



INFORMATION TECHNOLOGY SERVICES DEPARTMENT

**PRESENTING TO
THE CITY COMMISSION:**

**COMPLETED
AND FUTURE
TECHNOLOGY
PROJECTS**

2015 ACCOMPLISHMENTS

Digital Cities Award



City of Fort Lauderdale wins Digital Cities Award

Technological Tools Allow:



- Searchable Financial Transparency
- Property Reporting GIS Site
- Neighbor Access to City Commission Meetings on Video
- Neighbors Submit Electronic Comments

The Digital Cities Award narrative commended the Information Technology Services 5 year plan and how it aligned technology priorities to the City's Strategic Plan and Vision Plan.

New Telephone System

Completed migration to a modern Voice Over Internet Protocol (VoIP) system



Old System

- Large data center footprint
- Lots of components and parts
- High energy consumption
- No off site disaster recovery
- Separate telephone and computer networks
- Hundreds of features

New System

- Small data center footprint
- Significantly less components and parts
- Lower energy consumption
- Complete off site disaster recovery
- One telephone and computer network
- Thousands of features



New Telephone System

A more effective 311 type call center

- 311 type agents can now work simultaneously from their main office, the Emergency Operations Center (EOC) or home
- Neighbors now receive real-time emergency notifications when they call the center
- 100% off-site system redundancy at the EOC

Future: Neighbors services via text messaging, WebChat and Email



Main Office



Home

EOC



New Telephone System

New video conferencing solution

- Quickly host a meeting with document sharing and have participants join from any location
- Implemented in 6 conference rooms around the City
- Expand the number of staff that can participate in a single meeting
- Currently used to conduct:
 - Interviews
 - Training sessions (reach more staff simultaneously)
 - Scheduled and impromptu face-to-face meetings

Laptop



Smartphone



Conference Room



Computer



Tablet

Future: Provide face-to-face services to our neighbors

CPTM Certifications

- All City of Fort Lauderdale Technical Managers now hold Public Technology Management certifications
- The remaining managers graduated from the program in February 2016



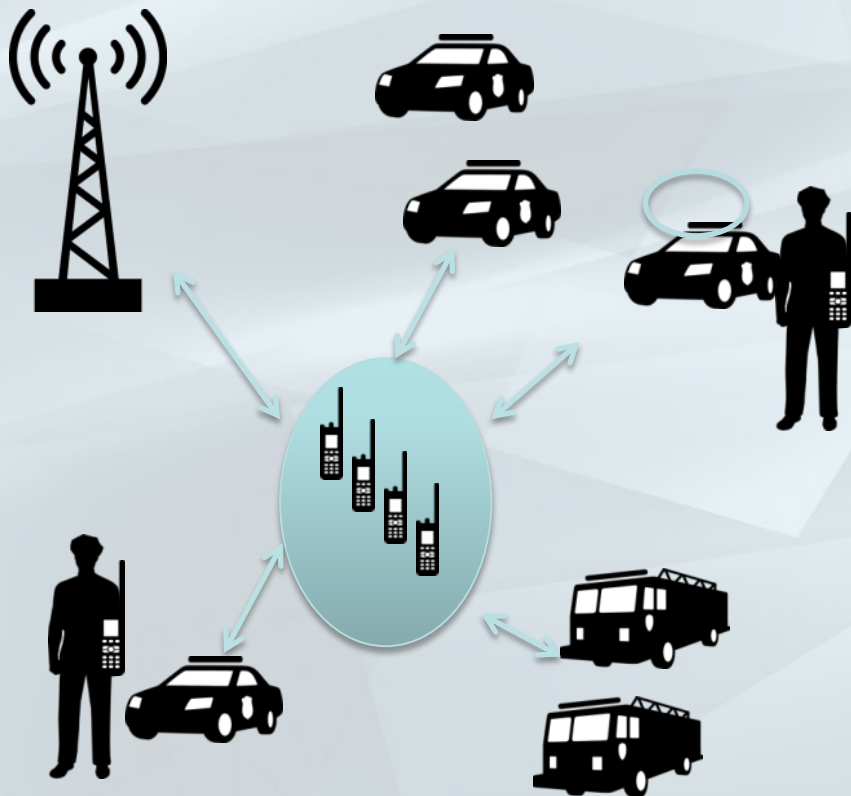
FUTURE PROJECT

Motorola P25 Radio System



PUBLIC SAFETY RADIO SYSTEM UPGRADE

Mission-Critical Two-way Communications – APCO 16 Analog technology



- 4 Sites, 26 Channels
800 MHz Trunked Radio System
- Implemented 1992
- Legacy infrastructure
- Lacking support i.e., manufacturer, parts & components
- Impacting public safety operations and safety of emergency responders

PUBLIC SAFETY RADIO SYSTEM UPGRADE

Mission-Critical Two-way Communications – APCO 16 Analog technology

- City Commission investment \$2.38 million June 2015 – 5 years
- 12 channel 3 sites APCO P25 Technology
- Infrastructure installed December 2015
- Subscriber radio flash upgrade currently underway
- Infrastructure Configuration & Optimization scheduled March 2016
- Subscriber radios pre-cutover programming April – May 2016
- Cutover new system June 2016

