



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.

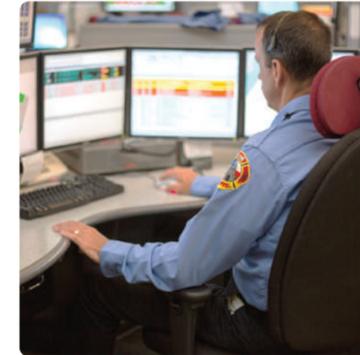
Stephen Elkins
Chief Information Officer



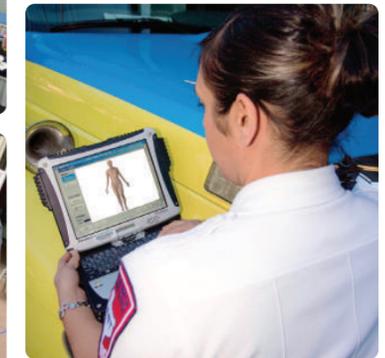
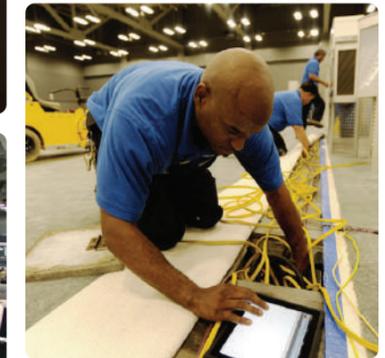
AUSTINTEXAS.GOV/IT

To view more about the City's IT organization please visit:
austintexas.gov/techreport

BY THE NUMBERS



2014



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

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 Great Austin/Travis Regional Radio System (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

GREEN INFRASTRUCTURE

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 website, AustinEnergy.com, instead of making trips downtown

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

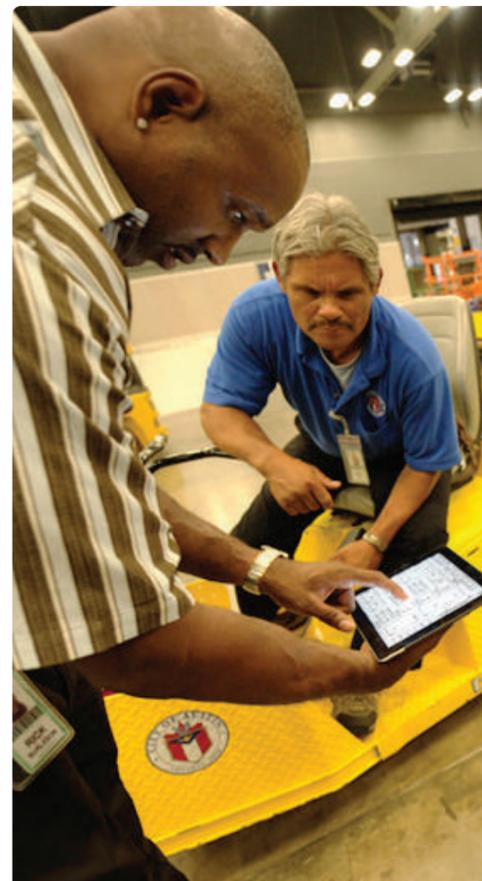
137 projects coordinated with the City's Infrastructure Management, Mapping, Planning and Coordination Tool (IMMPACT) application that streamlines infrastructure improvements across multiple departments

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

WORKFORCE DEVELOPMENT

1,417 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



CREATIVE ECONOMY

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 of 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

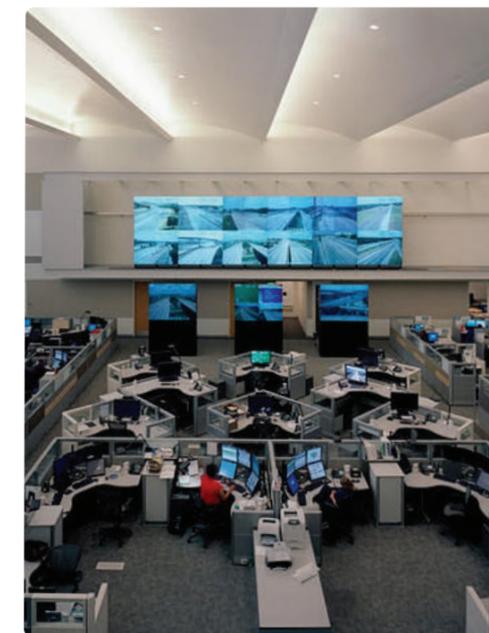
868,863 visitors to ABIA.org getting terminal information, flight status and parking information in order to improve their travel experience

HOUSEHOLD AFFORDABILITY

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



HEALTHY AUSTIN

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

140 mobile tablets allow 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 personnel get to emergencies quickly

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

