



South Bend Common Council

Rachel Tomas Morgan

At-Large Council Member
Vice President

To: South Bend Common Council
Office of the City Clerk
From: Councilmember At-Large Rachel Tomas Morgan; Chair, Information (Innovation) and
Technology Committee
Date: December 12, 2025

2025 Annual Report of the Information (Innovation) and Technology Committee

Pursuant to Section 2-10(i) requirements of the South Bend Municipal Code, this report summarizes the business conducted by the Common Council’s Information (Innovation) and Technology Committee for 2025.

Duties: The Information (Innovation) and Technology Committee oversees the various activities of the City’s Department of Innovation, including the Divisions of Information Technology and 311, so that the City of South Bend remains competitive and on the cutting edge of developments in this area. Some of its many activities are reviewing and proposing upgrades to computer systems and websites, and developing availability and access to GIS data and related technologies.

Members: Four (4) Council Members and two (2) Citizen Members served on the Committee for the year. They included:

1. Councilmember At-Large, Rachel Tomas Morgan, Chairperson
2. Councilmember District 6, Sherry Bolden-Simpson, Vice-Chairperson
3. Councilmember At-Large, Oliver Davis
4. Councilmember District 3, Sharon McBride
5. Ms. Katie Berlent, Citizen Member
6. Ms. Maria Gibbs, Citizen Member

Meetings: Three (3) committee meetings were held. The committee meeting notices, minutes, and recordings have been posted and may be accessed in committee folders on the Common Council’s website at <https://southbendin.gov/department/common-council/>. Meeting dates in 2025 and topics discussed are as follows:

MEETING DATES	TOPICS DISCUSSED
February 24 th , hybrid	Organizational Meeting

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August 26th, hybrid

Overview and Updates: City Hall Technology, City Service Center, and Overall Digital Services Efforts with Denise Reidl, CIO Innovation & Technology, and department staff

November 3rd, hybrid

Presentation and Discussion: AI in Government and an Overview of South Bend's Work with Denise Reidl, CIO Innovation & Technology, and Department Staff

Accomplishments of 2025 included but were not limited to the Department's work regarding centralized customer services and 311-utilities merger; new city hall; Seitz Park; the MLK Dream Center; ongoing public safety initiatives; enhanced security initiatives; continued UKG implementation; and new software potentials. Notably, the Department received national awards. At the final committee meeting, the I&T Committee acknowledged and thanked CIO Denise Reidl for her years of service to the City of South Bend, as she will be transitioning to a new position.

Throughout 2025, the Committee Chairperson and the CIO of Innovation & Technology met every month for departmental updates and committee agenda setting.

Priorities for the 2026 IT committee should include, but are not limited to, status updates regarding all topics identified in the above paragraph, specifically One Stop Shop in the new City Hall, cybersecurity, and new software rollouts.

Respectfully submitted,

Rachel Tomas Morgan
Councilmember At-Large
Chairperson, Information (Innovation) and Technology Committee

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