<u>Standing Information and Technology</u>   July 13, 2022, 5:40 P.M.

Committee Members Present:	Rachel Tomas Morgan, Lori Hamann, Canneth Lee
Citizen Members Present:	Maria Gibbs (*), Scott Matthew Coats
Committee Members Absent:	None
Other Council Present:	Karen White, Sheila Niezgodski, Troy Warner
Others Present:	Dawn Jones, Victoria Trujillo, Bob Palmer
Presenters:	CIO Denise Lynn Riedl, Dan O'Conner, David Finley, Kelsey Lang, Madi Rogers
Agenda:	*<u>Midyear Report from the Department of Innovation & Technology by Denise Riedl-Chief Information Officer</u>*

Full audio dialogue of the meeting is available upon request from the City Clerk's Office.

Committee Chair Rachel Tomas Morgan called to order the Community Investment Committee meeting at <u>5:40 p.m.</u>

Committee Chair Tomas Morgan introduced Chief Innovation Officer, Denise Riedl and stated that she will provide the Department of Innovation and Technology's midyear report.

Denise Riedl, Chief Innovation Officer, with offices located on the 12th floor of the County-City Building, as well as Madi Rogers, Director of Civic Innovation presented the department's midyear report.

Committee Member Lori Hamann asked could the department share the research behind the surveillance cameras and the decrease in violent crime as well as if the Ring cameras will also be linked to the real-time Crime Center.

Denise Riedl replied that the Ring has a separate program where residents and businesses could register their cameras for the police department in case of a crime. Residents will not be made to register their cameras.

Committee Member Hamann asked what the percentage of violent crimes in South Bend that takes place in front of a business or within view of a camera is versus the violent crimes that are currently taking place in the neighborhoods not caught on camera. Hamann asked what

the additional staff requirements for the Police Department are as well as for IT to run the program. Hamann asked for the location of the thirty-eight exterior cameras currently around South Bend.

Denise Riedl replied with the locations of the thirty-eight exterior cameras.

Council Member Hamann asked for the list of the thirty-eight cameras along with potential stakeholders and community organizations that will be part of the outreach.

Denise Riedl replied that the list is currently being built and asked for a partnership with the council to add to the list. Riedl stated the department will be working with DCI on the outreach efforts. Riedl stated that in terms of staffing, they will confirm with the police department, but potentially will have four staff members with the police department for crime analysts. Riedl stated there will not be any staffing implications for the Information and Technology Department due to using the existing staff for implementation while using many contracting dollars from the American Rescue Plan to maintain the real-time Crime Center.

Committee Member Hamann asked will there a significant ongoing cost and what will those look like.

Denise Riedl replied that over the first few years the project will be entirely funded by American Rescue Plan dollars and ongoing costs on the data side are still being decided on while working with the police department. Riedl stated the department will investigate it more for budget season conversations because it will be data implications.

Citizen Member Scott Matthew Coates asked if it will be possible to see instances when residential cameras proved helpful in resolving a case.

Denise Riedl replied that information should be shared if a residential and/or business camera partnership helped with an investigation especially around gas stations due to high traffic in and out. In terms of the Ring cameras, an upfront agreement is much less popular than providing the infrastructure requests. Riedl stated they need to be good at communicating the results and the outcomes of the project.

Committee Member Canneth Lee asked to confirm that having city cameras will help deter crime due to it being an added tool.

Denise Riedl stated the reason for starting small is for evaluation and scaling. Riedl stated that trail cameras were put in place and showed lower crime rates. Riedl stated that they want to start small and collect data for evaluation.

Committee Chair Tomas Morgan stated high standards are held for data governance and data privacy. Tomas Morgan appreciates the diligence of the Department of Information and Technology. Tomas Morgan stated her involvement in the Detroit tour and mentioned that businesses were supporting this technology.

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Denise Riedl stated the miscellaneous projects that are active in innovation and technology. Riedl stated the upcoming projects later in 2022 and 2023. Riedl stated the operational updates through the Department of Innovation and Technology that includes supply change challenges, vendor consulting challenges, and employee turnover/promotions/changes (including exit interviews). Riedl stated the challenges around turnover are prolonged vacancies which result in the remaining staff having to multitask. Riedl stated the department is undertaking a lot of recruitment efforts to fill vacancies including staffing agencies. Riedl stated potential salary changes are being discussed now with the mayor for the 2023 budget season. Riedl stated the unplanned professional services such as Marketplace City, City Works Jumpstart, Delivery Associates and additional independent contractors and interns.

Citizen Member Maria Gibbs thanked the department for their innovative elements and congratulated the Department of Innovation and Technology.

Citizen Member Coates applauded the IT department on their efforts and intelligence in increasing retention. Coates added his plea for the committee to continue being strong advocates for the department's efforts.

Committee Member Lee stated that technology is pushing things forward and IT is vital for the city. Lee stated that the department is making a tremendous impact on the city which is helping South Bend be a 21st-century city.

Committee Member Hamann stated that Denise Riedl has set an example on how to run a department. Hamann is excited about "Build Back Better" and would like a schedule of events.

Denise Riedl stated the department's parts of the "Build Back Better" project are cyber security and broadband cyber security and will hear about the timeline soon. The broadband timeline for funding opportunities has opened. The department is applying for the Middle Mile grant by the end of September. Riedl stated the department will be engaging with the State heavily over the year.

Committee Member Hamann asked about the engagement with the Sustainability Department.

Denise Riedl replied that they are engaged with the department and want to establish a good reporting and tracking habit.

Committee Chair Tomas Morgan stated the challenges around metrics. Tomas Morgan stated the need for updates in the Climate Action Plan. Tomas Morgan thanked Denise Riedl and her team for their response. Tomas Morgan stated the need for retention and the awards and pay raises that are presented have aided. Tomas Morgan asked for the department to reach out to the committee if the department needs suggestions for retention. Tomas Morgan asked about the retention efforts.

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Denise Riedl stated the process of retention. Riedl stated the department wants to know their employees' goals to position them. Riedl stated that they have gotten great talent and the salary bump helped with retention.

Committee Chair Tomas Morgan thanked the department for their report.

With no further business, Committee Chair Rachel Tomas Morgan adjourned the meeting at 7:07 p.m.

Respectfully Submitted,

Rachel Tomas Morgan, Committee Chair

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