



There's been much talk about "smart cities" in recent years, and what that means for our collective future. Providing cost-efficient, timely services for our residents requires us to be smarter about how we approach service delivery, and much of that will be driven by technology.

In the last few years, the City's Information Technology has been on a defining journey. Today, we can safely say that we've moved beyond the traditional model of desktop, server and software support toward a future where our technology is an integrated and ever-evolving tool to support the City's core strategic objectives.

We were an early adopter in the open data movement, an early adopter of finding open source technology solutions and an early adopter on the civic innovation stage. We're now seeing those programs bear fruit with services that make doing business with the City more transparent, efficient and accessible. We are on the path toward truly becoming a "smart city."

I couldn't be more proud of the work that our IT team has been doing, and I'm excited for what's to come. This is just the beginning.

ELAINE HART
Interim City Manager



Austin is recognized as a Digital City. Like other digital city governments, we have a modern infrastructure that provides our increasingly mobile workforce with a secure foundation to serve a rapidly growing and engaged community. Our community seeks increased access to its government and wants to help resolve civic issues using data and analytics. Our inspired technology staff bridge the divide by facilitating conversations about broad organizational and unique departmental challenges that may be addressed through public/private partnerships using publicly accessible data. Through these partnerships, we hope to encourage entrepreneurship and empower the community to solve their own problems.

We know that technology does more than just enable us to meet the needs of our residents; it is the way we do business. I am pleased this Annual Report shows some of our accomplishments and shows our continuing efforts to be a Digital City.

STEPHEN ELKINS
Chief Information Officer



CITY OF AUSTIN, INFORMATION TECHNOLOGY



ANNUAL REPORT
2016



WIRELESS WI-FI EXPANSION

Austin Water expanded Wi-Fi coverage at the Davis Water Treatment Plant by **deploying 190 mobile tablet**, thus improving overall efficiency.

Aviation placed off-site **passenger check-in kiosks** at Austin Convention Center to expedite airline check-in.



MASS NOTIFICATIONS

Public Works deployed ArcGIS, an online tool that **notifies the public** where street maintenance is occurring.

Austin Police Department launched MobilePD app. Residents have the ability to **submit a police report and receive push notifications** for emergency alerts, as well as submit crime tips and real time chat.



OPEN DATA

Ranked No. 3 "Most Accessible Data Portal in the United States" by U.S. City Open Data Census.

Included **559** data sets with **483** charts and other filtered views.

Totaled **1,313,016** browser page views on the data portal.



GIGABYTE TECHNOLOGY

Development Services implemented Qless --an online queuing system which **allows customers to sign up for services** before driving to the Service Center.

Communications and Technology Management deployed an opportunity for **residents to address City Council during Citizen Communications** remotely via Skype.



WEBSITE 24-HOUR ACCESS

Finance Department collected more than **\$54 million in online payments** increasing overall customer service, efficiency and financial accuracy.

Communications and Technology Management **implemented Office 365** which gives City staff the ability to do business anywhere at anytime.

Austin Public Library **enhanced** its web presence creating a better user experience including blogs, a better interface for its events calendar and continued **access to information 24/7**.

Development Services launched SmartStart, an interactive web portal to **assist small businesses** with the development process.



WATER MANAGEMENT

Austin Water developed an **integrated system** for critical customers to ensure water service is continuous during emergencies, maintenance and repairs.



EQUIPMENT MONITORING/ CONTROL

Austin Energy launched unmanned aerial vehicles (a.k.a. drones) to **safely inspect poles and power lines in remote areas**.

Austin Fire implemented a mobile app to conduct fire hydrant inspections which **increased quality and timeliness of hydrant inspections**.



EMERGENCY RESPONSE

Austin Police Department's Starchase, a GPS tracking pursuit system, resulted in **17 suspects successfully apprehended**.

Emergency Medical Services implemented Health Data Exchange that allows EMS to access hospital outcome information for patients in transport. The systems also allow **hospitals to view EMS records securely online**.

