Austin is a global hub of technology and innovation. The City is and should be a reflection of that, working for the benefit of our community and setting an example for local governments around the world. The advances and partnerships we've made in recent years continue us on a path toward our best-managed goal. Using open government and open data as a launching point, we have become more innovative, more transparent and more seamless in working with the Austin community to create a more efficient and effective government.

Government has a reputation for lagging behind when it comes to technology, but I'm proud to say that our technology professionals are turning that reputation around here in Austin. Everything we do centers around the customer experience, and the customer experience is so tightly linked to our effective use of technology that we can't think of one without the other in modern government.

The pace of technological change all around us means that there will always be work to do. As you'll see here, we have the talent, the leadership and the vision to be a leader in 21st-Century governance.

MARC OTT
City Manager

Austin's reputation as a center for technology innovation is recognized worldwide. As technology becomes more pervasive in every aspect of the City of Austin, our City's information technology organization recognizes that we have a huge responsibility to live up to our citizens' and staff's expectations for innovative solutions. While the pace of technology innovation continues to accelerate, we must do more than just IT; we must deliver an excellent customer experience, so citizens and city staff can meet the city's growing needs.

STEPHEN ELKINS
Chief Information Officer

AUSTINTEXAS.GOV/IT

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

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

ANNUAL REPORT 2015

CREATIVE ECONOMY

Wi-Fi coverage was increased by 70 percent with the use of Directional Stadium Antennas in all 5 exhibit halls and the Ballrooms, Standard Directional Antennas used throughout the Foyer areas, and Omni Directional Antennas used in the Meeting Rooms.

Maximum number of users on the network during SXSW 2016 -- 55,600 unique devices connected to the Wi-Fi -- 6,866 concurrent devices.

Processed over 2,600 floodplain information requests electronically through its FloodPro online web application.

49 new data sets were published on the City's Open Data Portal.

Developed 86 collaborative on-line apps to support fire service operations.

HEALTHY AUSTIN

Implementation of a lactation remote video consulting program for 13 Women, Infants, and Children (WIC) sites within Travis County.

169 mobile tablets allow each ambulance to have mobile access to patient information.

159,269 medical records processed for customers on the online billing system.

More than 20,000 inspection records add to the Open Data Portal.

COMPACT AND CONNECTED

Installed 120 miles of Wide Area Network (WAN) fiber and 40 miles of Local Area (LAN) fiber were added to increase the speed of the network for visitors to AustinEnergy.com.

5,620 service requests were automatically entered into the Maximo Work Order Management system via 311 for Public Works, Austin Transportation, and Watershed Protection.

23 Million annual page views on Austin Public Library website.

281,995 Wi-Fi sessions Library locations allowing reliable and high-speed access to online resources.

GREEN INFRASTRUCTURE

52,000 unique visitors who paid bills, got conservation tips, reported outages, and submitted requests through the updated website, AustinEnergy.com, instead of making trips downtown.

Saved 12,000 in printing, supplies and storage of payroll documents by moving to a nearly paperless process; this meets City of Austin sustainability initiatives for lifecycle environmental impact.

$2,172,598 in online payments processed greatly increasing the ease leading to reduced commutes to pay these fines.

$300,000 saved in staff time through automation using the Conservation Inspections App.

137 projects incorporated on The City's IMMPACT Application to streamline infrastructure improvements across multiple departments.

707,527 virtual materials circulated erasing the need for many to commute to their libraries. A 39% increase from the previous year.

The City's tree canopy covers contributes significantly to the environment, the economy, and the residents' well-being.

HOUSEHOLD AFFORDABILITY

Analyzed 228,383 incidents to optimize location of future fire stations, balancing cost and benefit.

WORKFORCE DEVELOPMENT

More than 85 online resources are available to our customers.

Employees can access information on pay, benefits, and wellness program online.