



To keep up with the City of Austin's amazing growth, it is vital for the City of Austin to innovate in the way we deliver services to the community. At the forefront of that effort is the City's Information Technology program.

**Marc Ott**  
City Manager



Austin is an epicenter for technological innovation and it is that spirit that guides our IT organization's work every day. The expectation of city employees and residents is that technology will work seamlessly to improve efficiency, while being intuitive to use. We are continuing the effort to improve the customer experience and transform the City of Austin with innovative technological solutions that can help transform Austin into the best managed city in the country.

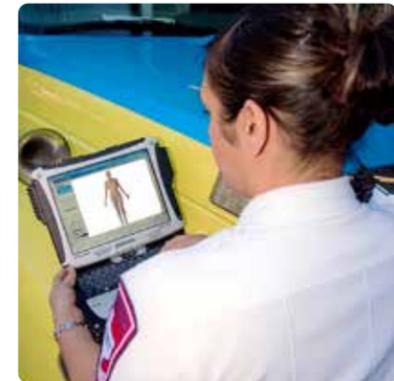
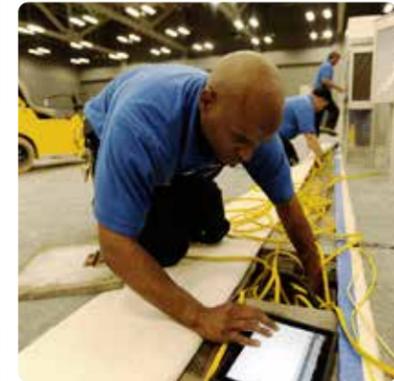
**Stephen Elkins**  
Chief Information Officer



AUSTINTEXAS.GOV/IT

To view more about the City's IT organization please visit:  
[austintexas.gov/techreport](http://austintexas.gov/techreport)

# BY THE NUMBERS



CITY OF AUSTIN, TEXAS  
**INFORMATION TECHNOLOGY**  
Transforming your city with best-managed technology

# Collaboration. Innovation. Sustainability.

Our information technology organization provides and empowers the City's business partners and Austin's residents, visitors and businesses with sustained, reliable and efficient technology services, infrastructure and telecommunications. Leveraging state-of-the-art tools, innovative methods and strategic partnerships, we are at the center of shaping the City of Austin's IT strategy.

In our quest to become the best-managed city in the country, our IT principles are unified with the City's comprehensive plan, Imagine Austin. This alignment has enabled us to continue to positively impact our growing and diverse community in such areas as IT service operations and delivery, open government, sustainability, citizen access, public safety and public health.

Below are just some of the achievements by the City's information technology organization in 2014.

## Department Key

-  Austin Energy
-  Controller
-  Convention Center
-  Fire
-  Communications & Technology Management
-  Public Works
-  Airport
-  Health
-  Library
-  Water Utility
-  Emergency Medical Services

### COMPACT & CONNECTED

### GREEN INFRASTRUCTURE

### WORKFORCE DEVELOPMENT

### CREATIVE ECONOMY

### HOUSEHOLD AFFORDABILITY

### HEALTHY AUSTIN

 **35 miles** LAN fiber  
**25 miles** WAN fiber were added to increase the speed of the network for visitors to AustinEnergy.com

 **28,100** handheld radios supported on the GATRRS network used by all Central Texas law enforcement agencies

 **329,418** Wi-Fi sessions at all library locations allowing reliable and high-speed access to online resources

 **35 Million** annual page views on Austin Public Library website

 **508,363** virtual materials circulated erasing the need for many to commute to their libraries

 **58,000** unique visitors who paid bills, got conservation tips, reported outages, and submitted requests through the updated AustinEnergy.com instead of making trips downtown

 **\$7,875,950** in payments processed online allowing the public to more easily pay fines

 **137** projects coordinated with the City's IMMPACT application that streamlines infrastructure improvements across multiple departments

 **\$350,000** saved in staff time through automation using the Conservation Inspections App

 **1417** event service orders completed online freeing up hundreds of staff hours at the Austin Convention Center

 **1,052,083** items circulated using self-checkout creating great operational efficiencies at the Austin Public Library



 **72,000** free, public Wi-Fi connections monthly enabling our city's highly mobile, creative population to connect on the go

 **95%** accuracy on real-time security checkpoint monitoring allowing passengers to move more quickly through airport security by finding the fastest line

 **7.5TB** data moved through Wi-Fi during SXSW Interactive (with 1.9TB of data pushed in one day) allowing the highest concentration of talent in the world at that time to make the most of their experience

 **1.9TB** of data pushed in one day during Edward Snowden interview

 **868,863** visitors to ABIA.org getting terminal information, flight status and parking information in order to improve their travel experience

 **1,200,787** page views on Austin's award winning open finance web page empowering citizens to see how and where their tax dollars are being spent

 **105,798** people visited the open finance site to view all of the City of Austin's budget information

 **\$4 Million** saved by a cooperatively built fiber optic network further helping to relieve taxpayer burden for IT infrastructure



 **79** mobile gateways deployed within the ambulance fleet that allow for wireless internet access to emergency staff in the field

 **140** mobile tablets allows each ambulance to have mobile access to patient information

 **147,739** medical records processed for customers through the online billing system

 **78%** reduction in error rate ensuring Fire personal get to emergencies quickly

 **8,000+** restaurant health inspection scores published online which led to third party applications

