

City Manager's Office – Technology / Public Relations

Personnel:

City Manager: Dan Boroff

Executive Secretary: Carol Allen

Assistant City Manager: Jeff Mikorski

Community Development Director: Dave Bott

Beautification: Marchetta Maupin

IT Technician: Tim Povroznik

Information Technology

Throughout all of the City Departments there are 154 desktop or laptop computers and 6 servers assisting City employees. Beginning with the FY 2007 budget, most information technology purchases, computer equipment and telephone system repairs, and IT planning has been consolidated into an IT Department with a dedicated budget.

Areas covered

1. City-wide desktop & laptop computer troubleshooting
2. City Hall Network Servers including firewall and virus protection
3. Municipal Court, Parking Authority, and most of Police Department computers and server
4. Airport computer support
5. Broadband, Ethernet, and Email coordination for most Departments
6. City Hall and PSB digital telephone system
7. Data backups and disaster recovery

Work performance

In 2007, the IT tech responded to 844 in-house requests for IT service from all Departments. These include a wide range of problems from minor troubleshooting issues to desktop computer replacement and system upgrades.

Upcoming Issues

Municipal Court equipment and software interface with Police Department
City-wide Email Retention Policy
Online access to employee email accounts
Disaster Recovery Plan

Channel 15

Meetings recorded

In 2007, there were:

- 47 City Council meetings
- 10 Planning Commission meetings
- 11 Board of Zoning Appeals meetings
- 2 Morgantown Utility Board meetings
- 10 Traffic Commission meetings
- 12 Greater Morgantown MPO Meetings taped and broadcast on Channel 15.

Each meeting is replayed at least three times after live broadcast throughout the following week.

Programs played

Through the WV Library Commission's Television Network, the following programs were presented on Channel 15 throughout 2007:

- Forestry Today – A program produced by the WV Forestry Department .
- Treasury Notes – A program that looks at the inner workings of the State government and the programs of the WV Treasury Department.
- WV on the DOT – A program that educates the public about the role of transportation, produced by the West Virginia Department of Highways.
- State Dollar – A program that looks at the inside operations of the State Auditor's Office.
- Environmental Update – A program produced by the WV Department of Environmental Protection that discusses various environmental topics.
- Art Works – A program produced by the WV Division of Culture and History that spotlights various West Virginia artists and musicians.
- Your DNR – A program produced by the WV Division of Natural Resources that keeps citizens informed about issues facing state wildlife and the DNR program.
- Access For All – A program produced by the WVU Center For Excellence In Disabilities that informs citizen's with disabilities on services and support.

In addition, Channel 15 also broadcast the following programs of Community interest:

- Service Fee Public Meeting at South Middle School
- Martin Luther King Jr. keynote address at the Spruce Street Methodist Church

Upcoming Changes

Starting in December 2007, the transition from a single camera to a multi-camera setup will take place with test broadcasts. Starting in January 2008, it is anticipated the first full broadcast with multiple cameras will take place. With this system, the City will be able to add titles to speakers and date stamp the programs. Viewers will be able to tell which program they are watching, especially during replays of programs.

Morgantown.com

Morgantown 24/7

Since 2005, the City of Morgantown has received and documented citizen and in-house requests through a Citizen Request Manager (CRM). Requests can be received from citizens online, by telephone, or in person. In 2007, there were 1,596 requests opened. The following table shows the distribution of the requests. As of December 7, 2007, 1,580 of the requests were completed, 9 remain open, and 7 were canceled. A majority of these requests were received through the City's Website.

Name	Total	Open Requests	Completed Requests	Canceled Requests	% Received	Average Days to Complete
Beautification	5	0	5	0	0.31%	89
BOPARC	3	0	3	0	0.19%	3
Code Enforcement Division of Public Works	69	2	67	0	4.32%	32
Engineering Division of Public Works	1	0	1	0	0.06%	3
Finance Department	8	0	8	0	0.50%	12
Fire Department	25	0	25	0	1.57%	8
Information Technology	844	0	844	0	52.88%	1
Office of the City Clerk	33	0	33	0	2.07%	2
Office of the City Manager	91	0	90	1	5.70%	8
Police Department	173	0	169	4	10.84%	3
Public Works Department	344	7	335	2	21.55%	10
TOTALS	1596	9	1580	7	100.00%	

Maintenance

Maintenance of the City's website includes daily updates to the calendar of events, press releases, employment opportunities, police daily reports, and the Air Quality Index. Other updates are provided as Departments request or information and photos are available.

New Calendar Feature

In 2007, a new calendar feature was included so that residents can receive automatic notices of upcoming meetings, and when public meetings are changed or modified. In addition a new calendar was added that will highlight programs and activities that allow the City to be a more inclusive community. Programs and events can be added by groups that cater to different cultures, religions, and abilities. Additional information on how the City can build an inclusive community will be presented in 2008.

Upcoming Features

In 2008, it is anticipated that new web cameras will be added to the City Website and the use of a Content Management System will allow more regular updates to the Website material and information.