

March 2, 2005

TO: John Arnold, Service Director  
FROM: Dennis Ellerbrock, Computer Services Supervisor  
RE: 2004 Annual Report

**COMPUTER SERVICES DEPARTMENT RESPONSIBILITIES:**

The Computer Services department is responsible for the City of Findlay's computer hardware, software, network access, and radio maintenance. This encompasses the Hewlett Packard mainframe, Email Server, Application Servers, Firewalls, Web Site Server, VPN Sever, GIS Server, Exchange/Bynari Server, Police Message Switch, Building Security Server, all of the software and hardware installed in the various city departments. In the realm of software, we secure, evaluate, design, program, test, implement, and maintain the computerized systems. This includes basic operational support for the office automation products such as, word processing and spreadsheet packages, and comprehensive support for the application systems. Hardware support includes the evaluation, purchase, installation, preventive maintenance, repair, and the inventory of supplies for the computer equipment throughout the City. Radio support includes installation, preventative maintenance, repair and inventory of parts for the handheld, mobile, and base radio units that communicate with the Motorola 800Mhz trunking radio system.

**COMPUTER SERVICES DEPARTMENT STAFFING:**

Staffing for the office consist of a Computer Services Supervisor(1978), Computer Programmer/Analyst(1983), Computer Network Specialist II(1984) and a Radio Technician III(2000). We are a service department to the other City departments, and our budget is charged back to each on a usage basis, the factors considered are shown in Table A-1.

**COMPUTER SERVICES DEPARTMENT APPLICATIONS & EQUIPMENT:**

There are eight application systems operating on the city's Hewlett Packard 3000 series 928 computer, and nine applications on network servers. The software modules are accessed by hardware located in 29 city department locations, and in seven other agency locations: Community Development, Hancock County Adult Probation, Hancock County Public Defenders Office, Hancock Regional Planning, Hancock County Sheriff Office, Hancock County Prosecutor, State Highway Patrol. An inventory of user devices connected to the Hewlett Packard computer and the city's wide area network is depicted in Table A-1. The Microsoft network servers are the central storage areas for departmental files. The Email server will support up to 250 addresses. The NetScreen Firewall protects the city's network from unauthorized outside access. The NetScreen Firewall protects the city's web server from unauthorized access. The City of Findlay web site server (ci.findlay.oh.us) delivers the city's information through web pages to the Internet world. See Table A-2 for the number of web site visits to department web pages. The Geographic Information System (GIS) stores and makes available the mapping layers to city offices. The Exchange/Bynari server makes available shared calendars for up to 25 licensed users. The Building Security server controls the locking and unlocking of doors in the Municipal Building. The

Aether Message Switch server controls the interfacing tools used for patrol car computer access through the Motorola Radio System and Ohio LEADS and the Police dispatching system. Application servers are the hardware for the departmental applications based on the Microsoft operating systems. The network supports resource sharing, and provides thirteen remote offices with a wireless network connection for faster speeds to the network servers and the mainframe computer. The network also provides access to the Internet through a 512KB DSL connection to BrightNet, and modem dial-out capabilities to other agencies for their services.

#### **COMPUTER SERVICES DEPARTMENT ACTIVITIES FOR 2004:**

New radio purchases for this year included three mobiles for new Street department trucks; three mobiles for Park department trucks that were not outfitted and one mobile for a new WPC truck. Several existing mobile units were transferred from old to new vehicles. A base station radio was installed in the Engineering office.

The Health Department through a grant obtained four MARCS (State of Ohio system) radios for EMA communications with other Health departments and hospitals in the state. These units included two base stations, one for the City and one for the County Health Department offices, and one portable unit for each department.

A new 100 foot communications tower was installed at Fire Station number two. This tower equipped with new antennas will replace the existing 60' roof mounted tower on the station roof and will serve the existing "State Wide" base station and a future City County Fire / mutual aide repeater. A State owned Communications Interoperability Van (one of four in the state) will be located at Station number two also and be administered by the State and County EMA offices. If there were to be a major event in the NW quadrant of Ohio requiring radio interoperability this Van would be dispatched as a command unit.

Four new Tornado Warning sirens were installed replacing four of the oldest remaining 1978 vintage sirens still in service. Batteries were replaced in three siren locations that were in place since 1999. Future planning provides for adding an additional four siren locations in city "expansion" areas. A federal level mandate from the FCC will require frequency re-banding in the 800Mhz. frequency band where the City radio system operates. The purpose of this action is to separate public safety from private users in this band; mainly NEXTEL who is required to provide funding for the effort. The City radio operating frequencies will need to be changed and every individual unit will need to be reprogrammed and in the case of the low tier units will need new firmware installed. The most immediate requirement for this task is a total and accurate inventory of all radio units and that task has been started.

Motorola has discontinued production of the LCS/LTS series radios (low tier) and will do the same for the MTS/MCS units the first part of 2005. These are the units that are currently used in the City system. Future new radio purchases will need to be for newer compatible models and new programming software and cables will need to be obtained. The new radios will be up gradable to APCO 25 digital and 700Mhz. operation that is the future direction for public safety systems.

Routine maintenance programming was performed on the applications that reside on the Hewlett Packard system. Most of the changes dealt with additional reporting of data already collected or changes to existing reports because the requirements have changed. Considerable effort went into preparing conversion data from the Hewlett Packard applications for Water and Sewer Billing,

Financial System, and the Municipal Court Civil division. We also preformed updates to the software versions of third party vender applications running on the network servers.

A great deal of our time has been spent working on the replacement software and with the vendors providing it. A contract was signed on March 29, 2004 with Munis Inc. a Tyler Technologies company. Munis will be providing software and support for the following modules: Financials, Payroll, Fixed Assets, Utility Billing, Permits & Code Enforcement. The process involves people from the Auditor, Engineering, Development Services, Water & Sewer Billing, Water Distribution, Health, NEAT, and Computer Services departments. The Utility Billing module was due to go "Live" on October 1, 2004, but has been delay to work out problems with the final billing process. The Financial modules went "Live" with the beginning of the 2005 fiscal year. Some initial effort has gone into the Payroll and the Permits & Code Enforcement modules with there "Live" dates scheduled for 2005. The Fixed Asset module will also be worked on in the first and second quarters of 2005. We selected Innovare Solutions LLC. out of Shaker Heights Ohio, to provide the new court software and support. This new piece of software will replace the application running on the Hewlett Packard 3000 mainframe. The Civil module was brought to "Live" status on September 13, 2004. We will continue working with Innovare to bring the Traffic & Criminal and Probation modules to "Live" status during the first quarter of 2005. A big "Thank You" goes out to all of the people in the Auditor, Utility Billing, Water Distribution, Health, Engineering, NEAT, Zoning, Mayor, Municipal Court offices for all of their hard work on these projects. A special "Thank You" goes to Carmen Bremer and Lynn Ritchie for all of their dedication and hard work to making these projects successful.

An Access Database was designed to aid the City Forester in keeping an accurate inventory of registered complaints, inspections, and tree removals performed within the City. Additional adjustments continue to be necessary as procedures and policies continue to change. Several reports have been created to assist the forester in obtaining accurate statistical information.

The payroll interface was amended to work with the new MUNIS Financial module which will be implemented at the beginning of 2005. Several journal entry files and invoice files needed to be created from the old legacy payroll system so that they could be imported into the new Munis Financial system. This safeguards the validity of the data because it eliminates the need for an individual to input the budget numbers manually.

From our current Department system we are creating interfaces to be imported into the new MUNIS Financial modules starting at the beginning of 2005. These vehicle fuel and maintenance entries are used to charge the departmental budgets for those expenses.

A lot of effort went into the preparation for the new Civil module in Municipal Court. We defined the enhancements that would need to be programmed into the new system to accommodate the features that were particular to Findlay. Programs were written and tested for the conversion of the old database to the new database. Court personnel received their training a couple of weeks prior to the "GO LIVE" date. The conversion took place over the weekend proceeding September thirteenth. A stressful week followed, but it is a success story. Other programming was performed to resolve any corrections or provide for additional reporting as the court required.

Minor changes occurred with the City Income Tax software. Some dealt with the rollover for a new tax year, while others involved changing the refund interface for the new MUNIS system.

Not many changes occurred in the Zoning software as they are preparing to move to the new MUNIS Permits and Code Enforcement system in 2005.

The Airport software system itself had no problems. The problems we experienced with the Airport had to do with the wireless communications connection to the city network. There has been some kind of interference with the wireless signal from time to time. We are continuing to research the problem and hope to arrive at a solution in early 2005.

We upgraded to the 4.6 version of Packet Cluster software from Aether Systems. This software operates on the Police department's message switch server. The licenses are spread across 20 patrol cars and 10 land based computers. This system allows for access to LEADS, and silent dispatching, and provides a method for one car to talk to another car through the computers in the patrol cars.

Emergitech's Police and Fire Records Management system software was upgraded several times during 2004 and is now at the version 5.4. The new releases fixed previously reported bugs, and included new enhancements. The Fire department has started to research the NFIRS 5.0 reporting capabilities in the latest release. Emergitech is planning a major software release in the third quarter of 2005.

Pages on the City's web site have received changes and additions throughout the year. A new page was added that allows for the display of departmental Annual Reports. A table of access hits by department is recorded in Table A-2. City of Findlay information can be accessed via the Internet address of **ci.findlay.oh.us**. Each department has a reference on the site, and some departments have considerable content to their pages (Zoning, City Income Tax, Recreation, Water/Sewer Billing office, WPC, Police, Fire, etc.) while others are making plans for their pages and hope to implement in the future.

Maintenance to the hardware was performed as needed. This included cleaning, repairs, replacement, or retirement of pieces or whole machines. Some adjustments were made in our wireless network to increase performance. Items were placed on the City auction that were not worth fixing, or upgrading, or no longer used.

Occasionally we test our disaster recovery server which is located off site at the Water and Sewer Billing office. The test involves reading the monthly archive backup tape, also stored off site. This server has the same Windows operating system, identical tape drive, and software that is use by our network servers.

#### **COMPUTER SERVICES DEPARTMENT USAGE 2004:**

We calculate how much money should be charged against a department based on the percent their department used of the total services and resources made available by the Computer Services department. The total of the Computer Services projected budget is multiplied by that percent totaling the amount put in that particular department's budget. The items considered in services and resources are: equipment, application use, internet access, programming, manual task, and radios maintained. You can find a departmental break down listed in Table A-1.

#### **COMPUTER SERVICES DEPARTMENT OBJECTIVES FOR 2005:**

Having more information available for public access through the web site is an area we feel can eliminate visits or telephone calls to a city office for such information. We can reduce labor, and resources by having the individual use his/her time, computer, printer, paper, etc. to satisfy their inquiries. The new Civil module in the court system is an example of this. Future plans include

access to Traffic & Criminal information, Permits and Code Enforcement, Water and Sewer information, and any other ideas that surface.

As always, the maintenance programming and support to the application systems will consume a lot of our time. We will be available to discuss and analyze the computer processing needs of the various city departments. Our goal is to continue to be more efficient, and cost effective through the use of computers and the use of the valuable information in our databases.

We will continue to spend most of our time working to move the remaining applications from the Hewlett Packard mainframe to our network servers. The applications that are already under contract for are: Financials - General Billing, Inventory, and Work Orders, Fixed Assets, Payroll, Utility Billing, Permits & Code Enforcement, and Municipal Court Traffic & Criminal modules. Other applications that we need to find a replacement for are: Fleet Management, and Cemetery. We need to conduct some research for these modules in 2005. The two remaining applications, need to be addressed before December 31, 2006.

Research for a better and more complete wireless communication solution for network access will be explored. The city's current wireless communications system is limited to 13 fixed remote locations. We hope to improve the speed and quality, and to allow for actual mobile wireless access. This technology step would allow employees to get needed information in their vehicles.

We are planning a review of the current website to see how we can provide better and more timely information from the city departments.

**COMPUTER SERVICES DEPARTMENT TABLES FOR 2004:**

**TABLE A-1 - Computer Usage by Department:**

DEPARTMENT	Computers	Printers	Applications	Radios	Internet	Services	Prog. Units	Usage %	Budget Amount
Airport	2	1	3	6	1	0	6.0	1.77%	6799
Auditor	5	1	5		5	16	14.0	4.28%	16461
Building Maint.	1	1	2	2	1		1.0	0.74%	2863
Cemetery/Parks	2	2	3	19	2	1	6.0	3.26%	12525
Civil Service	1	1	2		1		1.0	0.56%	2147
Comp. Service *	13	2	2		8		0.0	2.33%	
City Council	1	1	2		1		1.0	0.56%	2147
Development Serv	2	1	3	2	3		3.5	1.35%	5189
Dispatch	17	1	2		0		4.5	2.28%	8767
Engineering	13	7	3	13	10	1	3.5	4.70%	18071
Fire	11	6	4	51	11		6.0	8.28%	31848
Forester	1		1	1	1		0.1	0.38%	1449
HRPC	5	2	1		5		0.5	1.26%	4831
Health	9	6	4	4	7	1	2.0	3.07%	11809
HRC	3	1	2		1		0.0	0.65%	2505
Income Tax	8	2	3		5	16	6.0	3.72%	14314
Law Director	8		3		4		6.0	1.95%	7515
Mayor & CDF	3	2	2	1	3		2.0	1.21%	4652
Muni Court	31	15	4	1	8	16	10.0	7.91%	30417
NEAT	5	1	5	3	5	0	0.0	1.77%	6799
Police	60	15	7	143	23	6	15.0	25.02%	96261
Recreation	3	1	2	3	3		1.0	1.21%	4652
Safety/Admin Dir	1	1	3		1		1.0	0.65%	2505
Service Director	3	2	4	2	2		4.0	1.58%	6083
Streets	4	4	2	45	4		1.0	5.58%	21471
Traffic Lights	1	1	2	10	1		1.0	1.49%	5726
Treasurer	1		3		1	1	1.0	0.65%	2505
Water Dist.	4	2	3	19	1		2.0	2.88%	11093
WPC/Sewer Maint	5	4	2	27	4		1.0	4.00%	15387
Water Billing	7	2	3	4	2	16	6.0	3.72%	14314
Water Treatment	7	5	4	12	4		6.0	3.53%	13598
TOTALS *	237	90	91	368	128	74	112.1 1100.1	102.33%	384704

\* Computer Services Usage is subtracted from totals before % is calculated for departments

Applications = 1 point for each application used

Services = 8 points equal one hour a week, for forms, tapes, paper handling, etc.

Programming Units to maintain their application = 5 points per application (some are split)

Usage % is calculated as: (Computers+Printers+Applications+Radios+ Internet+Programming Units) /  
(The totals of columns B C D E F G H - Computer Services amounts))

2004 Computer Services Budget

384,704

Applications:

Airport	Cemetery	WebSense
Department	Financial	Web Site
Fire	Income Tax	Bldg. Security
Fixed Assets	Muni Court	
Payroll	Police	
Water	Parking	
Email	Zoning	

**Table A-2 - City of Findlay Web Pages Counts for 2004:**

<b>Web Page</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Total</b>
<b>City's Home Page</b>	5398	5491	5478	4760	5005	5404	4633	5383	5735	6078	5542	4606	63513
<b>Announcements</b>	239	176	144	144	110	173	123	141	172	328	270	210	2230
<b>Annual Reports</b>		49	149	104	87	119	79	92	124	99	117	91	1110
<b>City Officials</b>	304	263	246	267	184	248	175	214	201	233	198	177	2710
<b>Elected Officials</b>	204	152	91	102	70	76	60	85	78	78	86	93	1175
<b>Emp.Opportunities</b>	1246	1504	1047	988	760	908	773	911	1321	1137	872	728	12195
<b>Events</b>	158	123	164	190	214	332	304	414	338	336	161	126	2860
<b>Location</b>	374	315	287	280	275	321	282	316	307	366	329	256	3708
<b>Meetings</b>	73	78	54	53	52	55	39	50	55	52	42	42	645
<b>Ordinances - City</b>	219	214	160	179	163	409	383	380	206	194	196	160	2863
<b>Shade Tree Com.</b>	53	57	128	120	135	110	59	62	91	82	75	45	1017
<b>Mayor</b>	284	252	260	250	207	245	175	212	184	266	222	192	2749
<b>City Auditor</b>	139	151	155	161	119	196	126	168	130	158	132	120	1755
<b>City Council</b>	144	121	104	111	101	113	117	118	93	103	99	88	1312
<b>Law Director</b>	53	76	73	84	70	74	50	76	70	64	58	57	805
<b>Municipal Court</b>	377	405	415	450	341	339	307	371	349	224	983	821	5382
<b>Treasurer</b>	53	69	86	80	43	67	41	50	45	59	46	54	693
<b>Health</b>	171	155	195	170	102	145	167	153	158	166	177	127	1886
Plumbing Inspec.	29	22	28	22	20	19	24	14	20	28	16	10	252
<b>Income Tax</b>	638	1061	800	814	307	241	223	159	216	240	246	250	5195
<b>HRPC</b>	122	85	140	117	76	137	74	102	99	88	88	64	1192
<b>Safety/Admin Dir.</b>	110	265	232	241	174	127	69	69	68	85	83	84	1607
Fire	157	180	148	153	163	142	124	171	331	299	159	94	2121
Police	426	379	278	291	268	284	238	285	269	292	324	296	3630
Traffic Lights	57	82	45	44	43	44	30	62	70	73	88	59	697
<b>Service Director</b>	76	113	80	82	56	84	52	64	42	78	61	55	843
Airport	164	129	123	128	99	73	162	166	141	162	122	130	1599
Building Maint.	56	49	41	41	24	34	31	28	29	34	41	32	440
Cemetery	81	75	69	59	53	55	64	80	61	68	73	48	786
Civil Service	193	100	83	68	75	81	61	93	154	127	93	55	1183
City Forester	33	25	46	28	22	36	18	25	20	29	29	21	332
Computer Serv.	69	55	48	39	33	37	33	42	37	37	46	24	500
Develop. Serv	143	177	122	132	122	112	91	95	114	135	100	68	1411
Engineering	157	143	133	127	123	193	131	106	147	192	178	208	1838
HRC Ice-Rink	169	90	81	65	40	47	47	83	95	81	112	105	1015
Parks Maint.	87	77	74	93	144	112	114	122	115	102	102	62	1204
Recreation	233	161	184	243	247	264	203	214	160	174	142	130	2355
Sewer Maint.	53	54	31	30	38	38	38	24	27	44	34	33	444
Streets	124	103	82	73	112	75	84	83	80	168	165	115	1264
Water Dist.	37	53	40	36	44	37	29	35	45	98	63	36	553
WPCC	42	33	37	37	25	33	25	36	48	45	46	38	445
Water Billing	47	55	71	49	47	74	56	59	54	61	56	42	671
Water Treatment	40	41	38	35	29	36	24	35	41	39	40	37	435
<b>Monthly Totals</b>	12832	13258	12290	11540	10422	11749	9938	11448	12140	12802	12112	10089	140620

