



OFFICE OF THE CITY CLERK

BIANCA L. TIRADO, CITY CLERK

INFORMATION & TECHNOLOGY

March 21, 2024 3:30 P.M.

Committee Members Present:

Rachel Tomas Morgan, Sherry Bolden-Simpson, Canneth Lee*, Kate Berlent, Maria Gibbs

Committee Members Absent:

None

Others Present:

Bianca L. Tirado, Matthew Neal, Kerry Joseph, Madi Rogers, Dan O'Connor, Kelsey Lange, Bob Palmer*

Presenters:

Denise Riedl

Agenda

- I. Call to Order
- II. I&T Committee Member Introductions
- III. Department of Innovation & Technology 2023 Annual Report; Presentation by Denise Linn Riedl, Chief Innovation Officer, and staff
- IV. Discussion and Questions to Follow
- V. Collecting Priority Topics for I&T Committee from Committee Members
- VI. Planning Ahead for Committee Meetings
- VII. Adjournment

Members marked with an asterisk (*) are present digitally

Please note the attached link for the meeting recording:

<http://docs.southbendin.gov/WebLink/browse.aspx?dbid=0&mediaid=381542>

Please note the attached link for the presentation:

<https://docs.southbendin.gov/WebLink/0/edoc/381547/2023%20Annual%20Report%203.21.2024%20IT%20Comm%20Meeting.pdf>

Committee Chair Rachel Tomas Morgan called to order the Information & Technology Committee meeting at 3:30 p.m.

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Danica Kulemeka
CHIEF DEPUTY/ CHIEF OF STAFF

Elivet Quijada-Navarro
DEPUTY/ DIRECTOR OF POLICY

Matthew Neal
DIRECTOR OF SPECIAL PROJECTS

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Denise Riedl, Chief Innovation Officer, with offices on the 12th floor of the County-City Building, presented the Department of Innovation & Technology's 2023 Annual Report. Denise Riedl gave an overview of the Department of Innovation & Technology's organizational structure and functions. Denise Riedl highlighted some of the 2023 accomplishments of the Department of Technology & Innovation: one thousand and one hundred (1,100) resident engagements for the Build the Budget, a greater than four point five out of five (4.5/5) customer service rating for three-one-one (311) Customer Service calls, more than fifty (50) open training and tech events, etc. Denise Riedl outlined future reorganization plans as well as goals for 2024.

Committee Chair asked the Citizen Committee Members to introduce themselves.

Committee Member Maria Gibbs stated that she is currently the Senior Director of iNDustry Labs at Notre Dame and has started and run her own venture capital fund focusing on technology that serves customers in small cities. Committee Member Gibbs stated that she is impressed with South Bend's forward looking vision regarding innovation and technology, and hopes to be able to utilize her experiences to empower the Innovation & Technology team. Committee Member Gibbs asked Denise Riedl how well hiring and recruitment is going for the Department of Innovation & Technology.

Denise Riedl stated that hiring is going well so far, although it may be too early to tell the extent of the effectiveness of the recent organizational changes. Recruiting and hiring is going more smoothly than expected, Kerry Joseph began in his role on January 2, 2024 and already has a fully staffed team. Dan O'Connor is currently looking for a Cybersecurity Specialist.

Committee Member Kate Berlent stated that she worked at Google for the last decade and recently began a new role at Autodesk which focuses on technology for the manufacturing design and construction industry. With a background in technology education Committee Member Berlent has coached residents on how to apply for remote work.

Committee Member Canneth Lee inquired about the plans for expanding South Bend's Real Time Crime Center.

Denise Riedl stated that Council can reach out to her regarding specific areas they want to see the Real Time Crime Center expanded to.

Committee Vice Chair Sherry Bolden-Simpson stated that she is interested in hearing about how the Department of Innovation & Technology plans to reach out to the seniors in the City. Some people are frightened of technology and the committee should work on how to help with such situations. Committee Vice Chair Bolden-Simpson asked where she can access the City's official color themes and templates.

Denise Riedl stated that she can show Committee Vice Chair Bolden-Simpson where to find the templates after the meeting.

Committee Vice Chair Bolden-Simpson inquired about the restructuring of the Department of Innovation & Technology.



Denise Riedl assured Committee Vice Chair Bolden-Simpson that the restructuring did not involve any reductions, rather simply reorganizing the reporting hierarchy.

Committee Vice Chair Bolden-Simpson suggested more outreach tactics for the Department of Innovation & Technology to utilize to help promote technological literacy.

Committee Chair Tomas Morgan stated her interest on having a joint committee meeting with the Innovation & Technology Committee and the Utilities Committee regarding the utilities integration of the One Stop Shop. Committee Chair Tomas Morgan asked Committee Members what their topics of priority for the year are.

Committee Member Gibbs stated that she is interested in prioritizing generative AI and its potential applications for the City.

Committee Member Berlent inquired about topics of priority from previous years.

Committee Chair Tomas Morgan stated that one of the previous topics was public safety, more specifically the Real Time Crime Center.

Denise Riedl stated that a couple previous topics were the City's Digital Equity Portfolio and the centralization of resources for the Common Council regarding the different ways each City department is supporting small businesses.

Committee Member Berlent stated that she is interested in prioritizing the improvement of the City's outreach initiatives.

Committee Member Gibbs stated that she would like to see the success stories of City programs presented along with resident metrics.

Committee Member Lee would like to prioritize the Real Time Crime Center expansion, as well as simplifying enrollment processes (Home Repair Program).

Committee Chair Bolden-Simpson would like to prioritize the improvement of the City's outreach initiatives.

Committee Chair Tomas Morgan would like to have a joint meeting with the Health & Public Safety Committee regarding public safety technologies such as the Real Time Crime Center, the Business Security Program, and the Transparency Hub. Committee Chair Tomas Morgan would like to prioritize AI, utility integration, South Bend Open WiFi, the Rental Safety Verification Program (RSVP), and landlord verification. Committee Chair Tomas Morgan suggests scheduling another meeting at the end of April or early May, and states that the next meeting will detail updates regarding the Real Time Crime Center.

With no further business, Committee Chair Rachel Tomas Morgan adjourned the Information & Technology Committee meeting at 4:52 p.m.



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Respectfully Submitted,

A handwritten signature in blue ink that reads "Rachel Tomas Morgan".

Rachel Tomas Morgan, Committee Chair

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