PUBLIC SAFETY COMMITTEE MEETING AGENDA
Commission Chamber
Tuesday, March 26, 2024
1:15 PM

PUBLIC SAFETY

1. Receive the 2023 Information Technology Annual Report as information.

2. Motion to approve the acceptance of a $100,000 VOCA Grant from the Criminal Justice Coordinating Council.

3. Motion to approve the minutes of the Public Safety Committee held on March 12, 2024.

Meeting Name

Meeting Date: March 26, 2024

2023 Information Technology Annual Report

Department:	Information Technology Department
Presenter:	Mrs. Tameka Allen, CIO
Caption:	Receive the 2023 Information Technology Annual Report as information.
Background:	The Information Technology Department provides the Information Technology Annual Report to Administration, Commission, Department Heads and Elected Officials annually.
	This report details the technical accomplishments and tasks completed by the Information Technology Department during the previous year of 2023 and demonstrates the continued demand for technology and how technology impacts the governmental organization.
Analysis:	The Information Technology Annual Report provides this data as a means to demonstrate the overall performance of the Information Technology Department as it continues to strive to provide the technical tools necessary to improve effectiveness and efficiency throughout the organization.
	As a service department, Information Technology continues to partner with the other agencies to support their technology needs.
Financial Impact:	N/A
Alternatives:	N/A
Recommendation:	Receive the 2023 Information Technology Annual Report as information.
Funds are available in the following accounts:	N/A
REVIEWED AND APPROVED BY:	N/A

Augusta, Georgia
Information Technology Department
ANNUAL REPORT 2023

TAMEKA ALLEN
Chief Information Officer

TAKIYAH A. DOUSE
Interim Administrator

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Introduction from the Interim Administrator

Mayor Johnson and Augusta Commissioners,

I am proud of the dedication and resilience the Information Technology Department demonstrated over the past year. This proves our IT team of professionals has the technological skillset to meet changing needs and demands associated with cybersecurity and digital transformation. Challenges such as a network disruption were efficiently and decisively overcome, enabling the department to demonstrate its resilience and expertise in cybersecurity.

For work, education, and play, the residents and businesses of Richmond County need critical IT networks and infrastructure. Augusta's IT Department diligently worked towards enhancing its services and optimizing its operations, reaching significant milestones through strategic planning and focused efforts.

As I look across the country, Georgia is the Silicon Valley of the South. Augusta's cybersecurity industries, both public and private, generate about $1.9 billion in total economic impact and contribute $1.4 billion to Richmond County's overall gross domestic product (GDP), according to a 2022 report from the *Business Facilities Magazine*. The technological advancements happening in our IT Department, the U.S. Army Cyber Command at Fort Eisenhower, and the Georgia Cyber Center continue to contribute to the success of Georgia's technology community, making the Garden City a place that helps businesses seize new opportunities.

In closing, I applaud Ms. Allen and the IT Department for their work that has propelled our City to new heights in technology and innovation. I also thank you for your continued support of Augusta's information technology programs, and I look forward to building on our successes in the years to come.

Sincerely,

Takiyah A. Douse
Interim Administrator

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Introduction from the Chief Information Officer

Honorable Mayor, Members of the Augusta Commission, Interim Administrator Douse, Department Heads and Elected Officials:

I am truly excited to present to you the Information Technology 2023 Annual Report!

Information Technology continues to keep the needs of our customers in the forefront. In 2023, Augusta experienced a cyber incident. This was one of the most challenging events this organization has ever had to face. As you are aware, these incidents are occurring all over the world at a rapid pace. It's now not *if* it's going to happen but how prepared an agency is to mitigate and manage it. I am proud to say that your Information Technology Department had a thorough plan in place to respond quickly and to make the necessary decisions to move forward. We are also cognizant of the fact that there is always room for improvement and have continued to improve based on what we have learned.
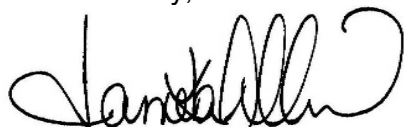
This report demonstrates the level of commitment and dedication in the Information Technology Department. The results of our most recent Customer Service Survey show that over 97% of our customers continue to be satisfied with the technology services they received in 2023 even in light of the cyber incident. Our customer service did not waver!

Overall, the Information Technology Department is here to provide our customers with the best customer service, as well as empower them with the necessary technological tools. Our performance metrics continue to stay in line with or exceed industry standards.

We continue to realize that this report is the result of partnerships with other departments and elected officials. This report is broken down by department/agency to show how our services were utilized to meet the needs of the organization. We are proud of the relationships that we have built and the accomplishments we have made together in 2023. Information Technology has also worked with our stakeholders to develop our "Information Technology Strategic Plan 2023 – 2025" which was approved by the governing body in May 2023. We will proceed to develop our respective annual projects to support the strategies outlined.

Information Technology looks forward to our continued partnerships with all departments and elected agencies in 2024.

Professionally,

Tameka Allen
Chief Information Officer

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Information Technology Performance Measures

WORKLOAD MEASURES

	FY21	FY22	FY23	TARGET
Number of Support Tasks Completed	21,328	20,493	20,927	
Number of Software Applications, Modules & Interfaces Supported	386	391	399	
Number of Desktops/Laptops Supported	2,862	3,042	3,047	
Number of Printers Supported	976	859	837	
Number of Help Desk Calls Processed	16,538	16,389	16,379	
Number of Servers Supported	246	256	252	
Number of Mobile Data Terminals Supported	379	385	392	
Number of Telephones Supported	4,163	4,191	4,278	*Support based on customer needs*
Number of Subscriber Radios Supported	1,607	1,629	1,670	
Number of Malware Prevented	2,440	4,745	2,151	
Number of Spam Emails Prevented	2,576,084	2,182,431	1,712,102	
Number of Page Views for City Website	6,573,550	4,093,116	3,842,840	
Average Number of Calls Processed per Help Desk Personnel	8,269	8,195	8,190	
Number of New Parcels Created	491	421	700	
Number of New Addresses Assigned	2,128	1,082	916	
Number of Visits to Augusta Maps	342,144	341,723	289,870	
Number of Plans Reviewed through E-Plan Review	348	406	345	

EFFICIENCY MEASURES

	FY21	FY22	FY23	TARGET
Est. Average Time to Complete Work Orders	1.23 days	1.23 days	1.28 days	1.25 days
Est. Average Time to Repair Computer	4.98 hrs.	5.10 hrs.	5.03 hrs.	5 hrs.
Percent of Information Technology Work Orders Completed:				
- In Less Than One Hour	50%	47%	52%	50%
- In Less Than Four Hours	61%	59%	62%	65%
- By Help Desk	40%	33%	45%	50%

EFFECTIVENESS MEASURES

	FY21	FY22	FY23	TARGET
Overall Customer Satisfaction Rating	99%	98%	97%	98%
Percent of Tickets Completed by Due Date	78%	98%	97%	90%
Percent of Upgrades and Implementations Completed on Time	83%	85%	94%	90%
Percent of Projects Completed within Budget	100%	100%	100%	100%
Percent of Network Availability	98.1%	99.6%	95.9%*	99%
Number of City Employees Provided Biannual Cybersecurity Training	190	1,748	216	N/A**

* Reflects overall network availability, not individual applications.
** Cybersecurity training is required every two years for existing employees (even years).

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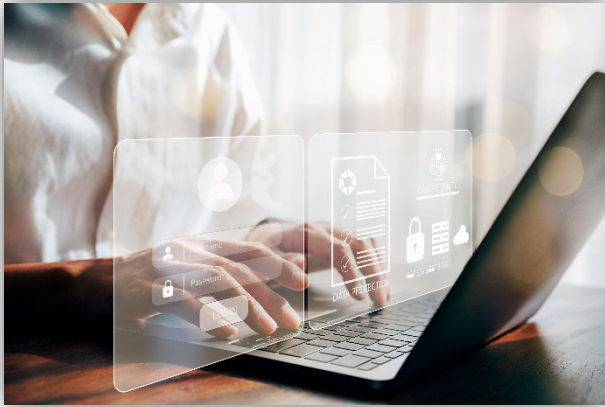
INFORMATION TECHNOLOGY

2023 Annual Report on Projects & Support Provided

CITYWIDE PROJECTS & SUPPORT

HARDWARE & SOFTWARE CUSTOMER SUPPORT

- During network outages, worked extensively with customer departments to develop workaround processes to maintain services for the public.

- Supported 399 software applications, modules and interfaces across the City.

- Replaced 298 desktop computers for non-enterprise departments across the City.

- Maintained and performed updates for the City website as requested. Website page views in 2023: 3,842,840.

- Provided ongoing support and maintenance for ADP time clocks across the City.

- Supported and updated many online forms through LaserFiche Forms Management to support internal business processes.

- Implemented Citywide password reset self-service application.

- Installed cumulative hotfixes for Laserfiche, adding CSS and JavaScript capabilities to new Forms designer.

- Managed ordering and provided ongoing support for all Verizon cellular devices. Upgraded over 200 mobile devices.

- Conducted Verizon bill audits for most departments.

- Managed citywide billing for telecommunications and radio airtime.

- Trained staff from multiple departments on the use of Microsoft Teams.

GEOGRAPHIC INFORMATION SYSTEMS (GIS)

- Maintained over 150 GIS feature classes for the Augusta Enterprise Geodatabase, adding new feature classes to support asset management for various departments.

- Continued to support and expand ArcGIS Server Secured Layer for Augusta Maps and secure access management. Customers included EMA, Code Enforcement, Utilities, Engineering, Sheriff's Office, Fire Department, Tax Commissioner, Information Technology, and Planning and Development.

- Updated and maintained Augusta's GEOHub – Open Augusta page providing over 50 data layers available at no cost to Augusta`s citizens.

- Updated GIS Documentation including user guides for various applications.

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- Performed continuous updates to road centerlines and addresses, including electronic plan reviews.

- Maintained various online forms to support internal business processes, including GIS Enterprise Use Agreement and Address Request Form.

INFRASTRUCTURE, NETWORK & COMMUNICATIONS

- Completed $1.55 million upgrade of Augusta's virtual environment and backup systems.

- Created 458 new user accounts in Active Directory.

- Completed 186 searches to respond to open records requests.

- Installed a new Windows Server 2022 SMTP server for emailing scans from printers and server applications.

- Upgraded the Certificate Server to Windows Server 2022 Operating System.

- Created 89 Office365 email distribution groups.

- Replaced and installed multiple new Cisco switches for the 1st, 2nd, 5th, 6th, 8th, and 9th floors of the Municipal Building.

- Installed new tables for 8 new desktops and VOIP phones at the Disaster Recovery site for emergency purposes.

- Implemented password vault to provide strong internal password management.

- Upgraded the UCCX server for call management.

- Upgraded the Active Directory Connect server for Office 365 synchronization.

- Converted 4 physical servers to virtual servers to conserve power resources.

- Installed a new SYSLOG server for monitoring all network switches.

- Upgraded DHCP Server to latest Windows operating system.

- De-commissioned the Microsoft Exchange Server from our on-premises environment.

- De-commissioned 39 physical servers that were virtualized.

- Implemented log shipping between AUGGISCWDB001 and AUGDBRECOVERY.

- Migrated database SQL and Oracle backups from servers to cloud platform.

- Upgraded Veeam backup and replication to latest version.

- Moved all backup repositories to new platform with enhanced storage and security features.

- 1,638 internal Information Technology tickets resolved.

- Installed 2 new upgraded FatPipe Internet appliances.

- Installed 2 new upgraded DNS Security servers.

- Upgraded 2 Radius servers to new OS and latest software version.

- Upgraded Utilities server to newer SQL version.

- Rebuilt WEB datasets from SDE.

- Moved GIS to virtual server and separated GIS data from Cityworks.

- Reconfigured disaster recovery for servers between Production and DR site, including server relocations.

- Upgraded all 4 Domain Controllers to newer operating system.

- Upgraded all end-of-life Windows Member Servers to the latest Windows operating system.

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SECURITY

- Managed Augusta's response to and recovery from cyber incident.

- Reset all individual and server passwords in a global password reset.

- Implemented a new granular password policy for normal user accounts, service accounts, and privileged user accounts.

- Implemented and installed additional Citywide endpoint and network monitoring protection applications on all workstations and servers.

- Maintained and implemented additional comprehensive cybersecurity monitoring tools to provide enhanced threat detection and response.

- Implemented multi-factor authentication on all Information Technology personnel desktops and laptops.

- Reset all VPN connections and required re-registration and additional training as needed. Implemented geolocation rules to limit VPN access to USA only.

- Performed quarterly phishing tests with an average 5.1% failure rate.

- Installed 2 new upgraded edge firewalls.

GENERAL GOVERNMENT SUPPORT

AUGUSTA 311

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Initiated implementation of new 311 chatbot and mobile application.

- Continued maintenance and support for the existing MyAugusta 311 mobile application for citizen engagement, including interfaces with other software.

- Supported Cityworks asset management software and applicable workflows, including interfaces.

- Supported the Chameleon application, including multiple security requests.

- Supported the CityView Workspace application, including multiple security requests and the Motorola/CityView interface for Code Enforcement.

- Supported the Cisco Call Center and IVR systems.

- Continued maintenance and support for the Motorola PremierOne Citizen Service Request application, including interfaces with other applications.

- Provided maps, data and graphics support.

- Continued support of Mosquito Control reporting application.

- Continued support of Service Request ArcGIS Online Dashboard.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- 54 tickets resolved.

ADMINISTRATOR'S OFFICE

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Fulfilled open records requests coordinated through the Administrator's Office.

- Maintained support for the Build Augusta transparency web application.

- Continued support and initiatives to improve addressing standards for the enterprise and citizens.

- Continued maintenance and enhancement of the GeoHUB/mapping portal for Open Data public inquiries/transparency and citizen engagement applications.

- Continued mapping support for Administrator.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided ongoing support for technology purchases. Orders processed - 2.

- 47 tickets resolved.

AUGUSTA REGIONAL AIRPORT

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided annual Masters Week support services.

- Completed map creation as requested.

- Provided service for 29 radios.

- Provided ongoing support for technology purchases. Orders processed - 4.

- 78 tickets resolved.

CENTRAL SERVICES

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Coordinated Pollock copier replacement.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Supported Cityworks asset management software and applicable workflows.

- Maintained GIS asset data for use in work order/asset management systems.

- Provided ongoing support for technology purchases. Orders processed – 8.

- 87 tickets resolved.

CENTRAL SERVICES – FLEET MANAGEMENT

- Supported the Faster application, which is now a cloud-based application.

- Provided service for 5 radios.

- 90 tickets resolved.

CLERK OF COMMISSION

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Supported the streaming of all Committee and Commission Meetings, including YouTube and Facebook Live as needed.

- Supported the Municode agenda software application. Wrote a new Agenda Display interface app for the new system.

- Supported the Audio-Visual system and all related systems in the Commission Chambers.

- Purchased new equipment to improve audio in the Commission Chamber and for online streaming.

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- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided extensive Homeless Task force support. Survey123 maintenance and support used by task force to gather information and provide services to Augusta's unhoused population. Continued maintenance of dashboard that provides homeless information from different sources, summarizing the work efforts by different departments.

- 5 tickets resolved.

COMPLIANCE

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Supported B2Gnow application, including monthly updates.

- Supported Cityworks asset management software and applicable workflows.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- 29 tickets resolved.

ENVIRONMENTAL SERVICES

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Supported Cityworks asset management software and applicable workflows.

- Supported the Elemos suite of applications.

- Provided GIS support for Elemos as well as mapping and data analysis needs.

- Continued addressing validation and support for Elemos.

- Continued support and task completion in Cityworks for ES Demolition work orders.

- Provided service for 4 radios.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- 115 tickets resolved.

FINANCE

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Worked with Procurement and staff from Human Resources and Finance to manage procurement and contract negotiation process for major new integrated HRIS and payroll system.

- Supported beginning-of-year Accounting processes.

- Supported year-end Payroll processes.

- Supported HR and Finance as needed in completing ACA reporting processes.

- Coordinated Pollock printer/copier replacement.

- Supported Payroll in implementing one-time retention payments and increases.

- Wrote and implemented retirement plan data export application.

- Wrote new application to import gym membership reimbursements into Central Square.

- Implemented interface with ADP to facilitate ACA compliance.

- Managed bi-weekly process to submit employee information to ADP.

- Provided ongoing support to the Payroll Team on a biweekly basis.

- Supported the Central Square Finance Enterprise software (Citywide ERP system), including associated custom reports.

- Supported the ADP Enterprise eTime solution, which is used citywide for timekeeping and tracking.

- Supported Payroll in W-2 and 1099 reporting and printing processes.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided ongoing support for technology purchases. Orders processed - 4.

- 97 tickets resolved.

FINANCE – RISK MANAGEMENT

- Supported Cityworks asset management software and applicable workflows.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- 26 tickets resolved.

HOUSING & COMMUNITY DEVELOPMENT

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Provided all-staff training on the use of Microsoft Teams.

- Fulfilled multiple map and GIS data requests.

- Continued support and maintenance to existing layers of Housing-specific data in Augusta Maps Secured Layers and provided updates to support Housing and Community Development activities.

- Updated Auto Attendant for phone system.

- Wrote new Form and web page to capture and display HUD Section 3 business registry.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided ongoing support for technology purchases. Orders processed - 2.

- 126 tickets resolved.

HUMAN RESOURCES

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Worked with Procurement and staff from Human Resources and Finance to manage procurement and contract negotiation process for major new integrated HRIS and payroll system.

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- Purchased additional LaserFiche licensing for Human Resources and assisted with implementation.

- Supported ADP time clocks across the City.

- Supported HR and Finance as needed in completing ACA reporting processes.

- Supported Central Square Finance Enterprise software, including significant data processing for Open Enrollment and assistance with reporting.

- Wrote data interface for WeeCare.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided ongoing support for technology purchases. Orders processed - 3.

- 231 tickets resolved.

LAW DEPARTMENT

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Processed and provided data for many open records request responses.

- Replaced and installed new Cisco switches in the Law Department office.

- Provided eVerify file for Business Licenses.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided ongoing support for technology purchases. Orders processed - 7.

- 33 tickets resolved.

MAYOR'S OFFICE

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Replaced digital signage.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided ongoing support for technology purchases. Orders processed – 2.

- 11 tickets resolved.

PROCUREMENT

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Supported Central Square Finance Enterprise software. Support of this software entails working with multiple customer departments, but Procurement is a key customer department.

- Supported monthly updates related to B2GNow.

- Supported beginning-of-year processes.

- Supported software to enhance operations within the Print Shop.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided ongoing support for technology purchases. Orders processed - 2.

- 116 tickets resolved.

TRANSIT

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Maintained and coordinated GIS feature layers in ArcGIS Online updates for bus stops and routes in coordination with Streets system.

- Continued support/updates for WebGIS app for ArcGIS Online - ARTS Transit Service Area Mapping.

- Continued to provide custom map creation and data analysis for various projects.

- Continued maintenance of Google bus routes and stops through GTFS uploads to Google as requested by department.

- Supported Cityworks asset management software and applicable workflows.

- Supported the TripSpark suite of applications.

- Supported the PASS application.

- Supported the PASS IVR system.

- Provided service for 65 radios.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided ongoing support for technology purchases. Orders processed - 6.

- 95 tickets resolved.

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PUBLIC SAFETY & JUSTICE SYSTEM SUPPORT

CIVIL & MAGISTRATE COURT / CLERK OF CIVIL & MAGISTRATE COURT

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided ongoing support for the ICON calendar/case management application.

- Updated Auto Attendant for phone system.

- Provided ongoing support for technology purchases. Orders processed - 6.

- 84 tickets resolved for Court.

- 6 tickets resolved for Warrants.

CLERK OF SUPERIOR, STATE & JUVENILE COURT

See Tax & Services section.

CORONER'S OFFICE

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Supported the Coroner's Case Management System.

- Provided service for 11 radios.

- Provided ongoing support for technology purchases. Orders processed - 5.

- 55 tickets resolved.

DISTRICT ATTORNEY

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Shared cost of audio-visual equipment in the Grand Jury Room and assisted with project implementation.

- Supported the Tracker Case Management System.

- Updated Auto Attendant for phone system.

- Fulfilled requests for maps to be used during trials.

- Provided service for 9 radios.

- Provided ongoing support for technology purchases. Orders processed - 5.

- 176 tickets resolved.

E911 DISPATCH

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Provided ongoing support for the New World Computer-Aided Dispatch System.

- Implemented the New World Crew Force app for Central EMS.

- Continued feature class validation and mapping support to tailor data and dispatch map to user and software requirements.

- Provided extensive support for New World integration with GIS data and performed monthly data syncs.

- Implemented the New World Zoll CAD-to-CAD interface for Central EMS.

- Implemented the Priority Dispatch EMS QandA CAD interface for E911.

- Continued analysis of 911 address overrides.

- Continued support for 911 MSAG updates.

- Provided GIS support during upgrade of Spatial Command and Control (SCC).

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Fulfilled map and data requests.

- Rewrote E911 Twitter interface using OAuth2 specification.

- Provided service for 30 radios and consoles.

- Provided ongoing support for technology purchases. Orders processed - 1.

- 192 tickets resolved.

EMERGENCY MANAGEMENT AGENCY

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Continued support of Emergency Management Crisis Track Software by providing GIS data updates.

- Supported FEMA Community Rating System rating renewal with the ISO.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- 15 tickets resolved.

FIRE DEPARTMENT

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests,

installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Continued addressing coordination with the Fire Department in the Plan Review process for all new development in Augusta; provided Master Roads & Addressing Database training; and continued support for GIS-related projects.

- Supported the Faster application.

- Provided data as requested for Fire Department accreditation application.

- Assisted in the creation of new EMS districts to be used in New World to facilitate the dispatch of ambulances from 911.

- Supported the New World CAD Interface to the Fire Records Management System.

- Fulfilled multiple mapping requests.

- Upgraded the Bluebeam software application to the latest version and provided ongoing support.

- Provided service for 237 radios and consoles.

- Installed new phone system for Fire Prevention.

- Installed new phone system for Fire Station 14.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided ongoing support for technology purchases. Orders processed – 8.

- 155 tickets resolved for Fire Administration.

FIRE DEPARTMENT – FIRE STATIONS

- Fire Station 1 - 10 tickets resolved.
- Fire Station 2 - 10 tickets resolved.
- Fire Station 4 - 2 tickets resolved.
- Fire Station 5 - 1 ticket resolved.
- Fire Station 6 - 13 tickets resolved.
- Fire Station 7 - 5 tickets resolved.
- Fire Station 8 - 8 tickets resolved.
- Fire Station 9 - 9 tickets resolved.
- Fire Station 10 - 7 tickets resolved.
- Fire Station 11 - 1 ticket resolved.
- Fire Station 12 - 1 ticket resolved.
- Fire Station 13 - 5 tickets resolved.
- Fire Station 14 - 2 tickets resolved.
- Fire Station 15 - 3 tickets resolved.
- Fire Station 16 - 3 tickets resolved.
- Fire Station 17 - 5 tickets resolved.
- Fire Station 18 - 3 tickets resolved.
- Fire Station 19 - 7 tickets resolved.
- Fire Station 20 - 1 ticket resolved.

JURY CLERK

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- 4 tickets resolved.

JUVENILE COURT

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Relocated Juvenile Court to Broad Street.

- Installed new Cisco switches for network communication at new location.

- Provided ongoing support for the ICON Case Management System.

- Installed new ADP time clock at new location.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided ongoing support for technology purchases. Orders processed - 3.

- 57 tickets resolved.

MARSHAL'S OFFICE

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Provided extensive Homeless Task force support. Supported Survey123 tool used by task force to gather information and provide services to Augusta's unhoused population.

- Provided Dumpstat/CNET task force support for Marshal's Code Enforcement Division.

- Maintained sub-organization within Pictometry application.

- Created ArcGIS HUB page for Clean and Safe program.

- Fulfilled map and data requests.

- Supported Cityworks asset management software and applicable workflows.

- Provided service for 88 radios.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided ongoing support for technology purchases. Orders processed - 7.

- 198 tickets resolved.

PROBATE COURT

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Updated Auto Attendant for phone system.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- 40 tickets resolved.

PUBLIC DEFENDER

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Supported the JCATS system.

- Wrote a new Cleared Warrant Inquiry web application.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided ongoing support for technology purchases. Orders processed - 2.

- 215 tickets resolved.

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RICHMOND COUNTY CORRECTIONAL INSTITUTE

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Provided service for 51 radios.

- Assisted with transition from WellPath to VitalCore Medical Group for health services.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- 53 tickets resolved.

SHERIFF'S OFFICE

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Replaced 61 MDTs through SPLOST VII and VIII projects.

- Provided technical assistance for the necessary calendar changes, accrual rules, overtime rules, and so forth related to the Sheriff's Office Payroll.

- Coordinated installation of new data lines at the Webster Detention Center.

- Continued support for ArcGIS Desktop and ArcGIS Online users.

- Assisted the RCSO with implementing Evidence.com cloud storage solution for their Axon Tasers and Body Cam project.

- Provided ongoing support for the New World MSP Suite, Corrections Suite, and Mobile Suite.

- Restored 25 folders and their data.

- Supported Cityworks asset management software and applicable workflows.

- Provided service for 665 radios.

- Coordinated Pollock printer/copier replacements at the Webster Detention Center, Records, Southgate, and Booking.

- Supported the Sheriff's Office during Police District redrawing.

- Continued support of GIS feature classes in Secured Service on AugustaMaps for internal use and collaboration.

- Continued maintenance of current GIS data and created new data for New World geocoding requirements. Provided database support for New World and database configuration.

- Maintained Crime Mapping Application feature in AugustaMaps for displaying searchable crime categories by data ranges, area buffers, beat selection, and address. Over 6,500 crime points were added.

- Rebuilt Meet Your Lieutenant app in ArcGIS Online.

- Performed a from-scratch rewrite of the Inmate Inquiry web app.

- Rewrote medical data interface for new jail vendor.

- Installed new Wi-Fi equipment for the Sheriff's Office Daniel Village Substation.

- Assisted with transition from WellPath to VitalCore Medical Group for health services.

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- Worked with the Superior Court Administrator to install 3 Cisco WebEx consoles in the Webster Detention Center arraignment rooms.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided ongoing support for technology purchases. Orders processed - 16.

- 239 tickets resolved for Sheriff's Office Administration.

SHERIFF'S OFFICE DIVISIONS & UNITS

- Booking - 416 tickets resolved.
- CID - 369 tickets resolved.
- Civil - 14 tickets resolved.
- Community Svc. - 36 tickets resolved.
- Field Ops. - 93 tickets resolved.
- Internal Affairs - 54 tickets resolved.
- Jail - 25 tickets resolved.
- Narcotics - 66 tickets resolved.
- North Precinct - 164 tickets resolved.
- Records - 151 tickets resolved.
- South Precinct - 84 tickets resolved.
- Training Center - 11 tickets resolved.

SOLICITOR GENERAL

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Supported the Tracker Case Management System.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- 153 tickets resolved.

STATE COURT

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Upgraded audio-visual solution in Courtroom 3E.

- Wrote new digital form and scheduling service for Second Chance Desk.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided ongoing support for technology purchases. Orders processed - 6.

- 66 tickets resolved.

SUPERIOR COURT & COURT ADMINISTRATION

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Upgraded audio-visual solution in Courtrooms 2A, 2B, 2E, 2F, 2G, and 2H, including coordinating new data drops as needed.

- Assisted with and provided ongoing support for video court.

- Performed a from-scratch rewrite of the Local Criminal History web app.

- Coordinated Pollock copier/printer replacement.

- Worked with the Superior Court Administrator to install 3 Cisco WebEx consoles in the Webster Detention Center arraignment rooms.

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- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided ongoing support for technology purchases. Orders processed - 11.

- 142 tickets resolved.

TAX & PUBLIC SERVICES SUPPORT

ANIMAL SERVICES

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Updated Auto Attendant for phone system.

- Supported Cityworks asset management software and applicable workflows.

- Provided service for 12 radios.

- Supported the Chameleon application, including multiple security requests.

- Performed various Animal Services software application installations.

- Provided ongoing support for Mobile Data Terminals.

- Supported the Chameleon interface with MyAugusta (SeeClickFix/Cityworks).

- Provided ongoing support for Chameleon reports.

- Provided ongoing support for Animal Services credit card machines.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- 79 tickets resolved.

BOARD OF ELECTIONS

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Supported the iTracker application.

- Supported the ApplicationXtender application.

- Assisted with the GA Voter ID Upgrade on various computers.

- Provided ongoing support for the Board of Elections Main Office Call Center.

- Performed various Board of Elections software installations.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided support for Elections GIS data modifications and map creation.

- Continued support of BOE software with Master Roads and Address Database to ensure correct spelling, road types, and ZIP codes.

- Maintained and updated WebGIS apps, including Find My Elected Official and Find My Polling Location.

- Completed Registered Voter Audit for the year.

- Maintained Polling Places, Precincts, Commissioners, and State GIS feature classes for elections mapping and support.

- 54 tickets resolved.

CLERK OF SUPERIOR, STATE & JUVENILE COURT

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Updated Auto Attendant for phone system.

- Provided ongoing support for the ICON Case Management System.

- Assisted with ScanPro Reader printer installation.

- Upgraded Records Management Test and Production applications to 2023.2.21.

- Upgraded and supported the Paper Cut software application.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided ongoing support of PayGuardian credit card machine software.

- Continued to work toward implementing the FiFa Interface between iasWorld and Records Management.

- Provided ongoing support for Records Management software application, including multiple installs.

- Provided ongoing support for technology purchases. Orders processed – 6.

- 209 tickets resolved.

ENGINEERING

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Provided Plan Review Process support with multiple departments to support reviewing, approving, and conducting inspections with Cityworks Asset Management software solution for Engineering Operations. Created 205 polygons for submitted plans.

- Conducted Road Ownership Research to support Master Roads and Addressing Database.

- Maintained AED database, including providing staff support, database backups, and GIS expertise and training.

- Maintained Engineering Pictometry Organization, created user logins, and deactivated separated employees.

- Fulfilled map and data requests.

- Supported Cityworks asset management software and applicable workflows.

- Provided service for 29 radios.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- 143 tickets resolved.

ENGINEERING – STORMWATER

- Supported the UCCX/Finesse Call Center system.
- Supported Cityworks asset management software and applicable workflows.
- Maintained Engineering AGOL members using Field Maps for MS4 inspections.
- 131 tickets resolved.

ENGINEERING – TRAFFIC ENGINEERING

- Upgraded Bluebeam software to latest version.
- Continued support of Traffic Engineering GIS Staff in maintaining traffic data.
- Supported Cityworks asset management software and applicable workflows.
- Fulfilled map and data requests.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- 31 tickets resolved.

PLANNING AND DEVELOPMENT

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.
- Supported Cityworks asset management software and applicable workflows.
- Provided multiple CityView configuration, workflow, and business rule updates.
- Upgraded Bluebeam software application to the latest version.
- Supported the annual Alcohol License Renewal, Business License Renewal, and Request for Gross Revenue processes.
- Created multiple custom searches in CityView.
- Provided ongoing support to CityView Workspace, Mobile, and Public Portal applications and CityView Outlook and Word Add-Ins.
- Continued the digitizing of historic building plans for archival purposes.
- Performed multiple map and activity reassignments.
- Supported credit card processing.
- Supported the ApplicationXtender application.
- Created multiple custom searches in CityView for reporting purposes.
- Assisted with the implementation of the Gross Revenue Rewrite Project.
- Fulfilled map requests.
- Continued support of Plan Review Process.
- Supported citizen engagement ArcGIS Online app for ARTS Transportation.
- Maintained and modified GIS data for CityView ArcGIS Server web services, supported new inspector areas, realigned code enforcement areas, and provided address validation for pending, current, and retired addresses from Master Roads and Addressing Database via service.

- Provided GIS software access, support, and installation for planners. Gathered data from outside sources and established data sharing for community information requested.

- Maintained Planning and Development GIS feature classes in Augusta's enterprise geodatabase to support decision-making and other City departments' data needs.

- Provided flood zone support for Community Rating System. Continued support of GIS features for flood property information including LOMR and new LOMA and coordinated online access to these documents via GIS links.

- Maintained Zoning GIS feature classes and mapping support. 45 Zoning Cases processed.

- Fulfilled map and data analysis requests.

- Coordinated Pollock printer/copier replacements.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided service for 13 radios for Code Enforcement.

- Provided ongoing support for technology purchases. Orders processed – 6.

- 401 tickets resolved.

RECREATION – ADMINISTRATION

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Supported the ActiveNet application, including credit card processing and online registration.

- Submitted monthly employee wellness files for Payroll.

- Upgraded credit card machines in various Recreation centers.

- Supported Cityworks asset management software and applicable workflows.

- Provided service for 15 radios.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Installed new phone systems at Fleming Athletic Office, McDuffie Woods, Riverwalk Special Events office, and Sand Hills Community Center.

- Provided ongoing support for technology purchases. Orders processed – 26.

- 170 tickets resolved for Recreation Administration.

RECREATION CENTERS & PARKS

- Aquatic Center - 31 tickets resolved.
- Bernie Ward - 16 tickets resolved.
- Blythe - 20 tickets resolved.
- Carrie J. Mays - 4 tickets resolved.
- Diamond Lakes - 18 tickets resolved.
- Eisenhower Park - 8 tickets resolved.
- Facilities - 56 tickets resolved.
- Fleming - 5 tickets resolved.
- Henry Brigham - 7 tickets resolved.
- McBean - 11 tickets resolved.
- McDuffie Woods - 17 tickets resolved.
- Newman Tennis Center - 10 tickets resolved.
- Sand Hills - 7 tickets resolved.
- Warren Road - 8 tickets resolved.

TAX ASSESSOR'S OFFICE

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests,

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installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Maintained Authoritative Parcel Data for Augusta, Parcel Polygon, ROW, Dimensions, and Annotation modifications.
  New Parcels Created: 700
  Plats Processed: 236
  New Subdivisions: 10
  New Addresses: 916

- Provided support for the CAMA 2024 Tax Rollover.

- Assisted with the upgrade to the latest Enterprise and Assessment Tax test and production version.

- Supported the iasWorld Enterprise Assessment and Tax software application, including the iasWorld Self Service Public Access application.

- Supported the Mobile Assessor application.

- Assisted with the Notice of Assessment Process.

- Upgraded NCSS statistical software to latest version.

- Continued support and coordination for Master Roads and Addressing Database addresses; expedited TAO data entry; and provided daily addressing data synch via software integration.

- Continued support/administration of CONNECTExplorer (Pictometry) application.

- Continued support for ArcGIS desktop users in the office.

- Created 2022 Tax Digest GIS Parcel Shapefile to TAO for submission to the Department of Revenue.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided ongoing support for technology purchases. Orders processed – 1.

- 138 tickets resolved.

TAX COMMISSIONER'S OFFICE

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Provided Master Roads and Addressing Database support for returned mail evaluations on an as-needed basis.

- Maintained No Bid GIS feature class for properties that are no longer being marketed at tax sale.

- Provided custom maps as requested.

- Assisted with the Enterprise and Assessment Tax latest test and production version upgrades.

- Supported the DRIVES software application.

- Supported the iasWorld/MAVRO interface.

- Ongoing support of the UCCX/Finesse Call Center system.

- Supported the MAVRO Imaging application.

- Supported the Cadence Bank transmission.

- Upgraded SAGE accounting software to latest version.

- Assisted with the Transition of Property Tax Deposits from Cadence Bank to Security Federal Bank Project.

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- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided ongoing support for technology purchases. Orders processed - 6.

- TCO Administration/Downtown – 137 tickets resolved.

- South Augusta Tag Office – 47 tickets resolved.

- West Augusta Tag Office – 38 tickets resolved.

UTILITIES SUPPORT

UTILITIES – ADMINISTRATION & CUSTOMER SERVICE

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Completed major upgrade and migration of the enQuesta application to the cloud.

- Supported enQuesta and managed enQuesta printers. Managed enQuesta user security. Managed enQuesta files on application server.

- Implemented and supported the new customer web portal, Capricorn.

- Continued to provide Master Roads & Addressing Database address comparison for enQuesta on Stormwater accounts and addressing validation issues on water and sewer.

- Supported numerous Cityworks schema/web service changes throughout the year by ensuring schemas were unlocked and services were republished for Cityworks staff.

- Maintained sub-organization within Pictometry CONNECTExplorer application.

- Continued support and maintenance of AUD Data in Enterprise Database and AGOL data collection maps, offering GIS expertise and troubleshooting when necessary.

- Created custom public application with a map showing Augusta Utilities projects and service requests throughout the county.

- Supported Utilities month-end and year-end processes.

- Modified and managed SQL queries for Water Loss Study Team.

- Supported Invoice Cloud Biller Portal and Invoice Cloud user security.

- Supported Cisco Finesse application, including reporting and user security.

- Upgraded the Cognos application and supported Cognos, including reporting and user security.

- Supported FDM, including user security.

- Supported IVR phone system and provided queries as needed to AUD for IVR data. Supported Cisco IVR call recordings and live call monitoring. Performed IVR script changes. Supported IVR Customer Service Holiday messages.

- Supported cashiering mobile devices for taking credit card payments.

- Implemented and supported the Apollo application.

- Assisted with supporting EDMS.

- Supported and upgraded the Q-matics application.

- Provided service for 8 radios.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

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- Provided ongoing support for technology purchases. Orders processed - 26.

- 253 tickets resolved.

UTILITIES – CONSTRUCTION & MAINTENANCE (WYLDS ROAD)

- Supported Cityworks asset management software and applicable workflows.

- Processed network and application security requests.

- Provided and coordinated IT purchases based on departmental needs.

- Managed Cognos scheduled reports for Dispatch.

- Provided service for 70 radios.

- 86 tickets resolved.

UTILITIES – FACILITIES MAINTENANCE (CENTRAL AVENUE)

- Processed network and application security requests.

- Supported Netmotion and AnyConnect.

- Supported Cityworks asset management software and applicable workflows.

- Provided and coordinated IT purchases based on departmental needs.

- Provided on-going support for ETAP.

- Provided service for 10 radios.

- 16 tickets resolved.

UTILITIES – ENGINEERING

- Supported Flowlink Pro software.

- Supported Geo Express software.

- Supported Trimble Positions software.

- Supported InfoWater software.

- Created and maintained Cognos data reports and views from enQuesta to AUD Engineering.

- Processed network and application security requests.

- Provided and coordinated IT purchases based on departmental needs.

- Supported Cityworks asset management software and applicable workflows.

- Provided service for 5 radios.

- 193 tickets resolved.

UTILITIES – FORT EISENHOWER

- Processed network and application security requests.

- Provided and coordinated IT purchases based on departmental needs.

- Provided ongoing support for AnyConnect.

- Supported InfoWater application.

- Supported Cityworks asset management software and applicable workflows.

- 27 tickets resolved.

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UTILITIES – HIGHLAND AVENUE FILTER PLANT

- Supported Water Quality Report and processed new year's reports.
- Provided ongoing support for AnyConnect.
- Processed network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Upgraded and supported WIMS software.
- Provided service for 4 radios.
- 25 tickets resolved.

UTILITIES – METERING

- Assisted staff with entering meters received into enQuesta inventory.
- Provided and coordinated IT purchases based on departmental needs.
- Assisted with support of the Cityworks asset management application, including interface with enQuesta.
- Supported Invoice Cloud Biller Portal.
- Provided ongoing support for meter-reading handheld units.
- Replaced/upgraded meter-reading handheld units with new ones.
- Provided ongoing support for FCS.
- Implemented and supported test Temetra application.
- Supported and upgraded Itron Mobile.
- Provided ongoing support for enQuesta application, including security requests.
- Supported FDM (Field Deployment Management system).
- Supported interface of Cityworks and enQuesta.
- Continued assessment of Advanced Metering Infrastructure for Metering, including testing cellular AMI endpoints.
- Supported Badger Beacon AMA software.
- Supported Badger Orion Profiling System software.
- Supported Cognos reporting software.
- Created and maintained Cognos reports to verify and identify enQuesta data integrity issues.
- Processed network and application security requests.
- Supported Cityworks asset management software and applicable workflows.
- Provided service for 50 radios.
- 77 tickets resolved.

UTILITIES – N. MAX HICKS WATER TREATMENT PLANT

- Supported Cityworks asset management software and applicable workflows.
- Supported WIMS software.
- Provided and coordinated IT purchases based on departmental needs.
- Processed network and application security requests.
- Provided service for 5 radios.

- 13 tickets resolved.

UTILITIES – PLANTS 2 & 3

- Processed network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.

UTILITIES – RAW WATER PUMPING STATION

- Processed multiple network and application security requests.
- Provided service for 2 radios.
- 17 tickets resolved.

UTILITIES – WASTEWATER TREATMENT PLANT
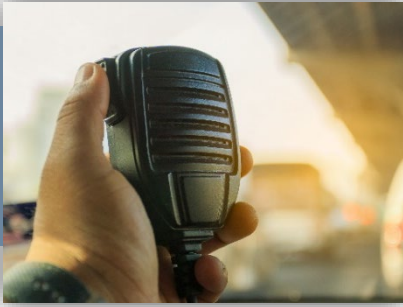
- Provided and coordinated IT purchases based on departmental needs.
- Supported Operator 10 application, including user security.
- Processed network and application security requests.
- 21 tickets closed.

AUGUSTA RADIO SYSTEM

The Augusta-owned land mobile radio system continued successful operations in 2023, serving 2,366 radios (including mutual aid). City of Augusta customers on the system included Animal Services, Augusta Regional Airport, Coroner's Office, District Attorney, E911, Fire Department, Fleet Management, Information Technology, Code Enforcement, Environmental Services, Marshal's Office, Recreation & Parks, Engineering Maintenance, RCCI, Sheriff's Office (including the Detention Center), Transit, and Utilities.

External customers included Augusta Technical College, Augusta University, City of Blythe, City of Hephzibah, Central EMS, Richmond County Board of Education, and the U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives.

The following actions were completed for the system in 2023:

- Conducted a city-wide radio outage for a period of 4 hours to test customer procedures and the Augusta Continuity of Operations Plan.

- Conducted internal radio committee meeting to brief 2024 radio system upcoming enhancements, review 2023 system use statistics, and address customer concerns.

- Employed engineering firm to conduct remediation to boost signal strength in the Webster Detention Center and Judicial Center.

- Prepared Augusta, Georgia Emergency Management Communications Plan/Emergency Support Function 2.

- Added radio frequency antenna propagation and coverage software to help achieve seamless communication even over challenging terrain and rural areas.

- Performed regular maintenance for radio tower sites and generators.

- Coordinated billing for monthly airtime and annual maintenance charges.

- Provided ongoing radio support and programming for all internal customers.

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EXTERNAL AGENCY SUPPORT

- Maintained GIS Data for Augusta Canal trails, entrances, and amenities for Augusta Canal Authority.

- Created maps for and established regular communication with outside agencies (including the US Postal Service, Board of Education, and Health Department) in support of improved Augusta addressing initiatives.

- Provided mapping services to the public via sales of maps by written request and no-cost, on-demand data through Augusta's online Open Data Catalog.

- Provided Board of Education mapping and analysis support, GIS data creation, school data updates, and Pictometry support.

- Continued support for Electronic Plan Review in Cityworks. Collaboration between GIS Team, Planning and Development, Engineering, Utilities, Fire Department, Traffic Engineering, Health Department, and Tree Commission.

- Provided annual Masters week support services for Daniel Field Airport.

- Land Bank Authority – 7 tickets resolved.

- Fulfilled multiple map and data requests for the Land Bank Authority.

- Provided matching funds for Extension Services equipment replacements.

- Continued support of Mosquito Control solution.

- Provided support for 234 radios for external customers.

- Provided support for 696 radios for mutual aid.

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Public Safety Committee

Meeting Date: March 26, 2024

Richmond County Juvenile Court V.O.C.A. Grant

Department:	Juvenile Court
Presenter:	Nolan Martin, Superior Court Administrator
Caption:	Motion to approve the acceptance of a $100,000 VOCA Grant from the Criminal Justice Coordinating Council
Background:	The Richmond County Juvenile Court's Thrive Program was awarded a $100,000 grant to serve youth who have been victims of a crime.
Analysis:	N/A
Financial Impact:	N/A
Alternatives:	N/A
Recommendation:	N/A
Funds are available in the following accounts:	220022655
REVIEWED AND APPROVED BY:	N/A

OFFICE OF THE GOVERNOR
CRIMINAL JUSTICE COORDINATING COUNCIL

Item 2.

Victims of Crime Act Assistance

SUBGRANT AWARD

SUBGRANTEE: Augusta/Richmond County

IMPLEMENTING	**FEDERAL FUNDS:** $ 100,000
AGENCY: Augusta/Richmond County	**MATCHING FUNDS:** $ 0
FUNDING CATEGORY: Victim Services	**TOTAL FUNDS:** $ 100,000
SUBGRANT NUMBER: C22-8-185	**GRANT PERIOD:** 10/01/23-09/30/24

Award is hereby made in the amount and for the period shown above for a grant under the Victims of Crime Act of 1984, Title II, of Public Law 98-473. The award is made in accordance with the plan set forth in the application of the subgrantee and subject to any attached special conditions.

The subgrantee has agreed through the previously executed copy of certified assurances to be subject to all applicable rules, regulations, and conditions of the Victims of Crime Act. This subgrant shall become effective on the beginning date of the grant period, provided that within forty-five (45) days of the award execution date (below) the properly executed original of this "Subgrant Award" is returned to the Criminal Justice Coordinating Council.

AGENCY APPROVAL   **SUBGRANTEE APPROVAL**

Jay Neal

_____   _____
Jay Neal, Director   Signature of Authorized Official   Date
Criminal Justice Coordinating Council

Date Executed: ___02/28/24_____   _____
                                        Typed Name & Title of Authorized Official

                                        58-2204274-004
                                        _____
                                        Employer Tax Identification Number (EIN)

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INTERNAL USE ONLY

TRANS CD	REFERENCE	ORDER	EFF DATE	TYPE	PAY DATE	INVOICE	CONTRACT #
102	99999	1	10/01/23	9		**	C22-8-185
OVERRIDE	ORGAN	CLASS	PROJECT			VENDOR CODE	
2	46	4	99999				

ITEM CODE	DESCRIPTION 25 CHARACTERS	EXPENSE ACCT	AMOUNT	
1	FY23 VOCA Competitve Grant	624.41	$ 100,000	37

Public Safety Committee

March 26, 2024

Minutes

Department:	N/A
Presenter:	N/A
Caption:	Motion to approve the minutes of the Public Safety Committee held on March 12, 2024.
Background:	N/A
Analysis:	N/A
Financial Impact:	N/A
Alternatives:	N/A
Recommendation:	N/A
Funds are available in the following accounts:	N/A
REVIEWED AND APPROVED BY:	N/A

Augusta
G E O R G I A

PUBLIC SAFETY COMMITTEE MEETING MINUTES
Commission Chamber
Tuesday, March 12, 2024
1:15 PM

PUBLIC SAFETY

PRESENT
Mayor Garnett Johnson
Commissioner Catherine Smith-McKnight
Commissioner Alvin Mason
Commissioner Bobby Williams

ABSENT
Commissioner Brandon Garrett

1. Motion to award Bid Item 24-137 Roof Service & Repair for the Augusta Fire Department to Vertex Roofing Company and authorize the Mayor to sign all appropriate documentation.

   Motion to approve.

   Motion made by Mason, Seconded by Williams.
   Voting Yea: Smith-McKnight, Mason, Williams

   Motion carries 3-0.

2. Motion to approve the minutes of the Public Safety Committee held on February 27, 2024.

   Motion to approve.

   Motion made by Mason, Seconded by Williams.
   Voting Yea: Smith-McKnight, Mason, Williams

   Motion carries 3-0.

ADDENDUM ITEM

1. Receive as information the emergency purchase of the Intercom Control Safety and Security System for H and I pod of the Charles B. Webster Detention Center in the amount of $756,907 to Willo Products Company. (Requested by the Administrator on behalf of Sheriff Roundtree)

   It was the consensus of the committee that this item be added to the agenda without objection.

   Motion to approve receiving this item as information.

   Motion made by Williams, Seconded by Mason.

Voting Yea: Smith-McKnight, Mason, Williams.

Motion carries 3-0.