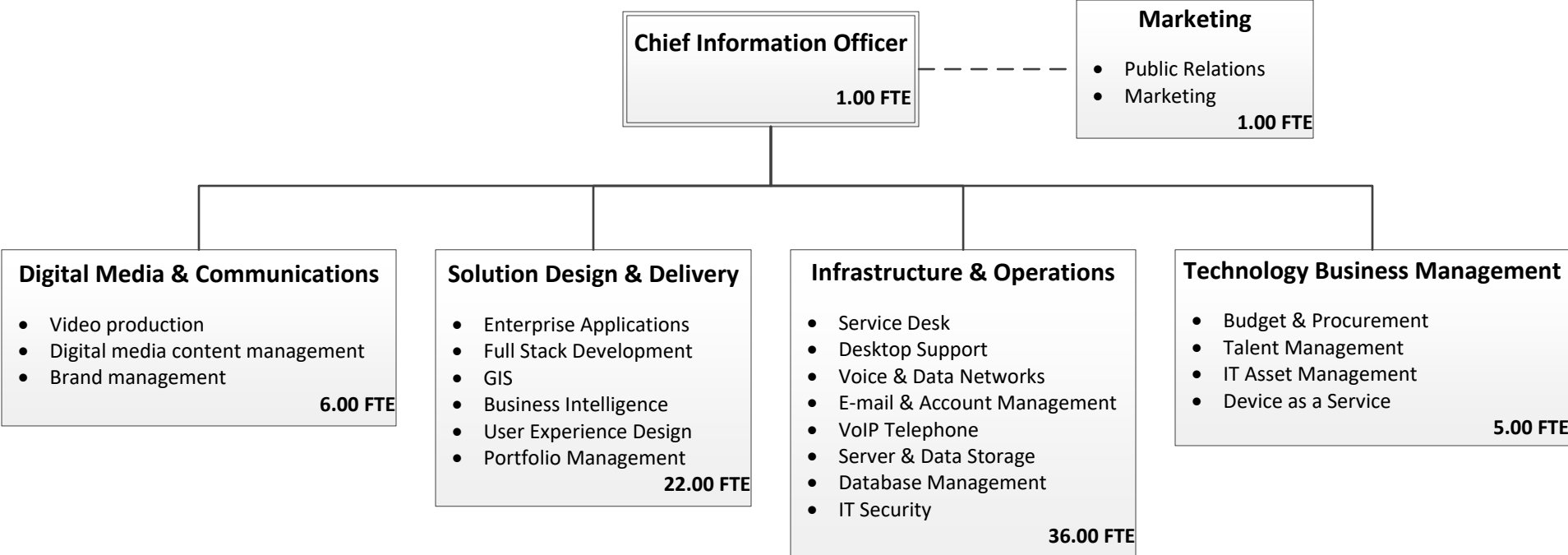


Office of Technology and Communication

***Mission:** To provide high quality, secure, cost-effective information technology that supports the business needs of the City, fosters innovation, and enhances the lives of the residents of Saint Paul, the most livable city in America.*



(Total 71.00 FTE)

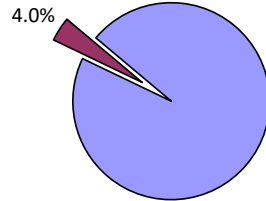
**2021 Adopted Budget
Office of Technology and Communications**

Department Description:

The Office of Technology and Communications partners with city departments to leverage data and technology as a strategic asset to deliver upon Mayor Carter's vision for a more equitable, innovative, resilient, and safe city for all.

- Office of the CIO: Leads strategy development and alignment to ensure the City uses data and technology to strengthen communities, public safety, and the local economy
- Strategy, Measurement & Administration: Accountable for department planning, measurement, HR, finance, and enterprise data strategy.
- Strategic Partnership & Portfolio Management: Accountable for managing strategic partnerships with departments across the City, managing our portfolio of products and process improvement projects, and leading our transformation to Agile methodology for product development.
- Infrastructure & Operations: Responsible for the maintenance and security of servers, data centers, mobile technologies and networks in the enterprise.
- Strategic Product Management: Responsible for developing and supporting user-centered solutions co-created with our business partners.
- Communications: Responsible for creating inclusive and bi-directional communication plans to engage the community; also oversees and administers the cable communications franchise on behalf of the City and for recording and distributing the Channel 18 network, PSAs, Council meetings, and Ramsey County Commissioner meetings.

**Technology & Communication's
Portion of General Fund
Spending**



Department Facts

- Total General Fund Budget: \$ 12,516,429
- Total Special Fund Budget: \$ 1,053,128
- Total FTEs: 71.00
- Manage and support over 3,600 PCs supporting more than 3,500 staff in the City.
- www.stpaul.gov logged 6,106,512 page views in 2016. 95% were new visitors.
- 857,900 views of City Videos in 2018 (240,900 in 2017).
- Supported and managed local and wide area network for more than 100 locations.

Department Goals

- Enable digital transformation citywide by using data and technology to increase operational efficiency, share information with the public and improve both the quality of government services and community welfare;
- Build user-centered experiences for services provided by the City by increasing collaboration with internal and external users to more accurately define problems and co-create solutions;
- Mature the City's information security program to ensure we handle information in a manner that engenders trust, promotes transparency, and protects privacy;
- Leverage data as a strategic asset to inform policy and decision-making;
- Create an inclusive culture where all perspectives and ideas are valued and collaboration and creativity are fostered.

Recent Accomplishments

- Enterprise Resource Planning Upgrade (Infor)
- City Attorney and Civil Litigation Records Management Upgrade
- Council Chambers Upgrade
- Voice Over Internet Phone (VOIP) Implementation
- Enterprise Document Management
- Right Track Management System Redesign

2021 Adopted Budget
Office of Technology and Communications

Fiscal Summary

	<u>2019 Actual</u>	<u>2020 Adopted</u>	<u>2021 Adopted</u>	<u>Change</u>	<u>% Change</u>	<u>2020 Adopted FTE</u>	<u>2021 Adopted FTE</u>
Spending							
100: General Fund	11,870,690	12,200,188	12,516,429	316,241	2.6%	76.20	71.00
200: City Grants	-	50,000	18,628	(31,372)	-62.7%	-	-
211: General Government Special Projects	1,231,796	1,291,000	1,034,500	(256,500)	-19.9%	-	-
Total	13,102,486	13,541,188	13,569,557	28,369	0.2%	76.20	71.00
Financing							
100: General Fund	3,097,989	3,195,114	2,686,532	(508,582)	-15.9%		
200: City Grants	50,000	50,000	18,628	(31,372)	-62.7%		
211: General Government Special Projects	1,303,754	1,291,000	1,034,500	(256,500)	-19.9%		
Total	4,451,743	4,536,114	3,739,660	(796,454)	-17.6%		

Budget Changes Summary

The Office of Technology and Communications 2021 General Fund budget includes the permanent reduction of eight vacant FTEs. This includes seven full-time positions: two Information Service (IS) Systems Consultants IV, two IS Systems Support Specialists III, an IS Info/Technical Analyst IV, an IS Info/Technical Analyst I, an IS Systems Consultant II, and two part-time positions: a Communication and Digital Media Manager (0.5 FTE) and a Capital City intern (0.5 FTE). It also shifts a part-time Project Manager IV (0.2 FTE) back to the Department of Safety and Inspections. In addition, three IS Systems Consultant I positions were added. These civilian positions replaced three sworn sergeant positions that managed technology needs for the Police Department. Savings were also accrued through administrative, technical training, and third-party technical support reductions. Current service level adjustments reflect an increase in salary and benefit costs. Lastly, an investment of \$667,984 was made in front-line, customer-facing technology solutions in 2021.

Revenue adjustments include an anticipated decrease in cable communication franchise fees due to the economic impacts of the COVID-19 pandemic.

Special fund changes include a reduction of \$256,500 in the Public, Educational, and Government Access revenue. The City of Saint Paul receives revenue from Comcast for the five public-access channels available to cable subscribers in Saint Paul. This revenue stream is anticipated to decrease as the use of cable TV continues to decline. Additionally, unspent CF Knight Foundation Grant funding was carried forward.

Change from 2020 Adopted

Spending Financing FTE

Current Service Level Adjustments

Current service level adjustments include inflationary increases due to salary and benefit costs, and adjustments of line item budgets to track with recent spending trends.

Current service level adjustments

256,999 - -

Subtotal:

256,999 - -

Mayor's Proposed Changes

Personnel Reorganization and Efficiencies

The 2021 budget eliminated nine vacant positions. It also permanently shifted a part-time Project Manager IV (0.2 FTE) back to the Department of Safety and Inspections. Lastly, three IS Systems Consultant I positions were added. These civilian positions replaced three sworn sergeant positions that managed technology needs for the Police Department.

Remove two vacant IS Systems Consultants IV	(325,896)	-	(2.00)
Remove two vacant IS Systems Support Specialists III	(199,254)	-	(2.00)
Remove vacant IS Info/Technical Analyst IV	(127,976)	-	(1.00)
Remove vacant IS Info/Technical Analyst I	(91,273)	-	(1.00)
Remove vacant IS Systems Consultant II	(135,176)	-	(1.00)
Remove vacant Communication and Digital Media Manager	(87,209)	-	(0.50)
Remove vacant Capital City intern	(35,630)	-	(0.50)
Shift part-time Project Manager IV (0.2 FTE) back to the Department of Safety and Inspections	(28,550)	-	(0.20)
Add three IS Systems Consultant I positions to support Police Department	298,881	-	3.00

Other Reductions

The 2021 budget includes various non-personnel reductions in General Fund spending, including software licenses, training and development funds, and outside counsel and technical support.

Eliminate Microsoft Dynamics	(30,000)	-	-
Eliminate outside counsel for cable franchise agreement negotiations	(4,000)	-	-
Eliminate intern funding	(8,739)	-	-
Administrative Reductions	(840)	-	-
Technical training reductions	(37,000)	-	-
Third-party technical support reductions	(10,000)	-	-
Eliminate marketing expense budget	(25,992)	-	-

		Change from 2020 Adopted		
		Spending	Financing	FTE
Investments				
The 2021 budget invests in creating user-focused digital services that emphasize constituent relations, business-friendly online support, public engagement, and lifelong learning. In addition, investments are made to meet increasing costs for infrastructure maintenance and software licenses.				
	Front-line, customer-facing technology solutions	667,984	-	-
	Annual maintenance renewals for data center storage, service infrastructure, citywide network	69,912	-	-
	Microsoft contract costs	140,000	-	-
	Additional PC replacement fees	30,000	-	-
Revenue Updates				
The 2021 budget reduces revenues in internal service fees from City departments and cable franchise fees due to anticipated decreases related to the COVID-19 pandemic.				
	Internal service revenue	-	(25,353)	-
	Cable franchise fee revenue	-	(235,000)	-
	Subtotal:	59,242	(260,353)	(5.20)
Adopted Changes				
Revenue Updates				
The 2021 adopted budget further reduces revenues in internal service fees from City departments and cable franchise fees due to anticipated decreases related to the COVID-19 pandemic.				
	Internal service revenue	-	(133,229)	-
	Cable franchise fee revenue	-	(115,000)	-
	Subtotal:	-	(248,229)	-
Fund 100 Budget Changes Total		316,241	(508,582)	(5.20)

200: City Grants**Office of Technology and Communications**

This fund includes a grant from the Knight Foundation for OTC's Tech For All Initiative

		<u>Change from 2020 Adopted</u>		
		<u>Spending</u>	<u>Financing</u>	<u>FTE</u>
<u>Current Service Level Adjustments</u>				
Current service level adjustments include the planned removal of one-time grant-funded spending and revenue from the 2020 budget.				
	CF Knight Foundation Grant	(50,000)	(50,000)	-
	Subtotal:	<u>(50,000)</u>	<u>(50,000)</u>	<u>-</u>
<u>Adopted Changes</u>				
Grant Adjustments				
The 2021 budget carries forward remaining balances and spending authority for the CF Knight Foundation Grant.				
	CF Knight Foundation Grant	18,628	18,628	-
	Subtotal:	<u>18,628</u>	<u>18,628</u>	<u>-</u>
	Fund 200 Budget Changes Total	<u><u>(31,372)</u></u>	<u><u>(31,372)</u></u>	<u><u>-</u></u>

211: General Government Special Projects**Office of Technology and Communications**

This fund includes OTC's cable equipment replacement and Public, Educational, and Government (PEG) grants.

		<u>Change from 2020 Adopted</u>		
		<u>Spending</u>	<u>Financing</u>	<u>FTE</u>
<u>Mayor's Proposed Changes</u>				
Revenue Updates				
The City of Saint Paul receives revenue from Comcast for the five public-access channels available to cable subscribers in Saint Paul. This revenue stream is anticipated to decrease as the use of cable TV continues to decline.				
	Public, Educational, and Government Access revenue	(256,500)	(256,500)	-
	Subtotal:	<u>(256,500)</u>	<u>(256,500)</u>	<u>-</u>
	Fund 211 Budget Changes Total	<u><u>(256,500)</u></u>	<u><u>(256,500)</u></u>	<u><u>-</u></u>

Spending Reports

CITY OF SAINT PAUL
Spending Plan by Department

Department: **TECHNOLOGY AND COMMUNICATIONS**
Fund: **CITY GENERAL FUND**

Budget Year: **2021**

	2018 Actuals	2019 Actuals	2020 Adopted	2021 Adopted	Change From 2020 Adopted
Spending by Major Account					
EMPLOYEE EXPENSE	7,591,529	7,827,539	9,122,722	8,636,113	(486,608)
SERVICES	3,450,694	3,627,935	1,285,672	1,224,541	(61,131)
MATERIALS AND SUPPLIES	433,329	405,873	1,782,559	2,647,455	864,896
ADDITIONAL EXPENSES		346	200	200	
OTHER FINANCING USES		8,997	9,035	8,120	(915)
Total Spending by Major Account	11,475,551	11,870,690	12,200,188	12,516,429	316,242
Spending by Accounting Unit					
10016100 APPLICATION DEVELOPMENT & SUPPC	458,342	480,268	309,528	871,306	561,778
10016200 COMMUNICATIONS SECTION	136,423	113,714	62,834	11,757	(51,077)
10016300 TECHNOLOGY ADMINISTRATION	8,104,042	8,773,515	9,565,664	9,012,684	(552,980)
10016305 INFRASTRUCTURE AND OPERATIONS	2,427,068	2,132,122	2,100,810	2,491,108	390,298
10016320 TECHNOLOGY SERVICES NON CITY	217,673	220,384	6,791	(1)	(6,792)
10016400 MARKETING	132,003	150,686	154,561	129,575	(24,986)
Total Spending by Accounting Unit	11,475,551	11,870,690	12,200,188	12,516,429	316,242

**CITY OF SAINT PAUL
Spending Plan by Department**

Department: TECHNOLOGY AND COMMUNICATIONS
Fund: CITY GRANTS

Budget Year: 2021

		2018 Actuals	2019 Actuals	2020 Adopted	2021 Adopted	Change From 2020 Adopted
Spending by Major Account						
SERVICES				50,000	18,628	(31,372)
Total Spending by Major Account				50,000	18,628	(31,372)
Spending by Accounting Unit						
20016315	TECHNOLOGY INITIATIVES GRANTS			50,000	18,628	(31,372)
Total Spending by Accounting Unit				50,000	18,628	(31,372)

CITY OF SAINT PAUL
Spending Plan by Department

Department: TECHNOLOGY AND COMMUNICATIONS
Fund: GENERAL GOVT SPECIAL PROJECTS

Budget Year: 2021

	2018 Actuals	2019 Actuals	2020 Adopted	2021 Adopted	Change From 2020 Adopted
Spending by Major Account					
SERVICES	1,132,859	966,188	1,194,000	965,750	(228,250)
MATERIALS AND SUPPLIES	6,180	127,608	97,000	68,750	(28,250)
CAPITAL OUTLAY	10,000				
OTHER FINANCING USES		138,000			
Total Spending by Major Account	1,149,038	1,231,796	1,291,000	1,034,500	(256,500)
Spending by Accounting Unit					
21116210 COUNCIL CHAMBER TECHNOLOGY	63,631	39,208	69,000	69,000	
21116215 PEG GRANTS	1,085,407	1,192,588	1,222,000	965,500	(256,500)
Total Spending by Accounting Unit	1,149,038	1,231,796	1,291,000	1,034,500	(256,500)

Financing Reports

CITY OF SAINT PAUL
Financing Plan by Department

Department: **TECHNOLOGY AND COMMUNICATIONS**
Fund: **CITY GENERAL FUND**

Budget Year: **2021**

	2018 Actuals	2019 Actuals	2020 Adopted	2021 Adopted	Change From 2020 Adopted
Financing by Major Account					
TAXES	2,459,192	2,337,493	2,350,000	2,000,000	(350,000)
CHARGES FOR SERVICES	509,640	527,381	604,564	564,067	(40,497)
MISCELLANEOUS REVENUE	15,780	4,760	12,000	12,000	
OTHER FINANCING SOURCES	233,506	228,355	228,550	110,465	(118,085)
Total Financing by Major Account	3,218,118	3,097,989	3,195,114	2,686,532	(508,582)
Financing by Accounting Unit					
10016200 COMMUNICATIONS SECTION	2,484,240	2,343,814	2,374,500	2,024,500	(350,000)
10016205 INSTITUTIONAL NETWORK			32,500	32,500	
10016300 TECHNOLOGY ADMINISTRATION	140,476	156,133	190,072	71,597	(118,475)
10016305 INFRASTRUCTURE AND OPERATIONS	593,403	598,042	598,042	557,935	(40,107)
Total Financing by Accounting Unit	3,218,118	3,097,989	3,195,114	2,686,532	(508,582)

CITY OF SAINT PAUL
Financing Plan by Department

Department: **TECHNOLOGY AND COMMUNICATIONS**
Fund: **CITY GRANTS**

Budget Year: 2021

	2018 Actuals	2019 Actuals	2020 Adopted	2021 Adopted	Change From 2020 Adopted
Financing by Major Account					
MISCELLANEOUS REVENUE		50,000			
OTHER FINANCING SOURCES			50,000	18,628	(31,372)
Total Financing by Major Account		50,000	50,000	18,628	(31,372)
Financing by Accounting Unit					
20016315 TECHNOLOGY INITIATIVES GRANTS		50,000	50,000	18,628	(31,372)
Total Financing by Accounting Unit		50,000	50,000	18,628	(31,372)

CITY OF SAINT PAUL
Financing Plan by Department

Department: **TECHNOLOGY AND COMMUNICATIONS**
Fund: **GENERAL GOVT SPECIAL PROJECTS**

Budget Year: **2021**

	2018 Actuals	2019 Actuals	2020 Adopted	2021 Adopted	Change From 2020 Adopted
Financing by Major Account					
MISCELLANEOUS REVENUE	942,191	1,165,754	1,203,500	1,034,500	(169,000)
OTHER FINANCING SOURCES		138,000	87,500		(87,500)
Total Financing by Major Account	942,191	1,303,754	1,291,000	1,034,500	(256,500)
Financing by Accounting Unit					
21116210 COUNCIL CHAMBER TECHNOLOGY	34,500	172,500	69,000	69,000	
21116215 PEG GRANTS	907,691	1,131,254	1,222,000	965,500	(256,500)
Total Financing by Accounting Unit	942,191	1,303,754	1,291,000	1,034,500	(256,500)