ITEM EIGHT

MIAMIBEACH

City of Miami Beach, 1700 Convention Center Drive, Miami Beach, Florida 33139, www.miamibeachfl.gov

COMMITTEE MEMORANDUM

TO: Finance and Citywide Projects Committee

FROM: Kathie G. Brooks, Interim City Manager

DATE: July 25, 2012

SUBJECT: Proposed FY 2012/13 Information and Communications Technology Projects

The proposed FY 2012/13 Information and Communications Technology Projects were discussed at the Finance and Citywide Projects Committee meeting of July 9, 2012. At that time, the Committee requested that we provide a schedule outlining the funding for each project recommended by the Information and Communications Technology Steering Committee.

The funding for each project is provided on the attached schedule along with the memo that was distributed at the meeting of July 9.

KGB:PDW

FY2012/13 Information & Communications Technology Projects
ATTACHMENT A

Department	Project Name	Amount

Recommended Projects for Information Technology Funding

Building, Code/ Fire / Planning	Technology Enhancements to New Accela Permitting System - Project Total $291,800 ($208,000 from Building Training and Technology, $17,700 from Fire Training and Technology Fund, and $65,500 from IT Technology Fund)	$ 65,500
Finance	Attachment in EDEN for invoice (Paperless)	$ 46,000
OBPI	Updated Automation of Cleanliness Assessments	$ 34,440
Police	Off-Duty Job tracking application	$ 60,000
IT	Development of Mobile Applications	$ 50,000
	Contingency	$ 24,060
	Total Information Technology funding	$ 280,000

Additional Projects with Alternative Funding Recommendations

Police	License Plate Recognition (LPR)	Funding through Confiscation Funds
Parking	License Plate Recognition (LPR) - Vehicles & Handhelds	Funding requested as part of Capital Budget
Parking	Gated Revenue Control System Upgrade	Funding requested as part of Capital Budget
Parking	Master Meter Replacement - PH II-IX	Funding requested as part of Capital Budget

Projects Using In-House Resources, Not Requiring Funding

OBPI	Customer Service Automatic Survey
IT	Customer Service Automatic WebPage Survey
City Clerk	Re-write Access programs for Log of Pending City Commission Documents
City Clerk	Re-write Access programs for Lobbyist and Board and Committees
VCA	API - Visitor information website and data aggregation portal

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DATE: July 9, 2012

SUBJECT: Proposed FY 2012/13 Information and Communications Technology Projects

BACKGROUND

In Fiscal Year (FY) 2005/06, the adopted work plan and budget for the General Fund included funding specifically for Information and Communications Technology Projects. Each year, departments propose projects which are then reviewed and prioritized by the Information and Communications Technology Steering Committee, which is comprised of the Assistant City Managers, the Chief Financial Officer, the Director of Budget and Performance Improvement, the Human Resources Director, the Special Assistant to the City Manager, and the Director of Information Technology. Since FY 2005/06, over 54 projects have been funded totaling $7 million dollars.

PROPOSED FY 2012/13 INFORMATION AND COMMUNICATIONS TECHNOLOGY PROJECTS

The City's General Fund proposed FY 2012/13 budget includes a transfer of $280,000 to the Information and Communications Technology Fund. This includes funding for the following projects:

> Technology Enhancements for New Accela Permitting System: Project includes replacing or enhancing the ticketing, queuing and calling system for the permit application and walk-thru plan review process which will provide better service to customers of the Building Development Process (Building, Fire, Planning & Zoning and Public Works) and the ability to integrate with the new permitting system. This project also includes portable printers for inspectors involved in the Building Development Process, as well as for Code Enforcement Officers, to allow for more streamlined issuance of permits or violations in the field, anticipated to result in expedited payment of violations; and a payment kiosk for the Code Compliance Division allowing for the payment of violations by check or credit card in the Code Compliance lobby, with the hopes of achieving greater compliance and payment of Code Compliance fines. The project also includes an improved plans management and tracking system for the Plan Review process, such as bar codes or Quick Response (QR) code technology, to ensure the appropriate location and tracking of plans in the Plan Review process. Lastly, the project includes a mechanism to obtain feedback from the customers, constituents, business entities and visitors about their experience doing online transactions that are through the Accela Citizen Access portal. Funding for this project will partially be funded from the Building and Fire Training and Technology funds.

In addition the Office of Budget and Performance Improvement will be coordinating the implementation of using the City's existing survey development software, SNAPS, for departments citywide to obtain feedback from in person customers, this program does not require any funding or IT staff resources. The City's Information Technology department will re-write components of the existing web site survey application to allow for immediate customer service feedback for customers completing an online service on the City's web site; this project does not require any funding but will require IT staff resources.

Enhancement to EDEN Accounts Payable module: This enhancement will allow for documents, such as invoices, to be attached to the invoices, bills, etc. in the City's financial management system and allow for the document to be accessed easily. This enhancement is anticipated to reduce the physical storage need for such documentation within Finance and the individual departments.

Upgrade of Automated Cleanliness Assessment: The upgrade will streamline the workflow and process by creating a new user interface for field data collection; direct data upload into the central cleanliness database; and the ability to generate reports from the central database. The current process is very labor intensive; this will significantly reduce the hours needed to complete the process.

Off-Duty Job tracking application: Replace existing outdated program at Police with a program that can interface with the City's payroll system; provide the ability to create invoices directly from the system; and streamline the overall administrative processing of off-duty pay.

Development of Mobile Applications: The City focus groups through the Technology Charrette identified interest in the development of mobile applications for smart phones. Two are either operational or will be shortly (Report It! app to report citizen complaints and violations; parking app to locate garages with available parking). The City's Information Technology Department and GIS will coordinate to identify and develop new mobile applications for visitors and residents, with support from outside vendors.

In addition the following projects are funded from the Police Confiscation fund and the Parking Enterprise fund and will be under development next year with in-house resources dedicated to the respective departments:

License Plate Recognition (LPR): This project includes the purchase two mobile Automatic License Plate Reader systems to enhance public safety and crime prevention efforts in support of the City's major event period, in the Police Department. These license plate readers will be affixed on two marked police vehicles, which are part of a camera system integrated with a computer processor and mobile computer designed to instantaneously provide electronic alert messages. The alert messages correspond to various crimes to include stolen tags, stolen vehicles, or where vehicles or persons have been linked to a crime. The alert messages are based on the National Crime information Center, Florida Crime Information Center, Miami-Dade County Criminal Information Center data bases as well as active information provided by investigative and patrol personnel. Once the concerned vehicles are identified and located immediate enforcement actions can be taken.

Similarly the Parking Department is pursuing technology enhancements for its parking payment systems, including but not limited to multi-space pay stations, municipal permit programs, including business and residential permits, and potentially pay by phone services. The City intends to migrate to an LPR enforcement system and eventually have "paperless" parking payment options and solutions. The City is seeking an LPR enforcement component including functionality through real time web enabled mobile and handheld units which interface with the proprietary payment platforms described above.

Gated Revenue Control System Upgrade: This upgrade includes centralized processing of all data for all the City's parking garages and a central monitoring station for intercoms, CCTV and access control. This work is expected to be completed in three (3) phases. Phase I (17th Street, City Hall and Pennsylvania Avenue Garages); Phase II (Anchor and 12th Street Garages) and Phase III (7th Street, 13th Street and 42nd Street Garages). This upgrade includes centralized processing of all data for all the City's parking garages and a central monitoring station for intercoms, CCTV and access control.

Master Meter Replacement: Purchase and installation of 750 new multi-space pay stations for on-street and off-street parking locations, as part of a multi-year multi-phase effort. The City currently has 500+ multi-space pay stations throughout the City and is looking to replace its existing equipment as well as expand the installation of installation of pay stations throughout Middle and North Beach. The technology is comprised of integration with existing revenue systems.

Further, the following projects do not require funding but are planned to be under development next year with in-house staffing resources: re-writing of the pending City Commission documents log and lobbyist and board and committees programs, in the Office of the City Clerk, complete a historic buildings database and GIS Map and provide hotel and restaurant information for the Visitor and Convention Authority (VCA) for the development of a visitor information website and data aggregation portal.

CONCLUSION

The City administration is recommending funding for the proposed FY 2012/13 Information and Communications Technology Fund Projects.

Attachment

KGB/PDW/PAR