311 Call Center	487,896	504,388	595,066	264,381	557,310	617,240	626,417	635,781	645,329	(37,756)	-6%
Innovation & Technology	-	3,073,982	6,560,046	2,537,665	7,794,658	6,848,689	6,999,908	6,903,987	6,924,609	1,234,612	19%
Total Expenditures	487,896	3,578,369	7,155,112	2,802,046	8,351,968	7,465,929	7,626,325	7,539,768	7,569,938	1,196,856	17%
Expenditures by Type											
Personnel											
Salaries & Wages	319,674	1,358,197	1,629,235	754,126	1,942,598	1,981,343	2,020,864	2,061,176	2,102,293	313,363	19%
Fringe Benefits	137,668	544,115	744,584	302,599	692,708	910,995	918,608	926,376	934,298	(51,876)	-7%
Total Personnel	457,342	1,902,312	2,373,819	1,056,725	2,635,306	2,892,338	2,939,472	2,987,552	3,036,591	261,487	11%
Supplies	2,656	78,073	107,877	40,347	71,850	88,850	71,850	88,850	88,850	(36,027)	-33%
Services & Charges											
Professional Services	-	302,765	1,462,278	445,190	1,067,434	722,750	722,750	752,750	722,750	(394,844)	-27%
Printing & Advertising	-	-	298	298	5,150	5,150	5,150	5,150	5,150	4,852	1628%
Education & Training	2,033	12,788	75,939	11,720	77,900	77,900	77,900	77,900	77,900	1,961	3%
Travel	6,836	30,823	58,692	7,339	27,110	29,110	29,110	29,110	29,110	(31,582)	-54%
Repairs & Maintenance	3,336	1,080,648	2,455,571	1,084,959	3,055,487	2,863,987	3,005,579	2,867,083	2,937,799	599,916	24%
Other Interfund Allocations	11,352	24	144	72	352	352	352	352	352	208	144%
Debt Service											
Principal	-	136,360	189,900	55,199	350,403	329,988	323,684	284,956	228,679	160,503	85%
Interest & Fees	-	15,429	40,403	4,460	63,219	57,747	52,721	48,308	45,000	22,816	56%
Grants & Subsidies	-	-	-	-	-	-	-	-	-	-	-
Insurance	1,896	4,560	5,067	2,532	6,433	6,433	6,433	6,433	6,433	1,366	27%
Other Services & Charges	2,445	14,586	385,124	93,204	391,324	391,324	391,324	391,324	391,324	6,200	2%
Transfers Out	-	-	-	-	600,000	-	-	-	-	600,000	-
Total Services & Charges	27,898	1,597,985	4,673,416	1,704,974	5,644,812	4,484,741	4,615,003	4,463,366	4,444,497	971,396	21%
Capital	-	-	-	-	-	-	-	-	-	-	-
Total Expenditures	487,896	3,578,369	7,155,112	2,802,046	8,351,968	7,465,929	7,626,325	7,539,768	7,569,938	1,196,856	17%
Net Surplus / (Deficit)	-	1,589,083	(166,536)	725,054	(305,575)	10,000	10,000	10,000	10,000		
Beginning Cash Balance	-	-	1,589,083		1,422,547	1,116,972	1,126,972	1,136,972	1,146,972	Cash Reserve	
Cash Adjustments	-	-	-		-	-	-	-	-	No reserve requirement	
Ending Cash Balance	-	1,589,083	1,422,547		1,116,972	1,126,972	1,136,972	1,146,972	1,156,972		
Cash Reserves Target	-	-	-		-	-	-	-	-		

Fund Purpose:

This internal service fund tracks the revenues and expenditures of the Department of Innovation & Technology, which includes the 311 Call Center, Services, Infrastructure, Business Analytics, Applications, and Civic Innovation. The **311 Call Center** was established to handle resident telephone calls in an efficient and effective manner. It provides residents with a "one-stop" shop to contact city departments with inquiries and service requests. Starting in 2017, IT Dept costs were moved to this fund. The IT Dept provides technical services to the various departments within the City. **The Department of Innovation & Technology's goal is to empower an innovative workforce and a thriving community through technology, data, and strategic partnerships.**

Explanation of Revenue Sources:

This fund receives revenue in the form of an interfund allocation. The cost of the 311 Call Center and the Department of Innovation & Technology is allocated between the City departments based on various criteria including number of devices, number of user licenses, departmental specific software renewal, and more.

Explanation of Expenditures, Staffing, and Significant Changes/Variations:

Centralized IT: In 2019, the City continues to centralize IT expenditures from other departments. In the past, these consolidations have led to annual savings of over \$300k as we gained visibility into underutilized services and assets. In 2019, an additional \$671,000 of departmental costs are being charged to Fund 279 and allocated back to the respective departments.

ERP Implementation: In 2019, \$600,000 (from prior year reserves) will be transferred to COIT Fund 404 to cover the cost of the new enterprise resource planning (ERP) software implementation. The ERP implementation is estimated to cost \$2.4 million over 5 years.

Mayoral Initiatives: SB Academy, the City's training program, has trained employees in novel techniques that enable process improvements and other innovations that will continue to make government more efficient (\$40k). IT is requesting funding to maintain and expand the quality of digital inclusion initiatives (\$137k).

CityWorks: In 2019, IT will continue to grow the enterprise work order, permits and licensing, and asset management system. In 2018, CityWorks was selected as the enterprise platform because it integrated well with GIS and had substantial adoption from similarly sized cities. Based on departmental demand, IT is requesting funding to onboard the Department of Community Investment (DCI), Parks Maintenance, Forestry, Traffic & Lighting, and the Street Dept.

Fund 279 - IT / Innovation / 311 Call Center

Accomplishments, Goals, KPI's

2018 Accomplishments & Outcomes

- **Services Division:** Saved money by participating in Quantity Purchase Agreements (QPAs): 2018 Deployment QPA Price = \$199,153 vs. MSRP = \$276,824
- **Infrastructure Division:** The city is able to continue operations despite adverse events: Storage backed up – 72.5TB
- **Infrastructure Division:** Network is available and reliable
 Server Uptime: 99.989744% (39 Servers) (includes a SQL Test Server) Majority of downtime were planned outages from Microsoft patching).
 Switch Uptime: 01/01/18 to 07/27/18 - Uptime for all of South Bend was 99.87293 which included both planned and unplanned outages which also included both the Great Flood and the Downtown Power Outage (Mi & LaSalle).
- **311 Call Center:** Provide accurate and timely information to residents using Knowledge Based Articles
- **Infrastructure Division:** Percent completion of MetroNet expansion project: At end of 2017, 47% of the City locations were on Metronet. As of today, 63% of City's locations are on the Metronet. These numbers are locations by BLDGs not Departments within.
- **Applications Division:** Number of enterprise applications =12 / number of stand-alone applications = 33
- **Business Analytics:** Number of employees participating in SB Academy = 105
- **Business Analytics:** Number of major projects currently active = 16 / Year-to-date number of projects completed = 25

2019 Department Goals & Objectives and Linkage to City Results

311 Customer Service Center

- Problems are addressed on a first attempt
- Proactively plans with other departments for changing demand, adapting to seasonal and cyclical patterns in call volume
- The call center operates reliably and is available to residents
- Residents and Departments are satisfied with the quality of the service

Services Division

- Users are productive and safe as soon as they start work; Currently, all devices are patched within 60 days of a patch being available
- Account for resources in a timely manner when an employee leaves; Current average amount of time to collect devices after a separation = 2 wks

Infrastructure Division

- Support all city locations with network (indoors and outdoors): continue MetroNet expansion project
- Network is safe and secure: Continue to track Information Security GPA/ Risk Assessment

Applications Division

- Users have software that supports their operation
- Changes in configuration are communicated to users in a timely fashion
- Departments play an active role and ownership of the applications
- Appropriate applications provide solutions in a cost effective manner
- Integrations facilitate work in departments by making data available across departments and applications
- Data is available, searchable, and usable by internal and external customers

Civic Innovation

- Activate philanthropic and private investment in the City
- Develop and maintain strategic partnerships: Percentage of active partners <50% with an active project or joint proposal pending
 Number of partners – 90 (30 New)
- Attract talent to our department (internship and fellowship programs)
- All residents empowered with technologies: Free Wi-Fi, access centers, LRNG, City website

Business Analytics

- Ensure City employees know how to use data and innovative skills
- Continue process mapping and improving processes
- Work on building enterprise data dashboards
- Continue to give departments clear and effective access to projects and complete those projects on time

Key Performance Indicators (KPI's)

Measure	Type	2017 Actual	2018 Estimated	2019 Target	Long Term Goal
- Infrastructure - server uptime	Effectiveness	99.96%	99.99%	99.99%	100%
- 311 Call Center - number of calls	Output	125,057	125,000	130,000	150,000
- 311 Call Center - average hold time	Efficiency	10 sec	10 sec	9 sec	7 sec

Types: output, efficiency, effectiveness, quality, outcome, technology

2019 Significant Changes/Challenges/Opportunities

- There is a fast-growing demand for additional devices and software packages in support of the needs of the city departments. For instance, in July of 2018 the Police Body cameras and new in-car video system was implemented and has generated over 5 Tb of data with over 150 net new devices from body cameras alone. We see similar patterns in other departments with exponential adoption of iPads for field work, and sewer video being captured with the GraniteNet inspection software, see figure below to observe this exponential growth. This growth also translates to an increase in the amount of data, number of software packages, demands on IT resources, etc. We have accommodated the growth in demand for IT services without any significant increases to the IT staff by leveraging our vendors more, and gaining efficiencies in the management of IT. This growth strategy is at its limit. Sometime in the next few years, we recommend adding a Mobile Device Manager for the Services Group, adding a second Infrastructure Manager to increase capacity for security projects, an Applications Developer to maintain a growing number of enterprise systems, and potentially others.
- Technology increases productivity of the workforce and makes them more efficient. When we do a projection of benefits of new technology solutions, we assume the organization is going to maintain the same level of operation, so the new efficiencies translate into cost savings. However, what we continue to find is that departments adjust their operations to increase the service levels or add new offerings.

Fund 279 - IT / Innovation / 311 Call Center

Staffing (Full-Time Employees only)

Position (* New title or additional position)	2018			2019 Proposed Budget	Forecast			
	2017 Actual	Amended Budget	06/30/18 Actual		2020	2021	2022	2023
Non-Bargaining								
311 Call Center (0104)								
Director of 311 Customer Service	1	1	1	1	1	1	1	1
Supervisor - 311 Customer Service	1	1	1	1	1	1	1	1
311 Customer Service Liaison	3	4	4	4	4	4	4	4
311 Customer Service Liaison II	1	1	1	1	1	1	1	1
Information Technology /Innovation (0672)								
Chief Technology Officer	1	1	1	1	1	1	1	1
Chief Innovation Officer	1	1	1	1	1	1	1	1
Deputy Chief Technology Officer *	0	0	0	1	1	1	1	1
Director of Infrastructure	1	1	1	1	1	1	1	1
Director of Applications	1	1	1	1	1	1	1	1
Director of Services	1	1	1	1	1	1	1	1
Director of Business Analytics	1	1	1	1	1	1	1	1
Director of Civic Innovation	0	1	1	1	1	1	1	1
Manager - Infrastructure	1	1	1	1	1	2	2	2
Manager - Applications	1	1	0	1	1	1	1	1
GIS Manager	1	1	1	1	1	1	1	1
Manager - Services	1	1	1	1	1	1	1	1
Manager - Mobile Devices	0	0	0	0	0	1	1	1
System Specialist III	0	1	1	1	1	1	1	1
Applications Developer	3	3	3	3	3	4	4	4
Specialist of Infrastructure	1	1	1	1	1	1	1	1
Specialist of Services	1	1	1	1	1	1	1	1
Business Analyst **	3	3	4	4	4	4	4	4
GIS Specialist ***	0	0	0	1	1	1	1	1
Total Non-Bargaining	24	27	27	30	30	33	33	33
Total Full-Time Employees	24	27	27	30	30	33	33	33

Explain Significant Staffing Changes Below:

* New position
 ** Correct the FTE's for Business Analysts, should have been 4 in 2018
 *** Addition of GIS Technician position - GIS is critical for an increasing number of applications including the 911 CAD system, Code Enforcement, and Public Works Asset management. IT is requesting an FTE to support the increase on the emphasis of data and GIS capabilities. This resource will help in the analysis of data, configuration and maintenance of GIS systems and will develop additional reporting and analytical tools.

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	2016 Actual	2017 Actual	2018 Original Budget	2018 Amended Budget	2018 YTD Actual	6/30/18 YTD Actual	2019 Proposed Expenditures
IT-INNOVATION-311 CENTER								
279-0104-413.10-01	SALARIED WAGES	279,121	309,341	355,293	355,293	249,804	179,121	356,326

LEVEL	TEXT	TEXT AMT
BUDG	TOTAL FTE - 7	
	1 DIRECTOR 311 CUSTOMER SERVICE	76,407
	1 SUPERVISOR - 311 CUSTOMER SERVICE	50,081
	4 311 CUSTOMER SERVICE LIASON @ \$45,610	182,440
	1 311 CUSTOMER SERVICE LIASON II	47,398
		356,326

279-0104-413.10-03	SEASONAL & INTERNS	0	0	0	0	0	0	5,300
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LEVEL	TEXT	TEXT AMT
BUDG	311 INTERN - \$11/HR FOR 12 WEEKS	5,300
		5,300

279-0104-413.10-04	EXTRA AND OVERTIME	0	0	0	0	55	0	0
279-0104-413.10-09	PERMANENT PART-TIME	40,553	24,391	22,358	22,358	1,770	1,770	22,805

LEVEL	TEXT	TEXT AMT
BUDG	1 PART-TIME 311 CUSTOMER SERVICE LIASON	22,805
		22,805

279-0104-413.10-10	HIRING BONUS	0	2,000	0	0	0	0	0
279-0104-413.11-01	FICA - REGULAR	24,297	24,955	28,891	28,891	18,347	13,261	29,510

LEVEL	TEXT	TEXT AMT
BUDG	TOTAL WAGES X 7.65%	29,510
	.10-01 SALARIED WAGES \$356,326	
	.10-03 SEASONAL/INTERNS \$5,300	
	.10-09 PERMANENT PART-TIME WAGES \$22,805	
	.11-24 CELL PHONE ALLOWANCE \$1,320	
		29,510

279-0104-413.11-04	PERF - REGULAR	31,892	33,826	39,793	39,793	25,972	18,651	40,056
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LEVEL	TEXT	TEXT AMT
BUDG	BENEFITTED WAGES X 11.2%	40,056
	.10-01 SALARIED WAGES \$356,326	
	.11-24 CELL PHONE ALLOWANCE \$1,320	
		40,056

279-0104-413.11-07	UNEMPLOYMENT COMP	456	0	0	0	0	0	0
279-0104-413.11-08	HEALTH INSURANCE	74,688	80,016	115,702	115,702	63,842	44,325	70,392

LEVEL	TEXT	TEXT AMT
BUDG	HEALTH INSURANCE:	

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	2016 Actual	2017 Actual	2018 Original Budget	2018 Amended Budget	2018 YTD Actual	6/30/18 YTD Actual	2019 Proposed Expenditures
	\$704.17 X 24 PAY PERIOD = \$16,900 X 7 FTE		118,300					
	2019 HEALTH INSURANCE DEDUCTION - ONE TIME		48,580-					
	LONG TERM DISABILITY:							
	\$4.00 X 24 PAY PERIODS = \$96 X 7 FTE		672					
			70,392					
279-0104-413.11-09	LIFE INSURANCE	765	750	852	852	400	300	840
LEVEL	TEXT		TEXT AMT					
BUDG	\$5 X 24 PAY PERIODS = \$120 X 7 FTE		840					
			840					
279-0104-413.11-12	AUTO ALLOWANCE	4,800	0	0	0	0	0	0
279-0104-413.11-24	CELL PHONE ALLOWANCE	770	660	660	660	440	330	1,320
LEVEL	TEXT		TEXT AMT					
BUDG	\$55 PER MO X 12 MONTHS X 2 EMPLOYEES		1,320					
			1,320					
279-0104-413.11-29	PARENTAL LEAVE	0	0	945	945	627	463	891
LEVEL	TEXT		TEXT AMT					
BUDG	BENEFITED WAGES X 0.25%		891					
	.10-01 SALARIED WAGES \$356,326		891					
			891					
* PERSONNEL SERVICES		457,342	475,939	564,494	564,494	361,257	258,221	527,440
279-0104-413.21-02	PRINT SHOP	3	1	100	100	2	2	100
LEVEL	TEXT		TEXT AMT					
BUDG	MAILING		100					
			100					
279-0104-413.21-03	C.S. OFFICE SUPPLIES	224	122	250	250	5	5	250
LEVEL	TEXT		TEXT AMT					
BUDG	OFFICE SUPPLIES FROM CENTRAL SERVICES		250					
			250					
279-0104-413.21-04	OFFICE SUPPLIES	2,241	2,486	1,800	1,500	1,338	906	1,500
LEVEL	TEXT		TEXT AMT					
BUDG	MISC OFFICE SUPPLIES		1,500					
			1,500					
279-0104-413.21-05	SMALL OFFICE EQUIPMENT	188	3,228	500	2,300	2,029	2,029	0

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	2016 Actual	2017 Actual	2018 Original Budget	2018 Amended Budget	2018 YTD Actual	6/30/18 YTD Actual	2019 Proposed Expenditures
279-0104-413.22-61	PROMOTIONAL SUPPLIES	0	1,996	2,000	2,460	1,319	1,264	0
* SUPPLIES		2,656	7,833	4,650	6,610	4,693	4,207	1,850
279-0104-413.31-71	CENTRAL STORES ALLOCATION	0	24	22	144	96	72	352
LEVEL	TEXT		TEXT AMT					
BUDG	2019 FIXED COST ALLOCATION - CENTRAL STORES		352					
			352					
279-0104-413.31-72	GIS ALLOCATION	11,352	0	0	0	0	0	0
279-0104-413.32-03	TRAVEL	0	0	0	0	0	0	8,550
LEVEL	TEXT		TEXT AMT					
BUDG	MEALS, MILEAGE, LODGING, ETC FOR CONFERENCES AND TRAINING		8,550					
			8,550					
279-0104-413.32-04	TELEPHONE	2,160	0	0	0	0	0	0
279-0104-413.32-21	TRAVEL - MILEAGE	0	146	600	600	0	0	0
279-0104-413.32-22	TRAVEL - AIRFARE	1,365	5,113	600	2,800	514	514	0
279-0104-413.32-23	TRAVEL - HOTEL	4,591	6,033	5,400	5,400	544	544	0
279-0104-413.32-24	TRAVEL - MEALS	733	682	750	750	100	100	0
279-0104-413.32-25	TRAVEL - OTHER	147	639	800	678	73	73	0
279-0104-413.33-03	PROMOTIONAL	0	0	0	0	0	0	5,150
LEVEL	TEXT		TEXT AMT					
BUDG	PROMOTION OF THE 311 CALL CENTER		5,150					
			5,150					
279-0104-413.34-02	LIABILITY INSURANCE	1,896	1,428	1,251	1,251	832	624	1,668
LEVEL	TEXT		TEXT AMT					
BUDG	2019 FIXED COST ALLOCATION - LIABILITY INSURANCE DEPOSIT IN 226-0000-340.31-00		1,668					
			1,668					
279-0104-413.36-04	COMPUTER EQUIP R&M	3,336	0	0	0	0	0	0
279-0104-413.37-03	OFFICE SPACE	0	2,400	2,000	2,000	0	0	0
279-0104-413.39-11	DUES & MEMBERSHIPS	285	0	300	300	0	0	300
LEVEL	TEXT		TEXT AMT					
BUDG	311 SYNERGY		200					
	AGCCP		100					
			300					
279-0104-413.39-70	EDUCATION & TRAINING	2,033	4,150	12,000	10,039	27	27	12,000
LEVEL	TEXT		TEXT AMT					

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	2016 Actual	2017 Actual	2018 Original Budget	2018 Amended Budget	2018 YTD Actual	6/30/18 YTD Actual	2019 Proposed Expenditures
BUDG	6 CLASSES AT \$350 EACH		12,000 12,000					
*	OTHER SERVICES & CHARGES	27,898	20,615	23,723	23,962	2,186	1,954	28,020
**	311 CALL CENTER	487,896	504,387	592,867	595,066	368,136	264,381	557,310

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	2016 Actual	2017 Actual	2018 Original Budget	2018 Amended Budget	2018 YTD Actual	6/30/18 YTD Actual	2019 Proposed Expenditures
279-0672-415.10-01	SALARIED WAGES	0	732,649	1,251,584	1,251,584	806,431	573,235	1,558,167

LEVEL	TEXT	TEXT AMT
BUDG	TOTAL FTE - 23	
	1 CHIEF TECHNOLOGY OFFICER	106,423
	1 CHIEF INNOVATION OFFICER	106,423
	1 DEPUTY CHIEF TECHNOLOGY OFFICER	84,660
	1 DIRECTOR OF INFRASTRUCTURE	76,407
	1 DIRECTOR OF APPLICATIONS	76,407
	1 DIRECTOR OF SERVICES	76,407
	1 DIRECTOR OF BUSINESS ANALYTICS	76,407
	1 DIRECTOR OF CIVIC INNOVATION	76,407
	1 MANAGER - INFRASTRUCTURE	68,932
	1 MANAGER - APPLICATIONS	68,931
	1 GIS MANAGER	64,361
	1 MANAGER-SERVICES	61,703
	1 SYSTEM SPECIALIST III	61,703
	3 APPLICATIONS DEVELOPERS @ \$56,896	170,688
	1 SPECIALIST OF INFRASTRUCTURE	56,896
	1 SPECIALIST OF SERVICES	56,896
	4 BUSINESS ANALYSTS @ \$54,100	216,400
	1 GIS SPECIALIST	52,116
		1,558,167

279-0672-415.10-09	PERMANENT PART-TIME	0	2,542	0	0	0	0	0
279-0672-415.11-01	FICA - REGULAR	0	57,741	95,778	95,778	60,284	42,953	120,361

LEVEL	TEXT	TEXT AMT
BUDG	TOTAL WAGES X 7.65%	120,361
	.10-01 SALARIED WAGES \$1,558,167	
	.11-24 CELL PHONE ALLOWANCE \$15,180	
		120,361

279-0672-415.11-04	PERF - REGULAR	0	85,257	140,224	140,224	90,805	64,572	176,215
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LEVEL	TEXT	TEXT AMT
BUDG	BENEFITTED WAGES X 11.2%	176,215
	.10-01 SALARIED WAGES \$1,558,167	
	.11-24 CELL PHONE ALLOWANCE \$15,180	
		176,215

279-0672-415.11-08	HEALTH INSURANCE	0	176,359	307,995	307,995	161,637	112,340	231,288
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LEVEL	TEXT	TEXT AMT
BUDG	HEALTH INSURANCE:	
	\$704.17 X 24 PAY PERIOD = \$16,900 X 23 FTE	388,700
	2019 HEALTH INSURANCE DEDUCTION - ONE TIME	159,620-
	LONG TERM DISABILITY:	

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	2016 Actual	2017 Actual	2018 Original Budget	2018 Amended Budget	2018 YTD Actual	6/30/18 YTD Actual	2019 Proposed Expenditures
	\$4.00 X 24 PAY PERIODS = \$96 X 23 FTE		2,208 231,288					
279-0672-415.11-09	LIFE INSURANCE	0	1,465	1,374	2,205	1,535	1,065	2,760
LEVEL	TEXT		TEXT AMT					
BUDG	\$5 X 24 PAY PERIODS = \$120 X 23 FTE		2,760 2,760					
279-0672-415.11-24	CELL PHONE ALLOWANCE	0	4,700	9,240	8,409	3,805	2,785	15,180
LEVEL	TEXT		TEXT AMT					
BUDG	\$55 PER MO X 12 MONTHS X 23 EMPLOYEES		15,180 15,180					
279-0672-415.11-29	PARENTAL LEAVE	0	0	3,130	3,130	2,103	1,555	3,895
LEVEL	TEXT		TEXT AMT					
BUDG	BENEFITED WAGES X 0.25% .10-01 SALARIED WAGES \$1,558,167		3,895 3,895					

*	PERSONNEL SERVICES	0	1,060,713	1,809,325	1,809,325	1,126,600	798,505	2,107,866
279-0672-415.21-04	OFFICE SUPPLIES	0	658	0	0	385	385	0
279-0672-415.21-05	SMALL OFFICE EQUIPMENT	0	62,967	97,843	97,171	67,419	31,660	0
279-0672-415.22-60	COMPUTER SUPPLIES	0	0	0	0	0	0	70,000
LEVEL	TEXT		TEXT AMT					
BUDG	MISC PERIPHERALS		20,000					
	SOFTWARE PURCHASES		25,000					
	ETHERNET CABLING		25,000					
			70,000					

*	SUPPLIES	0	63,625	97,843	97,171	67,804	32,044	70,000
279-0672-415.31-06	OTHER PROFESSIONAL SVCS	0	264,961	1,209,300	1,336,645	510,495	362,347	1,067,434
LEVEL	TEXT		TEXT AMT					
BUDG	CITY SURVEY		21,000					
	SB ACADEMY		40,000					
	ENFOCUS INTERNS (INCLUDES 2 IT SUMMER INTERNS)		45,500					
	FREE WIFI		100,000					
	GIS PROFESSIONAL SERVICES		50,000					
	HR SCANNING		11,800					
20	LEGACY VIDEO MAINTENANCE (PANASONIC, DIGITAL ALLY)		5,000					

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	2016 Actual	2017 Actual	2018 Original Budget	2018 Amended Budget	2018 YTD Actual	6/30/18 YTD Actual	2019 Proposed Expenditures
	METRONET BUILD OUT		350,000					
	MISC CONSULTANTS		50,000					
	MISC PROJECTS PRIORITIZED BY GOVERNANCE		187,884					
	NATIONAL NETWORK FOR SAFE COMMUNITIES		25,000					
	TESTING & IMPLEMENTATION SERVICES		20,000					
	RECTRAC CHANGES		25,000					
	NETWORK INFRASTRUCTURE & SECURITY UPGRADES		80,000					
	SUPPORT FOR MICROSOFT DYNAMICS CRM		30,000					
	WEBSITE HOSTING SUPPORT HOURS - CENTURY CENTER		1,250					
	WEBSITE MANAGEMENT (PATHFINDERS)		25,000					
			1,067,434					
279-0672-415.32-03	TRAVEL	0	0	0	0	0	0	18,560
LEVEL	TEXT		TEXT AMT					
BUDG	MILEAGE, MEALS, LODGING, ETC FOR CONFERENCES AND TRAINING		18,560					
			18,560					
279-0672-415.32-04	TELEPHONE	0	11,987	382,824	382,824	150,847	93,204	391,024
LEVEL	TEXT		TEXT AMT					
BUDG	INTERNET BANDWIDTH		25,800					
	MORRIS DEDICATED BANDWIDTH		2,450					
	POLICE DEDICATED BANDWIDTH		1,550					
	CENTURY CENTER DEDICATED BANDWIDTH		4,200					
	LEGACY PHONE SERVICE & CIRCUITS		240,000					
	VOIP SERVICES		117,024					
			391,024					
279-0672-415.32-05	OTHER COMM/TRANS	0	0	0	30,000	3,492	190	0
279-0672-415.32-21	TRAVEL - MILEAGE	0	2,349	1,000	1,000	253	189	0
279-0672-415.32-22	TRAVEL - AIRFARE	0	3,620	5,900	5,804	2,947	2,947	0
279-0672-415.32-23	TRAVEL - HOTEL	0	9,350	8,400	8,400	5,028	1,802	0
279-0672-415.32-24	TRAVEL - MEALS	0	1,805	2,435	2,035	1,013	154	0
279-0672-415.32-25	TRAVEL - OTHER	0	1,010	825	1,225	1,163	826	0
279-0672-415.33-02	PUBLICATION LEGAL NOTICE	0	0	0	298	298	298	0
279-0672-415.34-02	LIABILITY INSURANCE	0	3,132	3,816	3,816	2,544	1,908	4,765
LEVEL	TEXT		TEXT AMT					
BUDG	2019 FIXED COST ALLOCATION - LIABILITY INSURANCE		4,765					
	DEPOSIT IN 226-0000-340.31-00		4,765					
279-0672-415.36-04	COMPUTER EQUIP R&M	0	1,080,648	2,449,381	2,455,571	1,344,351	1,084,959	3,055,487
LEVEL	TEXT		TEXT AMT					
BUDG	Accela Licensing		80,700					

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	2016 Actual	2017 Actual	2018 Original Budget	2018 Amended Budget	2018 YTD Actual	6/30/18 YTD Actual	2019 Proposed Expenditures
	Adobe		33,202					
	ADSI		91,058					
	AFIS		91,995					
	CityWorks		286,000					
	Cloud Data Storage and VM hosting		164,000					
	Data Plans Mifi/iPad		95,976					
	Dynamics 365 (CRM)		60,000					
	ELEMOS		32,380					
	GIS Enterprise Software		51,000					
	GIS Environment - vCloud resources		21,600					
	HelpDesk Support		126,727					
	Kronos		286,678					
	Laserfiche		76,311					
	Managed Print Services		41,224					
	Maximo		47,941					
	Microsoft 365 Licenses		208,954					
	Sungard (NavLine)		204,397					
	Other services		1,055,344					
			3,055,487					
279-0672-415.37-11	CAPITAL LEASE PRINCIPAL	0	136,360	181,339	114,888	75,653	55,199	0
279-0672-415.37-12	CAPITAL LEASE INIEREST	0	15,429	39,776	29,392	7,235	4,460	0
279-0672-415.38-01	PRINCIPAL	0	0	0	75,012	2,117	0	350,403

LEVEL	TEXT	TEXT AMT
BUDG	DS-136 2015 HP LEASE #8	2,144
	DS-138 2015 HP LEASE #9	20,986
	DS-143 2015 HP LEASE #11	736
	DS-150 2016 HP LEASE #12	2,343
	DS-154 2016 VEHICLE/EQUIP LEASE #3	48,815
	DS-160 2017 HP LEASE #14	1,552
	DS-164 2017 HP LEASE #16	17,732
	DS-167 2017 HP LEASE #15	2,169
	DS-170 2018 HP LEASE #17	2,013
	DS-171 2018 VEHICLE/EQUIP LEASE #1 - SCHED 1	100,692
	DS-174 2018 HP LEASE #18	46,344
	ANTICIPATED LEASES IN 2019	104,877
		350,403

279-0672-415.38-02	INTEREST	0	0	0	11,011	306	0	63,219
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LEVEL	TEXT	TEXT AMT
BUDG	DS-136 2015 HP LEASE #8	23
	DS-138 2015 HP LEASE #9	476
	DS-143 2015 HP LEASE #11	17
	DS-150 2016 HP LEASE #12	104
	DS-154 2016 VEHICLE/EQUIP LEASE #3	2,051
28	DS-160 2017 HP LEASE #14	147

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	2016 Actual	2017 Actual	2018 Original Budget	2018 Amended Budget	2018 YTD Actual	6/30/18 YTD Actual	2019 Proposed Expenditures
DS-164	2017 HP LEASE #16		2,259					
DS-167	2017 HP LEASE #15		270					
DS-170	2018 HP LEASE #17		309					
DS-171	2018 VEHICLE/EQUIP LEASE #1 - SCHED 1		13,395					
DS-174	2018 HP LEASE #18		9,215					
	ANTICIPATED LEASES IN 2019		34,953					
			63,219					
279-0672-415.39-30	GRANTS AND SUBSIDIES	0	0	0	0	25,000	0	0
279-0672-415.39-70	EDUCATION & TRAINING	0	8,638	65,900	65,900	13,856	11,693	65,900
LEVEL	TEXT		TEXT AMT					
BUDG	MEETING/CONFERENCE FEES		65,900					
			65,900					
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*	OTHER SERVICES & CHARGES	0	1,539,289	4,350,896	4,523,821	2,146,598	1,620,177	5,016,792
279-0672-415.50-02	INTERFUND TRANSFER OUT	0	0	0	0	0	0	600,000
LEVEL	TEXT		TEXT AMT					
BUDG	2019 TRANSFER TO 404-0000-392.00-00		600,000					
	TO COVER COST OF ERP SOFTWARE IMPLEMENTATION		600,000					
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*	OTHER USES	0	0	0	0	0	0	600,000
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**	INFORMATION TECHNOLOGY	0	2,663,627	6,258,064	6,430,317	3,341,002	2,450,726	7,794,658

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	2016 Actual	2017 Actual	2018 Original Budget	2018 Amended Budget	2018 YTD Actual	6/30/18 YTD Actual	2019 Proposed Expenditures	
279-0673-415.10-01	SALARIED WAGES	0	268,773	0	0	0	0	0	
279-0673-415.10-10	HIRING BONUS	0	18,500	0	0	0	0	0	
279-0673-415.11-01	FICA - REGULAR	0	18,518	0	0	0	0	0	
279-0673-415.11-04	PERF - REGULAR	0	27,128	0	0	0	0	0	
279-0673-415.11-08	HEALTH INSURANCE	0	32,320	0	0	0	0	0	
279-0673-415.11-09	LIFE INSURANCE	0	420	0	0	0	0	0	
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*	PERSONNEL SERVICES	0	365,659	0	0	0	0	0	
279-0673-415.21-05	SMALL OFFICE EQUIPMENT	0	6,616	0	4,096	4,096	4,096	0	
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*	SUPPLIES	0	6,616	0	4,096	4,096	4,096	0	
279-0673-415.31-06	OTHER PROFESSIONAL SVCS	0	37,804	0	125,633	100,637	82,843	0	
279-0673-415.32-21	TRAVEL - MILEAGE	0	6	0	0	0	0	0	
279-0673-415.32-24	TRAVEL - MEALS	0	33	0	0	0	0	0	
279-0673-415.32-25	TRAVEL - OTHER	0	37	0	0	0	0	0	
279-0673-415.39-89	MISC CHARGES & SVCS	0	199	0	0	0	0	0	
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*	OTHER SERVICES & CHARGES	0	38,079	0	125,633	100,637	82,843	0	
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**	PERFORMANCE/INNOVATION	0	410,354	0	129,729	104,733	86,939	0	
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***	IT-INNOVATION-311 CENTER	487,896	3,578,368	6,850,931	7,155,112	3,813,871	2,802,046	8,351,968	

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	2016 Actual	2017 Actual	2018 Original Budget	2018 Amended Budget	2018 YTD Actual	6/30/18 YTD Actual	2019 Estimated Revenue
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IT-INNOVATION-311 CENTER								
279-0000-361.00-00	INTEREST EARNINGS	0	0	0	7,645	13,887	7,645	10,000

LEVEL	TEXT	TEXT AMT
BUDG	2019 ESTIMATE	10,000
		10,000

*		0	0	0	7,645	13,887	7,645	10,000
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279-0000-367.60-00	MAYORS CHALLENGE AWARD	0	0	0	100,000	100,000	100,000	0
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*		0	0	0	100,000	100,000	100,000	0
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279-0000-380.10-13	TELEPHONE	0	0	0	13,560	22,180	8,540	45,062
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LEVEL	TEXT	TEXT AMT
BUDG	ART MUSEUM \$3,236.96	3,237
	STUDEBAKER MUSEUM \$6,681.85	6,682
	ZOO \$7,238.29	7,238
	SMG (CENTURY CENTER) \$27,905.06	27,905
	- Fax Services	
	- Informacast Maintenance	
	- Legacy Phone Service & Circuits/Long Distance	
	- VoIP service	
	BASED ON NUMBER OF DEVICES	
		45,062

279-0000-380.10-80	IT ALLOCATION FEE	0	5,167,452	6,850,931	6,850,931	4,525,968	3,394,476	7,991,331
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LEVEL	TEXT	TEXT AMT
BUDG	2019 FIXED COST ALLOCATION - IT AND 311 CALL CTR	7,991,331
	THE ALLOCATION COVERS THE COST OF THE IT DEPT AND 311 CALL CENTER. THE ALLOCATIONS ARE CHARGED TO DEPTS BASED MANY FACTORS INCLUDING # OF DEVICES, SOFTWARE LICENSES, 311 CALL CENTER RESPONSES, # OF USER LICENSES, ETC.	
		7,991,331

*		0	5,167,452	6,850,931	6,864,491	4,548,148	3,403,016	8,036,393
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**	IT-INNOVATION-311 CENTER	0	5,167,452	6,850,931	6,972,136	4,662,035	3,510,661	8,046,393
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ACCOUNT NUMBER	ACCOUNT DESCRIPTION	2016 Actual	2017 Actual	2018 Original Budget	2018 Amended Budget	2018 YTD Actual	6/30/18 YTD Actual	2019 Estimated Revenue
279-0104-392.04-00	ADMINISTRATIVE COST	487,897	0	0	0	0	0	0
*		487,897	0	0	0	0	0	0
**	311 CALL CENTER	487,897	0	0	0	0	0	0

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	2016 Actual	2017 Actual	2018 Original Budget	2018 Amended Budget	2018 YTD Actual	6/30/18 YTD Actual	2019 Estimated Revenue
279-0672-380.10-99	MISC. REIMBURSEMENTS	0	0	0	16,440	16,439	16,439	0
*		0	0	0	16,440	16,439	16,439	0
**	INFORMATION TECHNOLOGY	0	0	0	16,440	16,439	16,439	0
***	IT-INNOVATION-311 CENTER	487,897	5,167,452	6,850,931	6,988,576	4,678,474	3,527,100	8,046,393