

CITY OF HIGH POINT

AGENDA ITEM



TITLE: Department Presentation – IT Services	
FROM: Adam Ward, Director IT Services Department	MEETING DATE: October 7, 2024
PUBLIC HEARING: No	ADVERTISED DATE/BY: N/A
ATTACHMENTS: IT Services Department Presentation	

PURPOSE: Staff will provide an overview of the Information Technology Services Department.

BACKGROUND: Informational presentation on the staff, activities and focus areas of the department.

BUDGET IMPACT: None

RECOMMENDATION/ACTION REQUESTED: None





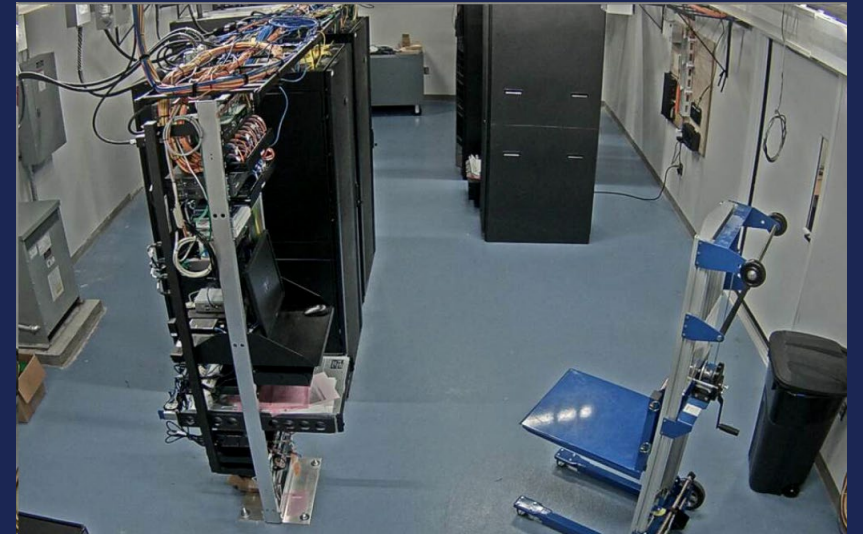
IT SERVICES

DEPARTMENT PRESENTATION



IT SERVICES

- DIVISIONS
 - 911 Communications Operations
 - Radio Systems Operations
 - Information Technology



911 COMMUNICATIONS

- MISSION STATEMENT

To provide professional 911 service to the citizens and public safety agencies of the city of High Point utilizing team oriented, professional, courteous and highly trained telecommunicators.

2024 RECOGNITIONS

North Carolina APCO – Communications Team of the Year

- Baker Team's unique use of RapidSOS to handle hostage situation

International APCO – Agency Training Program Recertification

- High Point 911's Basic Telecommunicator Program, reaccredited

911 Board PSAP Review

- Audit to ensure compliance with North Carolina General Statutes and the NC Administrative Codes
- Passed with No Discrepancies Found

911 COMMUNICATIONS

- ORGANIZATIONAL CHART





911 COMMUNICATIONS

- THE VOICES BEHIND THE CALL
- 



911 COMMUNICATIONS

- 2023 CALL VOLUME
 - 911 calls – 89,707
 - Administrative calls – 132,125
 - Total Calls Processed – 221,833
- NORTH CAROLINA 911 BOARD STANDARD
 - 90% of 911 calls answered in 10 seconds or less
 - To date in 2024, High Point answered 91.7% of 911 calls in 10 seconds or less.

RADIO SYSTEMS

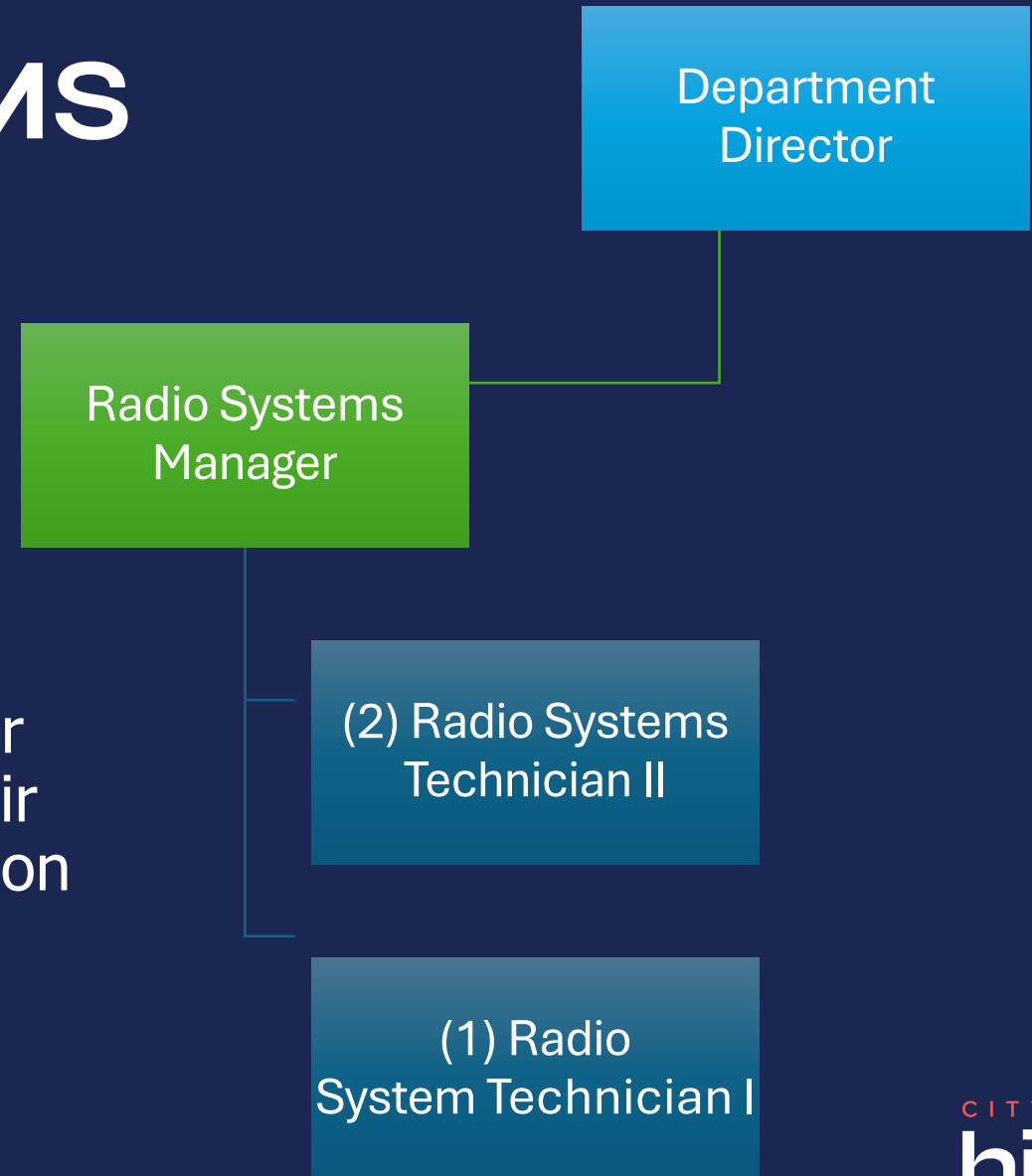
- MISSION STATEMENT

To provide a mission-critical land mobile radio network to Support High Point Public Safety, core municipal departments, and partner agencies.



RADIO SYSTEMS

- ORGANIZATIONAL CHART



- 2024 RECOGNITION

- Radio Systems Operations Manager and all technical staff obtained their Federal Communications Commission General Radio Telephone Operator License.



RADIO SYSTEMS

- RADIO INFRASTRUCTURE
 - 857 Portable Radios
 - 3 Radio Tower Sites
 - City leases tower space to Verizon and State Highway Patrol (Viper)
 - City of Greensboro and Thomasville co-locate radio equipment with us
 - High Point University and City of Archdale use our radio core



RADIO SYSTEMS

- OPERATIONAL FACTS

- Maximum Portable Radio Life Span is Eight Years
- Each Portable Radio costs \$6,144.52
- Portable Radios now support redundancy through land mobile radio and cellular technologies
- Radio Systems upgraded to support advanced encryption standard (AES) and time division multiple access (TDMA)
 - AES required by Federal Bureau of Investigation (FBI)
 - TDMA required by State Highway Patrol

● INFORMATION TECHNOLOGY

● MISSION STATEMENT

To provide information technology systems infrastructure and support to municipal staff and third parties, in support of the citizens and organizations served by the City.

2024 RECOGNITIONS

Pen Test Exercise with National Guard

- No major findings

Internet Bandwidth Upgraded

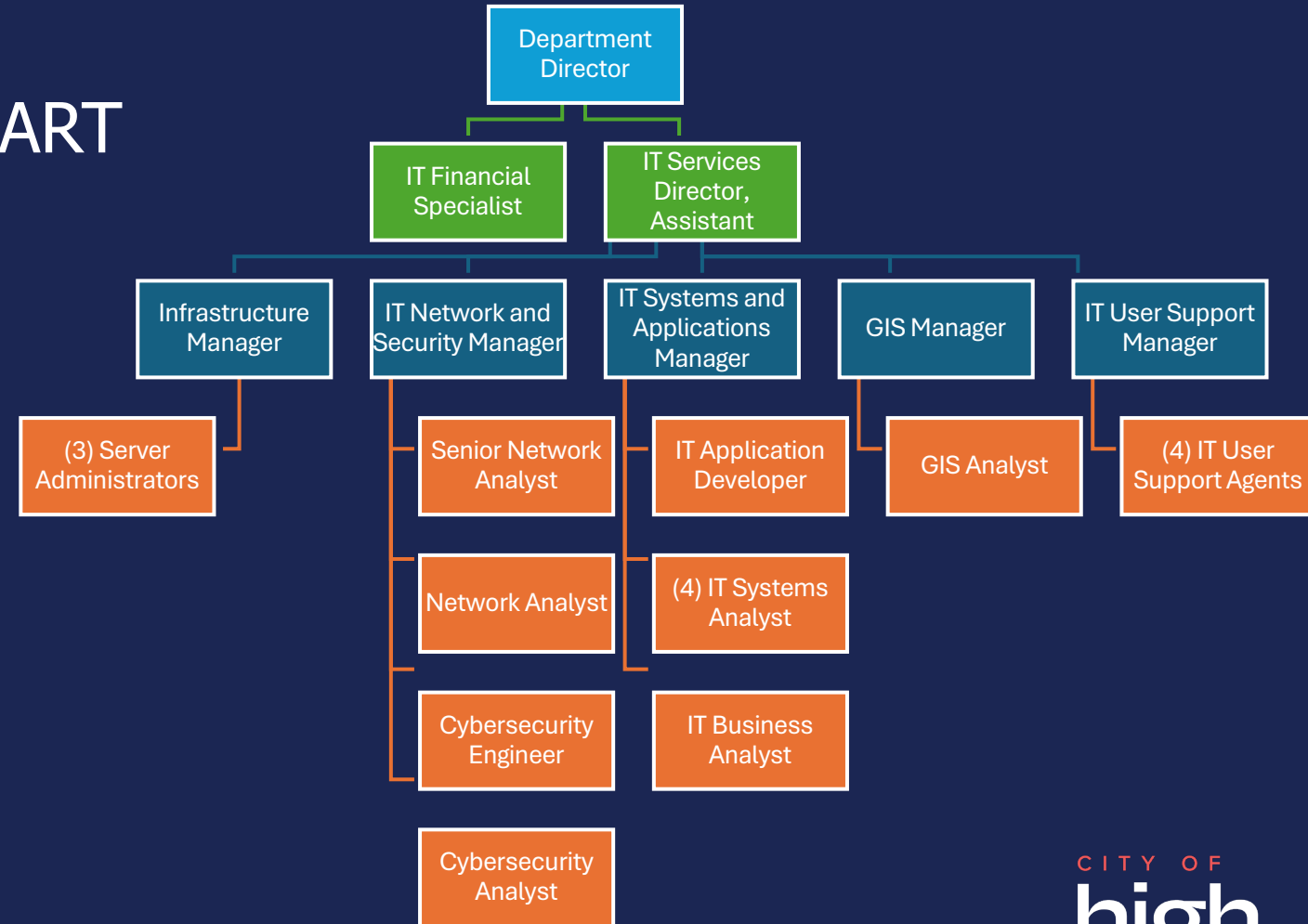
- 1 Gbit to 10 Gbit

City Wide Wireless Upgraded

- Transitioned to WiFi 5e
- Eduroam added to public WiFi locations to service Guilford County Students

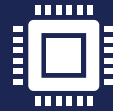
INFORMATION TECHNOLOGY

- ORGANIZATIONAL CHART



INFORMATION TECHNOLOGY

- DEVICE SUPPORT



Telephony – Municipal Phone System, Customer Service Call Center, Mobile, MiFis



Compute – Desktops, Laptops, Tablets, MCTs, Printers



Infrastructure – Servers, Firewalls, Routers, Switches, Wireless Access Points



Physical Security – Card readers and Video Cameras

INFORMATION TECHNOLOGY

• SYSTEMS SUPPORT



Infor Enterprise Resource Planning (ERP) system – Finance and Human Resources software system



Cayenta – Utility Billing system



Cityworks – Public Services Asset Management System



Accela – Planning and Land Use system



CentralSquare Computer Aided Dispatch (CAD) and Records Management System – Public Safety Software



SmartRec – Parks and Recreation, Reservation and Point of Sales



Multiple Smaller Systems – Questica, Granicus, SmartRec, etc.



IT SERVICES

- QUESTIONS?

