

January 23, 2004

TO: Joan Browne, Public Administration Director
FROM: Dennis Ellerbrock, Computer Services Supervisor
RE: 2003 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, IBM 440 Virtual 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 eight 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 Cisco PIX Firewall server 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 tool used in the patrol cars between the Motorola Radio System and the Police dispatching system. The IBM 440 Virtual server is the hardware for the departmental applications based on the Microsoft 2000 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 2003:

Radio repair and maintenance requests totaled approximately 200. There were about 75 repairs to radios, antennas, speakers, microphones etc., with 7 radios needing Motorola depot repair service. There were over 50 reprogramming and programming change requests to radios, 6 repairs of remote base units and over 60 MDT problems and equipment failures. There were also several radio removals and installs including three police cruisers, a fire truck, a tractor truck for Water Treatment and a dump truck for WPC. Also a base extension speaker and phone were installed at the sign shop.

Significant events this year included replacement of a bent antenna mast at WPC after suffering wind damage on July 1st. A lightning storm strike hit Fire Station #1 and failed the base station radio and wireless LAN radio as well as doing damage to the phone system and some television monitors. A problem developed with the packet radio system not passing data. This required the assistance of a specialist from Motorola who corrected this by increasing the data rate on the modems communicating between the Municipal building and the Transmitter site. Power interruption problems from the UPS in the dispatch center was isolated to bad batteries and were replaced. A bad radio receiver was repaired for the warning siren at Fire Station #3.

Maintenance activities at the remote transmitter site included repair to the HVAC system, and repainting the entrance door. E-proms with correct frequency assignments were installed consistent with our licensing. FCC-FAA tower registration identification signage was installed on the Municipal building radio tower. The Darcom radio gage system was shut down and removed this year as well.

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. Updated the versions of applications running on the network servers.

Changes in the law, methods for data collection, or reporting were adjusted in the municipal court system. Some of these changes involved license suspensions or forfeitures and reporting to the Bureau of Motor Vehicles, payment tracking, receivables reporting, and forms printing. A search for Municipal Court software to replace the software application running on the Hewlett Packard 3000 mainframe was conducted. We compared the offerings of seven vendors. The best fit for the Findlay Municipal Court was the COURTMASTER/2000 software offered by Innovare Solutions, LLC out of Shaker Heights Ohio. We will be working on the contract and the system implementation during the first quarter of 2004.

We continued to work on the Hewlett Packard computer phase out. Demonstrations and evaluations of software packages for the Financials, Payroll, Fixed Assets, Utility Billing, Permits, Code Enforcement, and Business Licensing were conducted throughout the year. The process involved people from the Auditor, Service-Safety Director, Engineering, Development Services, Water & Sewer Billing, Water Distribution, Health, and Computer Services departments. This

group finally narrowed the field of vendor software down to two companies, Eden Systems from the state of Washington, and Munis a Tyler Technologies Company from the state of Maine. Ultimately this group decided that the Munis software was the best fit for the City of Findlay. This company already has customers in Ohio and surrounding states. Representatives from this group are planning a customer site visit to the City of Monroe Michigan in early 2004 to see this software running in a "live" environment.

The design, programming, and implementation of the new City Income Tax system was performed by Maisen Technology Group. Personnel from Computer Services prepare the ASCII conversion files from the database on the Hewlett Packard mainframe for import into the new system. Computer Services personnel also gave extensive assistance to Maisen Technology Group by providing logic explanations of the City Income Tax System (CIT) that was being replaced, reviewing file layouts for exported files, as well as many hours of assistance in laying out the original system design specifications and database layout. The staff in the Income Tax office worked very hard on the design, planning and preparation of this system. The system went to "live" status in October of 2003. Some of the reports and documentation were completed later.

The new software from Emergitech for the Fire department went "live" on January 1, 2003. We identified some features that were still missing, we will address these items in other software packages. The fire hydrant testing information and personnel time keeping and reporting were reviewed and will be included in software planned for purchase in 2004. Additional customized reports were written and made available to the Fire department system.

A need for a tree inventory surfaced at the beginning of 2003. We designed a Microsoft Access database with input and reporting features that satisfied the informational needs of the City Forester. This little system went to "live" status in March of 2003.

With the additional money budgeted for a contract programmer we were able to finish the Airport system. We brought in David Perry, a college student, who was completing his final classes at Owen Community College. The new system now resides on a network server and utilizes the Microsoft Access database. Parallel processing occurred during November and December.

Payroll system adjustments were made to satisfy the changes adopted in payroll Ordinance 2003-55 and 2003-57. The major point in these changes dealt with the two tier wage table. New hires after August 17, 2003 are now placed in the second tier of the pay range table. The legislation also allows for a person getting a promotion to a different pay range to be moved back to a lower step than his/her original rank date of completed years of service.

We upgraded to the 4.5 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.

The Police department's CAD & Records Management software was upgraded to version 5.0. This new version fixed previously reported bugs, and included new enhancements. Changes affected the Master Name file and the Geographic Street master file by adding explicit and implicit street intersections and the design & layout of the file itself. The CAD call taker screen was redesigned to allow for easier navigation through all of the dispatch information.

Pages on the City's web site have received changes and additions throughout the year. Water Pollution Control and the Fire department have added significant information to their web pages. 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 (Development Services, 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. Additional protection was added to the City's web site by installing the NetScreen Firewall to help protect us from unwanted access.

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. Two servers that were displaced by the new IBM 440 virtual server hardware are now being used for our Email and Web site servers.

During 2003 we decided to place a disaster recovery server off site and test it once a month by reading the monthly archive backup tape, also stored off site. We updated an older server with additional memory, Windows 2000 operating system, and the identical tape drive and software that is use by our network servers.

COMPUTER SERVICES DEPARTMENT USAGE 2003:

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 2004:

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. We are looking into online access of the new Municipal Court system, Permits and Code Enforcement, and for 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.

Innovare Solutions has been selected as the vendor to replace the Municipal Court software. The COURTMASTER 2000 software installation is expected to begin during the first quarter of 2004. The Computer Services personnel will be heavily involved in this process.

After the Municipal Court application is moved to the network, there would be seven other software systems that need to be moved from the existing Hewlett Packard MPE/iX operating system to the Microsoft network running in the windows environment. Five of the seven applications are close to being contracted for. We hope to pick the vendor which will be the best fit for the City of Findlay soon. Those five applications are: Financials, Fixed Assets, Payroll & Human Resources, Utility Billing, Permits with Code Enforcement & Business Licensing. We will continue to assist the software search committee during the final stages of vendor selection, contract negotiations, planning and implementation for

these software packages. The two remaining applications, Department and Cemetery still need to be addressed before December 31, 2006.

COMPUTER SERVICES DEPARTMENT TABLES FOR 2003:

TABLE A-1 - Computer Usage by Department:

DEPARTMENT	Computers	Printers	Applications	Radios	Internet	Services	Program Units	Usage %	Budget Amount
Airport	1	1	3	6	1	0	6.0	1.69%	6499
Auditor	5	1	5		5	16	14.0	4.32%	16609
Building Maint.	1	1	2	2	1		1.0	0.75%	2888
Cemetery/Parks	2	2	3	16	2	1	6.0	3.00%	11554
Civil Service	1	1	2		1		1.0	0.56%	2166
ComputerService *	15	2	2		8		0.0	2.53%	
City Council	1	1	2		1		1.0	0.56%	2166
Development Serv	6	3	3	3	3		3.5	2.02%	7763
Dispatch	17	1	2		4		4.5	2.67%	10290
Engineering	11	7	3	13	8	1	3.5	4.36%	16789
Fire	11	6	4	51	11		6.0	8.35%	32134
Forester	1		2		1	0	0.5	0.42%	1625
HRPC	6	2	1		5		0.5	1.36%	5235
Health	7	6	4	4	8	1	2.0	3.00%	11554
Human Resources	1	1	3		1		1.0	0.66%	2527
Income Tax	6	3	3		5	16	6.0	3.66%	14081
Law Director	8		3		4		6.0	1.97%	7582
Mayor & CDF	3	2	2	1	3		2.0	1.22%	4694
Muni Court	27	15	4	1	8	16	10.0	7.60%	29245
Police	69	15	7	146	29	6	15.0	26.94%	103623
Recreation	3	1	2	3	3		1.0	1.22%	4694
SSD	3	2	4	2	2		4.0	1.60%	6138
Streets	4	4	2	44	4		1.0	5.54%	21302
Traffic Lights	1	1	2	10	1		1.0	1.50%	5777
Treasurer	1		3		1	1	1.0	0.66%	2527
Water Dist.	4	2	3	19	1		2.0	2.91%	11193
WPC/Sewer Maint	5	4	2	27	4		1.0	4.04%	15525
Water Billing	7	2	3	4	2	16	6.0	3.75%	14442
Water Treatment	8	5	4	12	4		6.0	3.66%	14081
TOTALS *	235	91	85	364	131	74	112.5	102.53%	384704
							1092.5		

* 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	EMAIL
	Payroll	Police	
	Water	Zoning	

Table A-2 - City of Findlay Web Pages Counts for 2003:

Web Page	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
		445		219		361	347	485		406	340	326	4576
Home Page	4175	5	4609	0	4234	4	1	7	3415	7	6	9	2
Announcements	156	198	134	60	127	140	103	154	128	186	158	115	1659
City Officials	241	214	218	118	197	181	148	197	149	186	172	181	2202
Elected Officials	87	92	97	53	125	76	63	94	75	80	89	78	1009
Events	182	204	194	131	277	220	221	296	222	262	135	172	2516
Location	319	336	314	169	288	284	269	407	252	296	305	248	3487
Meetings	44	60	49	30	45	36	32	28	35	34	28	33	454
Job Avail.	734	742	698	381	682	750	737	796	624	723	629	694	8190
City Ordinances					10	198	207	215	185	190	193	150	1348
Shade Tree	65	100	112	69	137	91	55	57	64	74	41	36	901
Airport	143	184	138	101	182	151	156	187	110	141	153	114	1760
Auditor	123	107	94	68	115	85	85	116	97	103	107	107	1207
Building Maint.	42	43	32	35	42	48	28	49	33	38	39	39	468
Cemetery	86	91	73	60	89	94	68	85	65	64	56	71	902
Civil Service	147	110	102	66	130	94	107	99	72	99	101	85	1212
Comp. Service	61	61	70	39	72	48	58	43	50	51	44	55	652
City Council	83	74	51	41	107	71	58	77	96	85	63	68	874
City Forester	26	41	41	15	27	31	27	28	28	34	31	28	357
Develop. Serv	134	121	124	82	136	116	96	123	124	98	99	90	1343
Engineering	101	109	88	64	111	136	90	99	121	125	105	89	1238
Fire	72	109	89	80	171	114	84	108	100	138	114	109	1288
HRPC	97	92	75	60	98	77	63	98	77	93	87	72	989
Health	127	152	120	82	167	135	129	143	119	165	111	109	1559
HRC Ice Rink						123	42	62	79	91	99	99	595
HumanResource	149	140	135	79	137	164	112	145	119	126	114	110	1530
Income Tax	453	623	668	510	193	174	148	195	204	268	153	215	3804
Law Director	56	54	51	25	40	31	33	41	30	40	50	37	488
Mayor	107	100	103	43	103	84	81	76	91	92	96	88	1064
Muni Court	249	307	284	172	320	253	262	342	246	320	315	260	3330
Parks Maint.	85	118	128	93	200	150	130	136	95	86	77	63	1361
Plumbing Insp.	16	24	24	17	30	22	19	28	16	21	19	21	257
Police	292	294	299	159	308	247	235	269	214	275	212	246	3050
Recreation	199	201	251	138	369	285	237	217	177	191	162	143	2570
SSD	52	83	64	39	66	60	48	55	53	54	48	39	661
Sewer Maint.	25	32	17	14	20	33	17	28	16	24	23	21	270
Streets	109	108	91	53	94	89	87	97	67	97	109	66	1067
Traffic Lights	67	69	32	37	53	36	31	48	36	39	47	40	535
Treasurer	46	63	48	33	32	37	24	37	34	43	41	33	471
Water Dist.	39	53	27	26	37	35	32	23	22	37	29	23	383
WPC	37	49	22	28	26	33	39	19	19	27	29	22	350
Water Billing	52	99	51	43	55	50	54	43	25	49	57	29	607
WaterTreatment	48	53	27	52	39	38	27	28	23	41	21	31	428