

# 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 165 desktop or laptop computers and 6 servers enabling City employees to perform their jobs. Beginning with the FY 2007 budget, information technology purchases, computer equipment 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. LAN and WAN maintenance and upgrades
3. City Hall Network Servers including firewall and virus protection
4. Municipal Court, Parking Authority, Finance Department, and Police Department servers
5. Airport computer support
6. Broadband, Ethernet, and Email coordination for most Departments
7. City Hall and PSB digital telephone system
8. Data backups and disaster recovery

### Work Performed

In 2008, the IT tech responded to 652 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. During 2008, IT staff has worked to replace the Police Department crime reporting software and implement laptop computers in the police cruisers.

### Special Projects:

#### City Vulnerability Study

Working with REPS, Inc. the City Manager's Office investigated the cities vulnerabilities in security, network functioning and safety, and IT policies as they relate to homeland security protocols and standards. Steps have been taken to begin implementation to reduce the vulnerabilities and address some network safety issues, but the full implementation will continue for the next few years.

#### Enterprise Database Applications

The need to improve and integrate the Code Enforcement rental inspection and permit inspection divisions along with other Department inspections, addressing and parcel management functions lead to the upgrading of the City Finance Departments software into an

enterprise program that each Department can utilize. By combining databases, and verifying all City addresses, communication and reporting ability on an enterprise level will be enhanced. This program will also help coordinate communication between Departments for plans review.

#### Upcoming Issues

- With the recent upgrade in the Police Department software, there is an opportunity for the integration of the Municipal Court software to interface with the Police Department. In the past, each Department needed to enter the same data into separate programs, integrating the two will reduce the need for double entering data and increasing productivity.
- The City needs to continue to pursue additional email retention programs to meet Federal email retention standards and to allow for archive retrieval and sorting capabilities.
- With the completion of the vulnerability study, steps to complete a Disaster Recovery Plan will be implemented.

#### **Channel 15**

##### Meetings recorded

In 2008, a total of 93 meetings were broadcast live and taped for replays that included:

City Council meetings

Planning Commission meetings

Board of Zoning Appeals meetings

Morgantown Utility Board meetings

Traffic Commission meetings

Greater Morgantown MPO meetings.

The transition from a single camera to a multi-camera system in Council Chambers took place in 2008. This new camera system has allowed the City to add titles to meetings and provide date stamps on the programs. Each meeting was 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 2008:

- 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:

- Martin Luther King Jr. keynote address

#### Upcoming Changes

The transition from a single camera to a multi-camera has not helped reduce audio problems during the live broadcasts, as expected. In 2009, the audio system will be redesigned and re-wired to create a more stable audio system for public meetings.

### **Morgantown.com**

#### 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 performed as Departments provide information to be added or information and photos are available.

#### Upcoming Features

In 2009, 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.

#### 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 2008, there were 1,152 requests opened. The following table shows the distribution of the requests. As of December 30, 2008, a majority of these requests were received through the City’s Website; others are from phone call requests and requests made in person.

## Summary By Department

Estimated Completion Date: between 1/1/2008 And 12/30/2008  
 Received Date: between 1/1/2008 And 12/30/2008

Department Name	Status	Request Count	Request Count % Total	Average Days to Complete	Average Days Open
<b>Public Works Department</b>		<b>217</b>	<b>18.20 %</b>	<b>10</b>	<b>10</b>
	Canceled	4			
	Completed	209			
	Pending	2			
	Scheduled	2			
<b>Police Department</b>		<b>164</b>	<b>13.76 %</b>	<b>3</b>	<b>3</b>
	Canceled	3			
	Completed	161			
<b>Office of the City Clerk</b>		<b>19</b>	<b>1.59 %</b>	<b>2</b>	<b>2</b>
	Completed	19			
<b>Office of the City Manager</b>		<b>64</b>	<b>5.37 %</b>	<b>10</b>	<b>10</b>
	Active	1			
	Canceled	2			
	Completed	61			
<b>Finance Department</b>		<b>10</b>	<b>0.84 %</b>	<b>11</b>	<b>11</b>
	Completed	10			
<b>Human Resources Department</b>		<b>1</b>	<b>0.08 %</b>	<b>3</b>	<b>3</b>
	Active	1			
<b>Planning Department</b>		<b>1</b>	<b>0.08 %</b>	<b>14</b>	<b>14</b>
	Active	1			
<b>Fire Department</b>		<b>26</b>	<b>2.18 %</b>	<b>12</b>	<b>12</b>
	Canceled	7			
	Completed	19			
<b>Engineering Division of Public Works</b>		<b>2</b>	<b>0.17 %</b>	<b>0</b>	<b>0</b>
	Completed	2			
<b>Code Enforcement Division of Public Works</b>		<b>33</b>	<b>2.77 %</b>	<b>23</b>	<b>23</b>
	Active	1			
	Completed	32			
<b>BOPARC</b>		<b>3</b>	<b>0.25 %</b>	<b>8</b>	<b>8</b>
	Completed	3			
<b>Information Technology</b>		<b>652</b>	<b>54.70 %</b>	<b>0</b>	<b>0</b>
	Completed	652			
<b>Totals</b>		<b>1,192</b>			