



OFFICE OF THE CITY CLERK

DAWN M. JONES, CITY CLERK

INFORMATION & TECHNOLOGY

JULY 13, 2022, 5:40 P.M.

Committee Members Present:	Rachel Tomas Morgan, Canneth Lee, Lori Hamann, Maria Gibbs, Scott Matthew Coats
Others Present:	Victoria Trujillo*, Bob Palmer*
Presenters:	Denise Linn Riedl
Agenda:	<u>Introductory Comments</u> <u>Midyear Report from the Department of Innovation and Technology – Broadband Updates</u> <u>Midyear Report from the Department of Innovation and Technology – Public Safety Technology Upgrades</u> <u>Midyear Report from the Department of Innovation and Technology – General IT Project Updates</u> <u>Midyear Report from the Department of Innovation and Technology – Staffing and Operational Updates</u> <u>Questions and Discussion Period Following Presentations</u>

Members marked with an asterisk (*) are present digitally

Please note the attached link for the meeting recording:

<https://docs.southbendin.gov/WebLink/browse.aspx?dbid=0&mediaid=355768>

Committee Chair Rachel Tomas Morgan called to order the Information and Technology Committee at 5:40 p.m.

Midyear Report from the Department of Innovation and Technology – Broadband Updates

The city has been working with residents and various departments to triple the South Bend Wi-Fi footprint over the next two (2) years. There are two (2) phases to the project:

- Phase one (1) Expansion: Installing wireless access points to city-owned or adjacent properties connected to fiber
- Phase two (2) Expansion: Installing wireless access points and expanding fiber to reach resident nominated locations

Phase one (1) is underway. Phase two (2) is taking longer than expected as residents need to be educated about what it means to be a resident partner. The city is making every effort to collect

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data, engage with residents, and create partnerships so it is eligible and competitive for federal funding.

The goal is to be designated as a broadband-ready city by fall, 2022.

At-home speed tests will measure how residents are experiencing service in their homes. Data is available on resident broadband subscribership and availability, but little data is available on speed and affordability. At-home speed tests give a glimpse into areas that might be underserved.

Mobile speed tests will measure the health of the mobile networks. The city has installed phones with SigCap in solid waste vehicles. Information collected will shape the way the city works with providers and fills in gaps for the ten percent (10%) to fifteen percent (15%) of residents estimated to rely exclusively on their phones and data plans.

At-home speed tests will be provided for free by Indiana Farm Bureau and GeoPartners. Residents can participate at southbendin.gov/speedtest/

The goal is to complete six hundred (600) speed tests by September with one hundred (100) per each council district. Ten (10) participating residents will receive a fifty dollar (\$50) Martin's gift card.

A digital literacy survey will be embedded in the at-home speed tests. The goal is to complete three hundred (300) surveys by September, with fifty (50) per council district. Ten (10) participating residents will receive a fifty dollar (\$50) Martin's gift card as well. Paper survey stations will be launched in each library branch.

Approximately one thousand (1,000) mobile speed tests are being run per day. Thirty (30) phones have been deployed on ten (10) trash trucks, one (1) per major cellular carrier. The trucks will canvas the city once per week. The GIS team is assisting to map tests, review network performance, and establish areas of need for increased cellular connectivity.

Ground broke on the shared PLTE network in June, 2022. Towers have been installed at Hayes Tower, Riley High School, and Jackson Middle School. Testing and launch will begin in early August, 2022.

The City of South Bend is working with the State of Indiana to achieve the broadband-ready city designation ahead of the federal grant season. A few small ordinance changes will be made. Documentation will be created and submitted for permitting efficiency and some small web projects will be conducted.

Midyear Report from the Department of Innovation and Technology – Public Safety Technology Upgrades

One million five hundred thousand dollars (\$1,500,000) of the American Rescue Act has been dedicated to public safety technology upgrades. Driving factors of the planning include how to be proactive about investigations and crime prevention, and how to leverage technology.

Technology upgrades will include camera expansions (city camera expansion – public spaces, business pilot, residential camera grant program, and improved camera registry), and other live sources (such as ShotSpotter alerts, crime data/dashboards, TV updates, social media monitoring, etc.). A real-time crime center is planned to be opened by the end of the year.

Takeaways from reviewing progress in other cities include:

- Constantly communicate the value to drive uptake
- Fund lights, GPS tracking along with camera
- Blanket requirement to share footage with PD were unsuccessful
- Start small and show results, and business partners will come readily
- Strong data and privacy transparency are essential to community acceptance
- Vendors can be a key intermediary for camera partnerships
- Amazon was criticized for lack of transparency on policies

The big-picture timeline is as follows:

- Engagement (2022 to 2023)
 - Cross-city learnings and best practices gathering
 - Engagement and feedback gathering with key stakeholders: neighborhood associations, business community, residents, etc.
- Planning (2022)
 - Data analysis: Gun crime, property crime, resident/business input
 - Site selection/prioritization
 - Vendor and partner finalization
 - Privacy and data governance
- Deployment (2023)
 - Camera deployment

Currently there are one hundred and twenty-five (125) enterprise cameras in network including eighty-seven (87) interior and thirty-eight (38) exterior cameras. Some departments and venues have installed cameras outside of this network.

Next steps include solidifying vendors and understanding any supply chain issues, creating data governance and privacy policies to share with the public ahead of deployment, and engaging with the Council, public, nonprofits, business community, and neighborhood institutions on value, policies, placement, and FAQs.

Ring cameras will be separate from the real-time crime center. Residents can register their cameras. The registry is a list to let law enforcement know where cameras exist. The infrastructure and service teams of the real time crime center will be able to handle maintenance issues that arise. The first years of the project will be entirely funded by American Rescue dollars. Ongoing costs and projections are still being determined.

The Committee requested a list of where the thirty-eight (38) external cameras are located and a list of potential stakeholders and businesses that will be included in the community outreach. The Committee requested that specific cases that yielded positive results be shared where a business provided use of their cameras.



Midyear Report from the Department of Innovation and Technology – General IT Project Updates

Current MISC projects include:

- Solve SB, a hackathon/ideathon in partnership with the sustainability office scheduled for July 16 to 17, 2022
- UpskillSB
- CityWorks for VPA, a centralized asset management system which is expected to wrap up in fall, 2022
- Assistance Stat/sign-up pushes, which will include canvassing, outreach, and data tracking
- SB Stat, which focuses on performance management and data work on neighborhoods and customer service
- Post Call Survey, which focuses on the ability for residents to rate customer interactions with frontline city phone staff
- KnowBe4 Cybersecurity Assessment and Training, a preliminary safety training and security posture survey

Upcoming projects include:

- Build the Budget, a 2023 budget engagement and feedback gathering
- Community Survey 2022
- Cityworks Jumpstart: Public Works Linear Assets
- SLA tracking automation
- Sustainability performance management
- DCI permitting/zoning/code solutions
- Cybersecurity plan and intergovernmental work
- State broadband plan engagement

Midyear Report from the Department of Innovation and Technology – Staffing and Operational Updates

Supply chain challenges are impacting the cameras, wireless access points, certain sensors, and other hardware. Vendor and consulting challenges are impacting project timelines.

Employee turnover, promotions, and changes have been obstacles. Four staff members departed in the first (1st) half of the year, two (2) for higher paying local opportunities, and two (2) planned geographic moves. All departing staff undertake an exit interview with HR. One staff member retired. There have been prolonged vacancies with gaps that have been longer than anticipated.

Recruitment efforts are ongoing, including LinkedIn pushes, career services partnerships and postings within universities, career fairs, talking to staffing agencies for additional support, and new social media ad campaigns.

Applications Developer I, Applications Developer II, Manager of Applications, and Applications Director positions all received Q2 bumps. Other potential salary changes are being discussed now with the Mayor for the 2023 budget season.



In lieu of capacity challenges, more external services are being onboarded to support projects such as Marketplace.city, Cityworks Jumpstart, Delivery Associates, and additional independent contractors and interns.

Training focuses for 2022 to 2023 include:

- Change management
- Business analytics basics and competencies
- Applications developer basics and competencies
- Cybersecurity
- Management and leadership

Maria Gonzalez, three-one-one (311) Liaison, was awarded the Customer Service Award.

Francie Fink, TRC Project Manager, was awarded the Mantra Award.

Michael Sniadecki, Infrastructure Director, was awarded the Fire Award.

Jeff Haupt, Applications Developer, was awarded the Relentless Warrior Award.

Becky Phung, Design Specialist, was awarded the Mayor’s Choice Award.

With no further business, Committee Chair Rachel Tomas Morgan adjourned the Information and Technology Committee meeting at 7:20 p.m.

Respectfully Submitted,

Rachel Tomas Morgan, Committee Chair

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Richard James Thompson