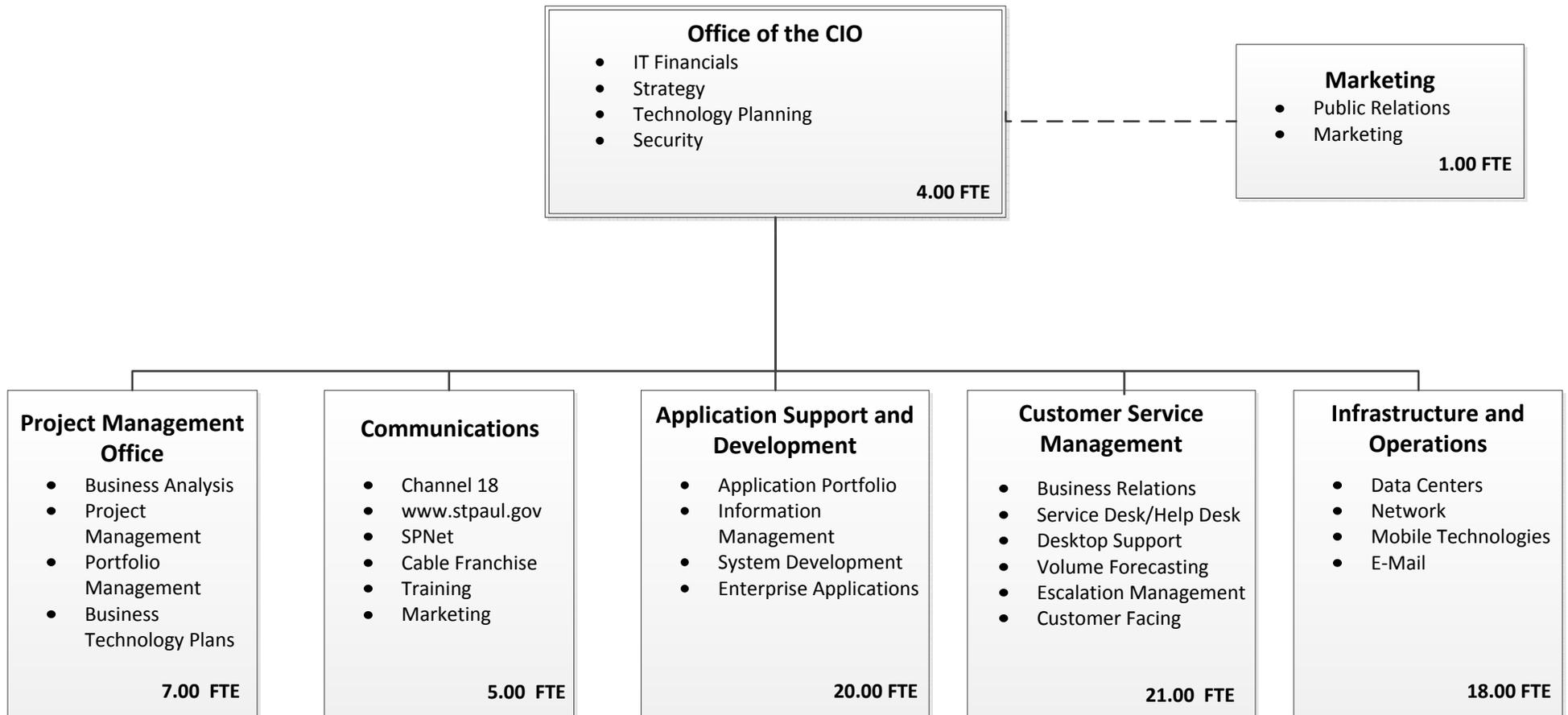


# Office of Technology and Communications

***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 76.00 FTE)

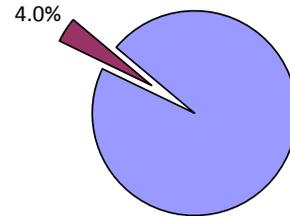
**2019 Proposed Budget  
Office of Technology and Communications**

**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 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.

**Department Facts**

- Total General Fund Budget: \$12,169,426
- Total Special Fund Budget: \$1,291,000
- Total FTEs: 76.00
- Manage and support over 3,600 PCs supporting more than 3,500 staff in the City.
- www.stpaul.gov logged 5,493,267 page views in 2016. 54.7% were new visitors.
- 260,000 views of City Videos in 2016 (196,000 in 2015).
- Supported and managed local and wide area network for more than 100 locations.

**Recent Accomplishments**

- Enterprise Resource Planning Upgrade (Infor)
- Online Business Licensing – ECLIPS Replacement
- Electronic Plan Review (Project Dox)
- Police Records Management Upgrade
- City Attorney and Civil Litigation Records Management Upgrade
- Enterprise Event Management
- Council Chambers Upgrade
- Voice Over Internet Phone (VOIP) Implementation
- Garbage Collection Management System
- Enterprise Document Management
- Right Track Management System Redesign

**2019 Proposed Budget**

**Office of Technology and Communications**

**Fiscal Summary**

	<u>2017 Actual</u>	<u>2018 Adopted</u>	<u>2019 Proposed</u>	<u>Change</u>	<u>% Change</u>	<u>2018 Adopted FTE</u>	<u>2019 Proposed FTE</u>
<b>Spending</b>							
100: General Fund	11,613,775	11,751,575	12,169,426	417,851	3.6%	75.50	76.00
211: General Government Special Projects	1,118,291	191,000	1,291,000	1,100,000	575.9%	-	-
<b>Total</b>	<b>12,732,066</b>	<b>11,942,575</b>	<b>13,460,426</b>	<b>1,517,851</b>	<b>12.7%</b>	<b>75.50</b>	<b>76.00</b>
<b>Financing</b>							
100: General Fund	3,468,548	3,239,212	3,388,686	149,474	4.6%		
211: General Government Special Projects	1,392,422	191,000	1,291,000	1,100,000	575.9%		
<b>Total</b>	<b>4,860,970</b>	<b>3,430,212</b>	<b>4,679,686</b>	<b>1,249,474</b>	<b>36.4%</b>		

**Budget Changes Summary**

The Office of Technology and Communications (OTC) will continue its work on delivering high quality, secure, and cost-effective information technology solutions in 2019. Through this work, OTC will provide the City with better access to information, allowing leaders to make data-driven policy decisions. Changes in the 2019 budget are due to current service level and revenue adjustments, expanded investment in information security, and additional salary resources.

**100: General Fund****Office of Technology and Communications****Change from 2018 Adopted**

	<u>Spending</u>	<u>Financing</u>	<u>FTE</u>
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**Current Service Level Adjustments**

Current service level adjustments for the 2019 proposed budget reflect inflationary increases due to salary and benefits costs, and reductions of line item budgets to better reflect support, membership, and other department needs.

Current service level adjustments	192,851	129,474	-
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	192,851	129,474	-
Subtotal:	192,851	129,474	-

**Franchise Fee Revenue**

Based on updated estimates, the 2019 budget includes an increase in cable franchise fee revenue.

Franchise fee revenue	-	20,000	-
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	-	20,000	-
Subtotal:	-	20,000	-

**Information Security**

In order to continue to protect city data systems and mitigate risks, annual funding for specialized information security consulting is included in the 2019 proposed budget.

Information security	100,000	-	-
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	100,000	-	-
Subtotal:	100,000	-	-

**Competitive Technology Salaries**

In order to continue to attract and retain top technology talent, resources have been added to the 2019 budget to bring OTC salaries closer to the industry standard. Additionally, one full-time position has been created by repurposing a vacant 0.5 FTE.

Salary resources	125,000	-	0.50
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	125,000	-	0.50
Subtotal:	125,000	-	0.50

**Fund 100 Budget Changes Total**

	417,851	149,474	0.50
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**211: General Government Special Projects**

**Office of Technology and Communications**

This budget reflects OTC's cable equipment replacement and Public, Education and Government (PEG) grants.

**Change from 2018 Adopted**

**Spending      Financing      FTE**

**PEG Revenue**

The City of Saint Paul receives revenue from cable franchises for the five PEG (Public, Education, and Government) access channels available to cable subscribers in Saint Paul. The City contracts with the Saint Paul Neighborhood Network (SPNN) to provide this service. The 2019 budget includes an accounting change to more accurately reflect the transfer of cable franchise revenues to SPNN.

SPNN PEG pass-through

1,100,000      1,100,000      -

Subtotal:

1,100,000      1,100,000      -

**Fund 211 Budget Changes Total**

1,100,000      1,100,000      -



# Spending Reports

**CITY OF SAINT PAUL**  
**Department Budget Summary**  
**(Spending and Financing)**

456

Department: **TECHNOLOGY AND COMMUNICATIONS**

Budget Year: **2019**

	<b>2016 Actuals</b>	<b>2017 Actuals</b>	<b>2018 Adopted</b>	<b>2019 Mayor's Proposed</b>	<b>Change From 2018 Adopted</b>
<b><u>Spending by Fund</u></b>					
CITY GENERAL FUND	11,618,447	11,613,775	11,751,575	12,169,426	417,852
GENERAL GOVT SPECIAL PROJECTS	180,274	1,118,291	191,000	1,291,000	1,100,000
<b>TOTAL SPENDING BY FUND</b>	<b>11,798,721</b>	<b>12,732,066</b>	<b>11,942,575</b>	<b>13,460,426</b>	<b>1,517,852</b>
<b><u>Spending by Major Account</u></b>					
EMPLOYEE EXPENSE	7,613,831	8,043,758	8,515,553	8,925,198	409,646
SERVICES	3,613,232	4,288,701	2,925,938	4,004,147	1,078,209
MATERIALS AND SUPPLIES	431,293	399,607	479,884	521,884	42,000
ADDITIONAL EXPENSES			200	200	
CAPITAL OUTLAY	140,365		21,000		(21,000)
OTHER FINANCING USES				8,997	8,997
<b>TOTAL SPENDING BY MAJOR ACCOUNT</b>	<b>11,798,721</b>	<b>12,732,066</b>	<b>11,942,575</b>	<b>13,460,426</b>	<b>1,517,852</b>
<b><u>Financing by Major Account</u></b>					
TAXES	2,648,900	2,646,844	2,523,572	2,543,572	20,000
CHARGES FOR SERVICES	486,440	526,406	413,150	546,346	133,196
MISCELLANEOUS REVENUE	567,235	1,412,622	115,500	1,215,500	1,100,000
OTHER FINANCING SOURCES	272,714	275,098	377,990	374,268	(3,722)
<b>TOTAL FINANCING BY MAJOR ACCOUNT</b>	<b>3,975,290</b>	<b>4,860,970</b>	<b>3,430,212</b>	<b>4,679,686</b>	<b>1,249,474</b>

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

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

Budget Year: **2019**

	<b>2016 Actuals</b>	<b>2017 Actuals</b>	<b>2018 Adopted</b>	<b>2019 Mayor's Proposed</b>	<b>Change From 2018 Adopted</b>
<b>Spending by Major Account</b>					
EMPLOYEE EXPENSE	7,613,831	8,043,758	8,515,553	8,925,198	409,646
SERVICES	3,596,748	3,181,585	2,808,938	2,810,147	1,209
MATERIALS AND SUPPLIES	407,867	388,432	426,884	424,884	(2,000)
ADDITIONAL EXPENSES			200	200	
OTHER FINANCING USES				8,997	8,997
<b>Total Spending by Major Account</b>	<b>11,618,447</b>	<b>11,613,775</b>	<b>11,751,575</b>	<b>12,169,426</b>	<b>417,852</b>
<b>Spending by Accounting Unit</b>					
10016100 APPLICATION DEVELOPMENT & SUPPC	274,887	342,632	344,285	309,540	(34,745)
10016200 COMMUNICATIONS SECTION	152,343	211,690	126,582	96,712	(29,870)
10016300 TECHNOLOGY ADMINISTRATION	8,257,985	8,610,505	8,769,583	9,184,573	414,990
10016305 INFRASTRUCTURE AND OPERATIONS	2,585,468	2,119,818	2,168,201	2,210,210	42,009
10016320 TECHNOLOGY SERVICES NON CITY	210,186	205,593	209,974	218,162	8,188
10016400 MARKETING	137,577	123,537	132,949	150,229	17,280
<b>Total Spending by Accounting Unit</b>	<b>11,618,447</b>	<b>11,613,775</b>	<b>11,751,575</b>	<b>12,169,426</b>	<b>417,852</b>

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

458

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

**Budget Year: 2019**

	<b>2016 Actuals</b>	<b>2017 Actuals</b>	<b>2018 Adopted</b>	<b>2019 Mayor's Proposed</b>	<b>Change From 2018 Adopted</b>
<b>Spending by Major Account</b>					
SERVICES	16,484	1,107,116	117,000	1,194,000	1,077,000
MATERIALS AND SUPPLIES	23,426	11,175	53,000	97,000	44,000
CAPITAL OUTLAY	140,365		21,000		(21,000)
<b>Total Spending by Major Account</b>	<b>180,274</b>	<b>1,118,291</b>	<b>191,000</b>	<b>1,291,000</b>	<b>1,100,000</b>
<b>Spending by Accounting Unit</b>					
21116210 COUNCIL CHAMBER TECHNOLOGY	146,053	290	69,000	69,000	
21116215 PEG GRANTS	34,222	1,118,001	122,000	1,222,000	1,100,000
<b>Total Spending by Accounting Unit</b>	<b>180,274</b>	<b>1,118,291</b>	<b>191,000</b>	<b>1,291,000</b>	<b>1,100,000</b>

# Financing Reports

**CITY OF SAINT PAUL**  
**Financing by Company and Department**

Company: CITY OF SAINT PAUL  
 Department: TECHNOLOGY AND COMMUNICATIONS  
 Fund: CITY GENERAL FUND

Budget Year: 2019

Account	Account Description	2016 Actuals	2017 Actuals	2018 Adopted	2019 Mayor's Proposed	Change From 2018 Adopted
40870-0	CABLE TV	2,648,900	2,646,844	2,523,572	2,543,572	20,000
<b>TOTAL FOR TAXES</b>		<b>2,648,900</b>	<b>2,646,844</b>	<b>2,523,572</b>	<b>2,543,572</b>	<b>20,000</b>
44190-0	MISCELLANEOUS FEES	(10,985)	10,985			
44520-0	INSTITUTIONAL NETWORK USER FEE			32,500	32,500	
44525-0	CABLE TV SERVICES	4,432	16,750	12,500	12,500	
51170-0	TECHNOLOGY SERVICES	20,258	28,245			
51172-0	PC REPLACEMENT DEPT SHARE	472,735	470,426	368,150	501,346	133,196
<b>TOTAL FOR CHARGES FOR SERVICES</b>		<b>486,440</b>	<b>526,406</b>	<b>413,150</b>	<b>546,346</b>	<b>133,196</b>
55505-0	OUTSIDE CONTRIBUTION DONATIONS			12,000	12,000	
55515-0	COUNTY SHARE OF COST	500	20,200			
55815-0	REFUNDS OVERPAYMENTS	32				
55840-0	E RATE REFUNDS	155,854				
<b>TOTAL FOR MISCELLANEOUS REVENUE</b>		<b>156,386</b>	<b>20,200</b>	<b>12,000</b>	<b>12,000</b>	
56225-0	TRANSFER FR SPECIAL REVENUE FU	40,910	37,674	165,581	146,296	(19,285)
56245-0	TRANSFER FR INTERNAL SERVICE F	231,804	237,424	124,909	140,472	15,563
<b>TOTAL FOR OTHER FINANCING SOURCES</b>		<b>272,714</b>	<b>275,098</b>	<b>290,490</b>	<b>286,768</b>	<b>(3,722)</b>
<b>TOTAL FOR CITY GENERAL FUND</b>		<b>3,564,440</b>	<b>3,468,548</b>	<b>3,239,212</b>	<b>3,388,686</b>	<b>149,474</b>

**CITY OF SAINT PAUL**  
**Financing by Company and Department**

Company: CITY OF SAINT PAUL  
 Department: TECHNOLOGY AND COMMUNICATIONS  
 Fund: GENERAL GOVT SPECIAL PROJECTS

Budget Year: 2019

Account	Account Description	2016 Actuals	2017 Actuals	2018 Adopted	2019 Mayor's Proposed	Change From 2018 Adopted
55515-0	COUNTY SHARE OF COST		69,000	34,500	34,500	
55550-0	PRIVATE GRANTS	410,850	1,323,422	69,000	1,169,000	1,100,000
55560-0	PORT AUTHORITY DEBT COST					
<b>TOTAL FOR MISCELLANEOUS REVENUE</b>		<b>410,850</b>	<b>1,392,422</b>	<b>103,500</b>	<b>1,203,500</b>	<b>1,100,000</b>
59910-0	USE OF FUND EQUITY			87,500	87,500	
<b>TOTAL FOR OTHER FINANCING SOURCES</b>				<b>87,500</b>	<b>87,500</b>	
<b>TOTAL FOR GENERAL GOVT SPECIAL PROJECTS</b>		<b>410,850</b>	<b>1,392,422</b>	<b>191,000</b>	<b>1,291,000</b>	<b>1,100,000</b>
<b>TOTAL FOR TECHNOLOGY AND COMMUNICATIONS</b>		<b>3,975,290</b>	<b>4,860,970</b>	<b>3,430,212</b>	<b>4,679,686</b>	<b>1,249,474</b>

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

462

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

Budget Year: **2019**

	<b>2016 Actuals</b>	<b>2017 Actuals</b>	<b>2018 Adopted</b>	<b>2019 Mayor's Proposed</b>	<b>Change From 2018 Adopted</b>
<b>Financing by Major Account</b>					
TAXES	2,648,900	2,646,844	2,523,572	2,543,572	20,000
CHARGES FOR SERVICES	486,440	526,406	413,150	546,346	133,196
MISCELLANEOUS REVENUE	156,386	20,200	12,000	12,000	
OTHER FINANCING SOURCES	272,714	275,098	290,490	286,768	(3,722)
<b>Total Financing by Major Account</b>	<b>3,564,440</b>	<b>3,468,548</b>	<b>3,239,212</b>	<b>3,388,686</b>	<b>149,474</b>
<b>Financing by Accounting Unit</b>					
10016200 COMMUNICATIONS SECTION	2,798,702	2,694,779	2,548,072	2,568,072	20,000
10016205 INSTITUTIONAL NETWORK			32,500	32,500	
10016300 TECHNOLOGY ADMINISTRATION	204,654	199,916	171,106	190,072	18,966
10016305 INFRASTRUCTURE AND OPERATIONS	561,085	573,853	487,534	598,042	110,508
10016320 TECHNOLOGY SERVICES NON CITY					
<b>Total Financing by Accounting Unit</b>	<b>3,564,440</b>	<b>3,468,548</b>	<b>3,239,212</b>	<b>3,388,686</b>	<b>149,474</b>

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

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

Budget Year: **2019**

	<b>2016 Actuals</b>	<b>2017 Actuals</b>	<b>2018 Adopted</b>	<b>2019 Mayor's Proposed</b>	<b>Change From 2018 Adopted</b>
<b>Financing by Major Account</b>					
MISCELLANEOUS REVENUE	410,850	1,392,422	103,500	1,203,500	1,100,000
OTHER FINANCING SOURCES			87,500	87,500	
<b>Total Financing by Major Account</b>	<b>410,850</b>	<b>1,392,422</b>	<b>191,000</b>	<b>1,291,000</b>	<b>1,100,000</b>
<b>Financing by Accounting Unit</b>					
21116210 COUNCIL CHAMBER TECHNOLOGY	34,500	69,000	69,000	69,000	
21116215 PEG GRANTS	376,350	1,323,422	122,000	1,222,000	1,100,000
<b>Total Financing by Accounting Unit</b>	<b>410,850</b>	<b>1,392,422</b>	<b>191,000</b>	<b>1,291,000</b>	<b>1,100,000</b>

