

BOARD OF COMMISSIONERS OF UTAH COUNTY, UTAH
Public Budget Work Session Minutes – Information Systems
October 9, 2020
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PUBLIC NOTICE IS HEREBY GIVEN THAT THE

BOARD OF COMMISSIONERS OF UTAH COUNTY, UTAH

WILL HOLD A PUBLIC WORK SESSION
IN THE COMMISSION CHAMBERS – ROOM 1400
OF THE UTAH COUNTY ADMINISTRATION BUILDING
100 East Center Street, Provo, Utah
October 09, 2020 – 9:00 A.M.

Members may participate electronically at will, with the anchor location as stated above.

In accordance with the Orange level guidelines instituted by the State Department of Health in the City of Provo, members of the public are strongly encouraged to participate electronically. Physical attendance will be limited to 20 people (including staff) at the anchor location. Once the room has reached capacity the doors will be locked, and additional attendees will be invited to participate online. All individuals in attendance must comply with Provo City Code 9.25 requiring face coverings in indoor spaces where social distancing is not possible with certain exemptions.

The public may participate electronically by joining via zoom at the following link: <https://zoom.us/j/9938818466> or calling (346) 248-7799 or (669) 900-6833, meeting ID: 9938818466. Comments will be limited to three (3) minutes per individual unless otherwise approved by the Board. Please state your name at the beginning of the comment. Please no foul or abusive language.

If a member of the public is unable to provide comment electronically then they may contact the commission clerk to submit written comments for the record by emailing commissionclerk@utahcounty.gov or by calling 801-851-8111

~WORK SESSION MEETING MINUTES~

*Commissioner Ainge in Attendance.
Commission Ivie via Teleconference.
Commissioner Lee not in attendance.*

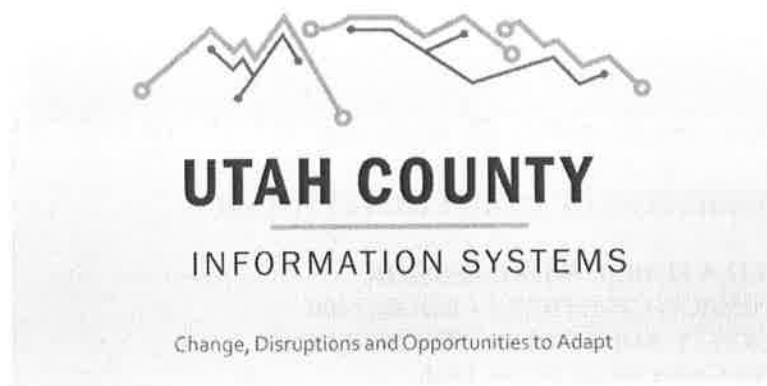
(Called to Order: 9:16 AM)

WORK SESSION

1. WORK SESSION RELATED TO THE 2021 UTAH COUNTY BUDGET

INFORMATION SYSTEMS

Patrick Wawro, Director of Information Systems – Gave PowerPoint Presentation:



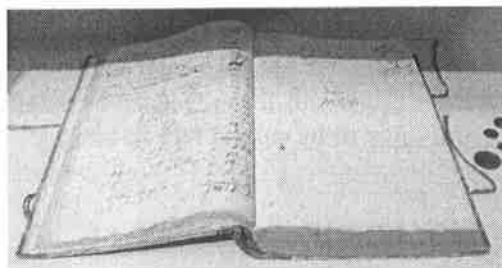
What are Information Systems?

“Information is the Currency of Democracy”

Accurate, dependable and accessible information is essential for government transparency and accountability to its citizens

BELOW IS AN OLD TAX LEDGER FROM THE 1800’S IN GERMANY. FOR HUNDREDS OF YEARS, THIS IS HOW WE KEPT GOVERNMENT DATA – IN BOOKS/LEDGERS THAT GOT PUT ON A SHELF.

Tax Ledger



OR, ON AN OWNERSHIP PLAT AS SHOWN BELOW FROM 1925. THESE WERE HAND DRAWN, WRITTEN IN BOOKS AND STORED ON A SHELF.



Government data is constantly growing in size and complexity.

Most government data types are related and/or organized by

- People, groups, or organizations
- Location

Technology is rapidly advancing

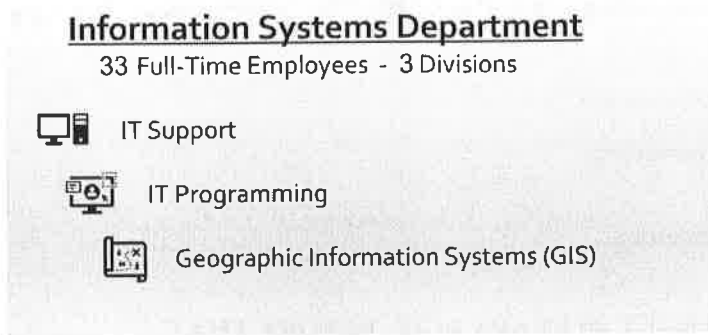
MY DEPARTMENT WAS CREATED ABOUT 40 YEARS AGO. BEFORE THAT, DEPARTMENTS KEPT THEIR OWN INFORMATION IN THEIR OWN BOOKS, IN THEIR OWN WAY. THESE DATABASES, IF YOU WANT TO CALL THOSE BOOKS DATABASES, WERE COMPLETELY SEPARATE AND DISCRETE FROM EACH PLACE. IF YOU WANTED TO HAVE COPIES, SOMEONE ACTUALLY NEEDED TO MAKE A COPY FIRST BY HAND AND THEN LATER THROUGH PHOTOCOPYING.

LUCKY FOR US, TECHNOLOGY MET US AT THE RIGHT TIME AND ALLOWED US TO START DOING DIFFERENT THINGS WITH GOVERNMENT. WE DISCOVERED THAT MOST GOVERNMENT DATA ARE RELATED – IT'S EITHER TIED TO A PERSON, A GROUP OR ORGANIZATION. WHEN WE START THINKING ABOUT WAY THAT INFORMATION IS LINKED, WE START WANTING TO LEVERAGE THAT INFORMATION FROM ONE GOVERNMENT FUNCTION TO ANOTHER GOVERNMENT FUNCTION SO WE'RE NOT DUPLICATING WORK AND WE ARE GROWING IN OUR ABILITY TO ANALYZE TRUE VARIABLES IN OUR DECISION MAKING. THAT'S WHY THE INFORMATION SYSTEMS DEPARTMENT WAS FORMED. IT BECAME A TECHNICAL FUNCTION TO MAKE SURE THIS DATA IS SAFEGUARDED AND STORED AND SHARED APPROPRIATELY.






**IS
Department
Mission**

To be a **trusted partner** in providing technological **innovation** that enables departments to **efficiently** and **effectively** serve the County and its citizens.



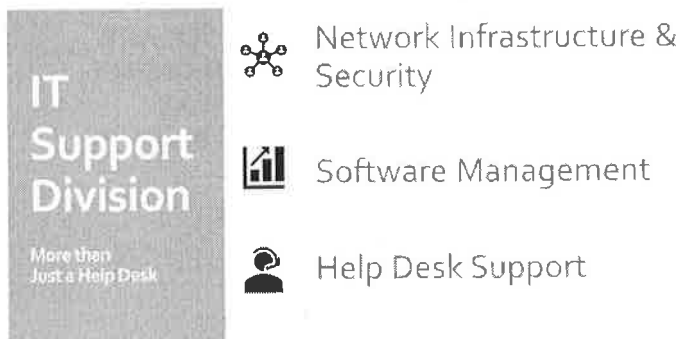
Information Systems Department
33 Full-Time Employees - 3 Divisions

-  IT Support
-  IT Programming
-  Geographic Information Systems (GIS)

IT SUPPORT AND IT PROGRAMMING ARE UNDER OUR INTERNAL SERVICES FUND WHICH MEANS ANY MONEY WE SPEND FOR IT SUPPORT OR IT PROGRAMMING, WE HAVE TO GENERATE REVENUE INTERNALLY FOR THOSE. SO, WE BILL THE DEPARTMENTS FOR THEIR PURCHASE.




GEOGRAPHIC INFORMATION SYSTEMS IS PART OF THE GENERAL FUND AND NOT UNDER THE SAME SYSTEM.

WE HAVE 7 PEOPLE IN OUR IT SUPPORT, 15 PROGRAMMERS, 4 ADMINISTRATIVE STAFF AND 7 GIS STAFF.



**IT
Support
Division**

More than
Just a Help Desk

-  Network Infrastructure & Security
-  Software Management
-  Help Desk Support

NETWORK INFRASTRUCTURE & SECURITY – THINGS THAT KEEP US FROM BEING CYBER ATTACKED AND KEEP OUR DATA BACKED UP APPROPRIATELY. IT ALSO PROVIDES AN EMAIL PLATFORM AND OUR INTERNAL CONNECTION, WI-FI ACCESS POINT NETWORKS, ETC.

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SOFTWARE MANAGEMENT – MANAGES GROUP SOFTWARE SUCH AS MICROSOFT OFFICE AND ORACLE – THINGS THAT ARE UBIQUITOUS AND USED BY EVERYONE. INSTEAD OF MAKING DEPARTMENTS GO OUT AND BUY THEIR OWN VERSIONS OF THESE THINGS, IT MAKES MORE ECONOMIC SENSE FOR US TO CENTRALLY CONTROL THOSE AND BUY THEM UNDER ONE CONTRACT AND THEN OFFER THOSE OUT. THAT’S A BIG PORTION OF MANAGING OUR SUITE OF SOFTWARE.

HELP DESK SUPPORT - THE MOST VISIBLE PART OF THIS IS THE HELP DESK SUPPORT. MOST COUNTY EMPLOYEES HAVE A LOT OF EXPERIENCE DEALING WITH THE HELP DESK WE HAVE 4 TECHNICIANS WHO HELP DELIVER COMPUTERS, REPAIR COMPUTERS, ANSWER THE PHONE TO TROUBLESHOOT A COMPUTER AND SEND OUR COMPUTERS OFF TO A SURPLUS SALE. THEY ALSO MONITOR OUR NETWORK INFRASTRUCTURE AND THEN HELP RUN THE TECHNICAL PORTION OF MEETINGS.

THEY PROCESSED OVER 8,000 HELP DESK REQUESTS LAST YEAR AND DO A TON OF WORK FOR 4 GUYS.



Goal 1 – Improve Help Desk Service

Anticipated Outcome/Metric:

93% Customer Satisfaction

Actual Outcome:

Of the more than 8,800 help desk requests in 2019, most customers were satisfied. Need to improve customer satisfaction tracking so we:

- 1) Expanded help desk service hours to 7 am to 6 pm.
- 2) Introducing a new online help desk ticket system available 24 hours a day that will formally track satisfaction results.
- 3) Introducing new computer equipment ordering application to improve efficiency, transparency and performance tracking of the computer ordering process.

COMMISSIONER AINGE – SO JUST TO CONFIRM – THOSE WERE ALL THINGS THAT YOU DID ON GOAL 1 WAS TO TRY TO YOU GET BETTER CUSTOMER SATISFACTION. DID YOU END UP MEASURING THE CUSTOMER SATISFACTION?

PATRICK WAWRO - YES, WE GET VERY FEW RESPONSES. WE HAVE KEPT AN EXCEL SPREADSHEET ON THOSE EMAIL RESPONSES. IT’S MORE THAN 90% BUT WE ARE PROBABLY ONLY GETTING LIKE A 2% RETURN ON FEEDBACK. WE WANT TO FIND A BETTER WAY OF COLLECTING THAT INFORMATION BACK.

COMMISSIONER AINGE - WHAT DO YOU THINK YOUR APPROACH IS GOING TO BE NEXT YEAR?

PATRICK WAWRO – THIS ONLINE TICKET – WE WANT TO MAKE THAT SO EASY FOR THEM TO ANSWER THAT MORE WILL ANSWER. I PLEAD WITH DEPARTMENT HEADS TO GIVE US THE FEEDBACK WE NEED BECAUSE IF WE’RE GOING TO MAKE THE SYSTEM BETTER, WE NEED FEEDBACK. THE WORST THING IS TO HAVE PEOPLE BE UPSET OR HAPPY AND THEN NOT SHARE THAT WITH US. WITHOUT THAT WE CAN’T MAKE ADJUSTMENTS. I DO MEET WITH DEPARTMENT HEADS REGULARLY AND ASK THEM HOW THINGS ARE GOING, AND THEY TELL ME. IF A CUSTOMER WAS NOT SATISFIED, I GENERALLY HEAR ABOUT THAT PRETTY QUICKLY.



Goal 2 – Improve IT Infrastructure Data Backup Capacity

Anticipated Outcome/Metric:

Expand Off sight Data Backup and Disaster Recovery System for entire database system

Actual Outcome:

Implemented Oracle Data Guard and ExaGrid Data Backup System which provides two levels of backup to all County data assets including a fully functioning off sight data repository.

- New systems 600 Terabytes of State-of-the-Art Data Storage
- Installing new fire suppression system in data center



Goal 3 – Provide Faster and More Redundant Internet Connection

Anticipated Outcome/Metric:

Add a new redundant internet connection to expand VPN connection capacity

Actual Outcome:

Added a 5 GB Verizon internet connection

- 5x faster than our 1 GB Google Fiber connection
- 300% increase in VPN connection capacity

Allowed us to demote Google fiber connection to a secondary backup connection to provide a redundant connection in case of primary failure.



Future Goal but Accomplished in 2020 – Update and Expand WiFi Access Point Network

Anticipated Outcome/Metric:

Update hardware and expanded coverage and capacity of WiFi Access points throughout all County Buildings.

Actual Outcome:

Replaced and doubled the number of access points with updated hardware

- Expanded from 65 to 135 WiFi Access Points
- Purchased WiFi signal strength mapping software to baseline and monitor signal strength regularly and identify signal dead spots.



OUR WI-FI ACCESS POINT NETWORK WAS 10 YEARS OLD. IT HAD SOME SECURITY ISSUES AND CAPACITY ISSUES. WE HAVE BEEN ABLE TO COMPLETELY REPLACE AND DOUBLE THE NUMBER OF WI-FI ACCESS POINT SO OUR SIGNAL STRENGTH IS BETTER AND CAN HANDLE MORE DEVICES IN A ROOM AT THE SAME TIME.



90% OF THE INCREASE IS EQUIPMENT SUPPORT AND MAINTENANCE FOR BUILDING EXPANDING OUR BACKUP DATABASES AND SOME OF OUR SOFTWARE COLLABORATION TOOLS THAT COUNTY SHARES WITH THINGS SUCH AS MICROSOFT TEAMS. IT'S PURELY OPERATING COSTS.

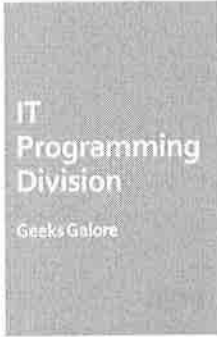
COMMISSIONER AINGE – MANY MAY NOT REALIZE THIS, BUT THIS IS YOUR FIRST YEAR DOING THIS AND YOU'VE DONE A GREAT JOB OF JUMPING IN AND BELIEVING AND BEING ACCOUNTABLE WITH THE OUTCOME-BASED BUDGETING. SO, MUCH APPRECIATED THERE ON THE BUDGET. YOU'RE SAYING NO STAFFING PLAN CHANGE. YOU HAVE INVESTED A LITTLE BIT MORE IN THE INFRASTRUCTURE AND THE EQUIPMENT. DO YOU SEE, AS THE EQUIPMENT IS MORE EFFICIENT AND OPERATING BETTER, THAT THAT COULD ACTUALLY REDUCE THE HUMAN DEMAND ON THE SUPPORT SIDE OR AT LEAST MAYBE OFFSET THE GROWTH THAT MAY HAVE BEEN REQUIRED.




PATRICK WAWRO - THAT'S CERTAINLY TRUE. TECH SUPPORT HAS DOUBLED OVER THE LAST 10 YEARS. SO, I MEAN THAT'S EVERY COMPUTER, EVERY IPAD THAT WE'RE GETTING CALLS FOR AND MORE NOW BECAUSE A LOT OF PEOPLE ARE WORKING FROM HOME AND THEY'RE REMOTING INTO THEIR MACHINE HERE. SO NOW ALL OF A SUDDEN, THEY HAVE TWO COMPUTERS THAT COULD HAVE PROBLEMS, NOT TO MENTION ALL THE SECURITY ISSUES WHEN YOU TAKE A WORKFORCE AND YOU HAVE THEM NOW WORKING FROM THEIR HOME NETWORK SOMETIMES ON THEIR PERSONAL MACHINES. THERE'S A LOT OF ADDITIONAL CYBER RISK THAT WE NEED TO MANAGE AND MONITOR. IF WE WOULDN'T HAVE INVESTED IN THESE NEW TOOLS TO ALLOW US TO DO THAT WITH LESS PEOPLE, I WOULD BE UP HERE ASKING FOR MORE PEOPLE.

COMMISSIONER AINGE - THERE IS A CORRELATION BETWEEN THIS AS YOU HAVE INVESTED, AND THE SYSTEMS ARE WORKING AND THEY'RE MORE STREAMLINED. THERE'S A CORRELATION TO THAT IN YOUR STAFFING PLAN.

PATRICK WAWRO - ABSOLUTELY AND MORE THINGS ARE BEING AUTOMATED TOO, WHICH IS HELPFUL BUT EVERYTHING THAT'S AUTOMATED ALSO NEEDS TO BE MONITORED TO MAKE SURE THAT'S WORKING. UNFORTUNATELY, I.T. SUPPORT INFRASTRUCTURE, WHILE IT WORKS BETTER AND FASTER, IT ISN'T SIMPLER – IT'S MORE COMPLICATED WITH MORE COMPONENTS TO MAKE THINGS WORK. I THINK WE FEEL GOOD ABOUT OUR STAFFING LEVELS RIGHT

NOW. WE’LL MAKE SOME ADJUSTMENTS WITH ATTRITION COMING UP BUT MOSTLY IT’LL BE SHUFFLING TO MATCH SKILLS WITH THE NEEDED WORK THAT NEEDS TO HAPPEN RATHER THAN NEW HIRES FOR AT LEAST 2021.



-  Application Development
-  Software Integration
-  Web Design

THERE ARE SO MANY PROJECTS THAT WE’RE WORKING ON – THERE’S 40-50 RIGHT NOW. THEY EITHER BUILDING APPLICATIONS FROM SCRATCH OR INTEGRATING BIG SOFTWARE PLATFORMS LIKE THE ASSESSOR’S CAMERA SYSTEM WITH THE RECORDER’S MAPPING SYSTEM.



Goal 1 – Increase Programming Output By Employing a Collaborative Team Approach

Anticipated Outcome/Metric:
Improve Programming Output by 10% in 2020

Actual Outcome:
By adopting a programming team approach and employing new collaboration software tools, productivity increased more than 30% for the first 6 months of 2020 over the same period of 2019. This figure does not include the team of temporary Covid-funded programmers. Including their contribution would result in more than a 45% increase in new lines of code produced.



Goal 2 – Improve Customer Satisfaction by Being More Collaborative with Other Departments

Anticipated Outcome/Metric:
93% or higher customer satisfaction in 2020

Actual Outcome:
Judging from input received during and after development, the progress made on all (and/or) programming projects in 2020 to date has resulted in satisfied customers. Will conduct a formal survey at or near the end of 2020 to confirm that result. Some examples include:

- On-Line Marriage Application
 - In 2020 issued 7,560 marriage licenses to date
 - Total of \$302,000 in gross revenue at \$40 per license issued.
 - That is 473 more license than the total number of licenses issued in 2019



IT
Programming
Division
Goals

Goal 2 – Improve Customer Satisfaction by Being More Collaborative with Other Departments

Actual Outcome Continued:

- Election Support**
 - Completely automating the processing of the vote count data and populating our web page with the updates in seconds. This takes out all possibility of human error that existed with the previous process of transcribing the numbers and updates the results immediately.
 - Built many web-based digital forms replacing the previous collection of hand-written election filing forms and disclosures.
 - Automating the "Cure Letters" process of contacting voters regarding problematic ballots (missing or unattached signatures, etc.) The Elections office reports that this automation alone saves their office approximately 34,764 in staff time.



IT
Programming
Division
Goals

Goal 2 – Improve Customer Satisfaction by Being More Collaborative with Other Departments

Actual Outcome Continued:

- Vaccine/Health Event Scheduler**
 - A self serve online appointment scheduler which will allow health department to schedule a safe number of patients in 15 minute blocks of time according to the capacity of the health care team servicing the event.
 - Built in text/email notification reminders for patients.
 - Completely paperless and highly efficient. In tests, most patients arrive, check in and received their vaccine in less than 7 minutes reducing exposure risks.



IT
Programming
Division
Goals

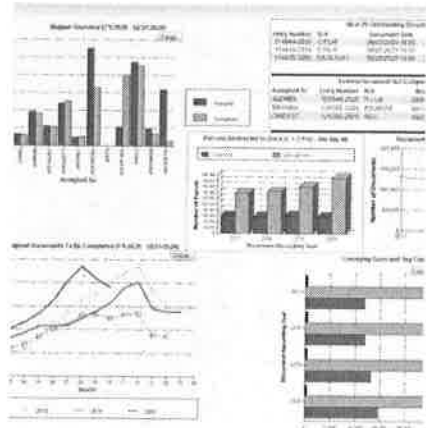
Goal 2 – Improve Customer Satisfaction by Being More Collaborative with Other Departments

Actual Outcome Continued:

- Online Payment Portals**
 - Treasurers: Online credit card payments for personal property taxes.
 - Attorneys: Online CHAMA Request System – Standardizing and greatly improving customer experience and staff time required to process requests and allowing for online credit card transactions for the requests.
 - Recorder: A new Recorder dashboard monitoring staff performance and recording request levels.



Recorder
Dashboard



	2020 Adjusted Budget	2021 Proposed Budget
IT Programming Budget	\$2.308 Million	\$2.597 Million
		\$150,000 for new Integration Engineer position
		\$100,000 for 2 to 3 time-limited programmers

WE'RE ACTUALLY ASKING FOR THE NEW INTEGRATION ENGINEER THIS YEAR, BUT IT WILL IMPACT NEXT YEAR'S BUDGET. THIS PERSON WILL BETTER INTEGRATE WORKDAY WITH OUR GENERAL LEDGER AND OUR NEW BUDGETING SYSTEM QUESTICA. THIS WILL STREAMLINE A LOT OF OUR PROCESSES. SINCE APRIL 1, TWO PROGRAMMERS HAVE SPENT OVER 400 HOURS PROCESSING PAYROLL BECAUSE THE APPROPRIATE RULES DON'T EXIST INHERENTLY IN WORKDAY, SO THE DATA OUTPUT OF WORKDAY DOESN'T QUITE MATCH UP WITH OUR GENERAL LEDGER SYSTEM. IT WAS A VERY COMPLEX PROJECT AND WE GOT DONE WHAT WE COULD, BUT MORE WORK NEEDS TO BE DONE TO USE WORKDAY FOR WHAT ITS CAPABILITIES REALLY ARE. I DON'T WANT TO BE SPENDING 490,000 A YEAR OF MY PROGRAMMING TIME SUPPORTING SOMETHING THAT REALLY SHOULD BE AUTOMATED.

SO, FROM THE OUTSET SO THAT WHILE WE'RE TALKING ABOUT SPENDING \$150,000, WE'RE GOING TO GET A LOT OF BANG FOR THAT BUCK AND WE'RE GOING TO OFFSET ALREADY \$90,000 OF WASTED PROGRAMMER TIMER.

RUDY LIVINGSTON – BUDGET MANAGER - MY UNDERSTANDING IS THAT ALSO WE ARE PAYING A CONSULTANT ON THE WORKDAY SIDE SO THIS WILL ALSO OFFSET SOME OF THAT, IS THAT CORRECT?

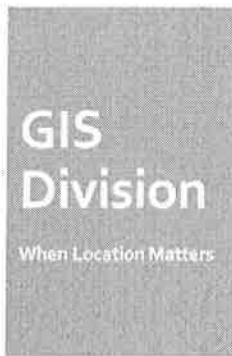
PATRICK WAWRO - THAT'S RIGHT. WHAT I WOULD RECOMMEND IS THAT WE'VE ALREADY HIRED A CONSULTANT FOR THE NEXT YEAR – THAT WE HAVE THAT CONSULTANT PAIR PROGRAM WITH THIS NEW PROGRAMMER, SO WE WEAN OURSELVES OFF FROM HAVING TO NEED TO SPEND \$100,00 A YEAR ON A CONSULTANT. IF YOU HAVE THE \$100,000 AND YEAR PLUS \$90,000 BEING SPENT KEEPING PROGRAMMERS MONITORING PAYROLL, YOU'RE ALREADY GOING TO SEE SAVINGS IN 2022 AND IF WE DON'T DO IT, THEN WE'RE JUST GOING TO KEEP PAYING THIS OVER AND OVER AGAIN THAT THE DOESN'T SEEM TO MAKE A WHOLE LOT OF SENSE TO ME.

COMMISSIONER AINGE – WHAT'S INTERESTING ABOUT YOUR BUDGET IN THE INCREASES AND REALLY THE WHOLE BUDGET, IS NOT SO MUCH JUST YOUR DEPARTMENT - BUT THIS ALSO REPRESENTS WHAT THE DEMAND WOULD BE FROM THE VARIOUS DEPARTMENTS AND WHAT PROGRAMMING PROJECTS THEY HAVE FOR 2021.

I WANT TO TAKE A STEP BACK. I FEEL LIKE A COUPLE OF YEARS AGO THERE WAS NOT THIS AMOUNT OF EXCITEMENT HAPPENING. THERE WAS A SENSE OF ‘WE CAN’T ASK FOR MONEY TO INVEST IN THESE TECHNOLOGY PROJECTS’ AS WELL AS ‘DO WE HAVE THE CAPABILITY TO REALLY DO THAT’? ONE OF OUR DEPARTMENT HEADS RECENTLY SAID THAT YOU HAVEN’T INNOVATED THEN YOU’RE NOT SAVING TAXPAYER DOLLARS.

I THINK YOU JUST SHOWED A NUMBER OF EXAMPLES. THESE ARE GREAT EXAMPLES OF WHY WE’RE DOING OUTCOME-BASED BUDGETING. PEOPLE CAN ASK FOR TECHNOLOGY SPEND, IF THEY CAN SHOW THAT IT’S GOING TO HELP, ACHIEVE AN OUTCOME. THAT’S EITHER GOING TO MAKE YOUR DEPARTMENT WAY MORE PRODUCTIVE. IT’S GOING TO ALLOW FEWER PEOPLE TO DO THE WORK BETTER, SERVICE TO OUR RESIDENTS. YOU’VE SHOWN THAT NOT ONLY YOUR DEPARTMENT IS FACILITATING THAT OUTCOME, BUT THOSE DEPARTMENTS WHO INVESTED ARE ACHIEVING THAT OUTCOME.

COMMISSIONER IVIE – I APPRECIATE THE WORK AND THE IMPROVED PRODUCTS THAT ARE COMING FROM YOUR DEPARTMENT.



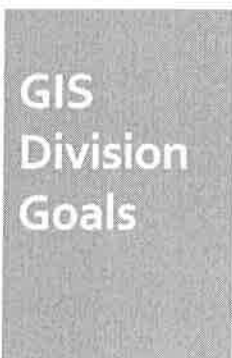
Builds and Maintains Mapping Data



Develops Mapping Applications



Adds Spatial Intelligence And Analysis



Goal 1 – Keep GIS Servers and Web Services Operational During County Business Hours

Anticipated Outcome/Metric:

Operational 99.0 % of Business Hours

Actual Outcome:

GIS services were operational and fully functioning more than 99.5% of business hours.



Goal 2 – Extend GIS mapping and analyses capabilities functions throughout all county departments

Anticipated Outcome/Metric:

Build or Update 10 new GIS applications or information dashboards for county departments

Actual Outcome:

The GIS Division has already completed 42 new GIS applications or dashboards this year so far.

A few examples to follow:

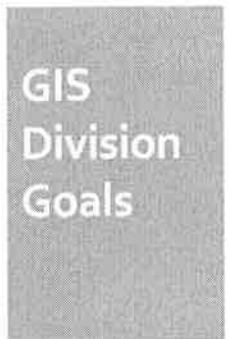


Goal 2 – Extend GIS mapping and analyses capabilities functions throughout all county departments

Actual Outcomes Continued:

Mosquito Abatement:

- Completely rebuilt and redesigned Mosquito Abatement's field staff's treatment and testing tracking applications.
- Automatically tracks how long a technician was at a certain point to determine required treatment time.



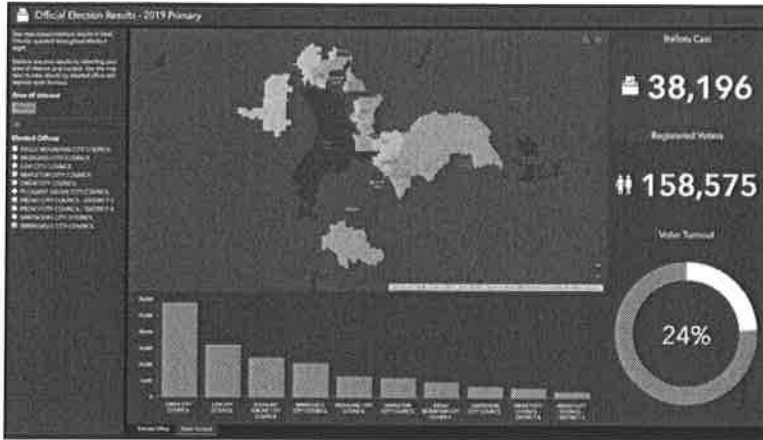
Goal 2 – Extend GIS mapping and analyses capabilities functions throughout all county departments

Actual Outcomes Continued:

Elections Results Map and Dropbox Tracking:

- Saved thousands of dollars by building in house an election results mapping application that can be updated in seconds from the data from the elections vote counting equipment
- Drop box tracking application keeps track of when, where, and how many ballots were picked up and delivered at the election processing center in real time.

PATRICK WAWRO – BELOW IS AN EXAMPLE OF OUR ONLINE ELECTION RESULTS FROM LAST FALL. EVERY ELECTION IS DIFFERENT. YOU HAVE DIFFERENT CANDIDATES, DIFFERENT TYPES OF RACES, BUT THIS IS A SIMILAR TYPE OF MAP.



BELOW IS A SCREENSHOT OF OUR DROPBOX APPLICATION. THE GLOWING SPOTS ARE ALL THE DROP BOXES THAT WERE THERE FOR LAST FALL. THIS SHOWS WHEN DROP BOXES WERE PICKED UP, WHICH ONES ARE STILL BEING TRAVELED AND HOW MANY HAVEN'T BEEN PICKED UP YET.



GIS Division Goals

Goal 2 – Extend GIS mapping and analyses capabilities functions throughout all county departments

Actual Outcomes Continued

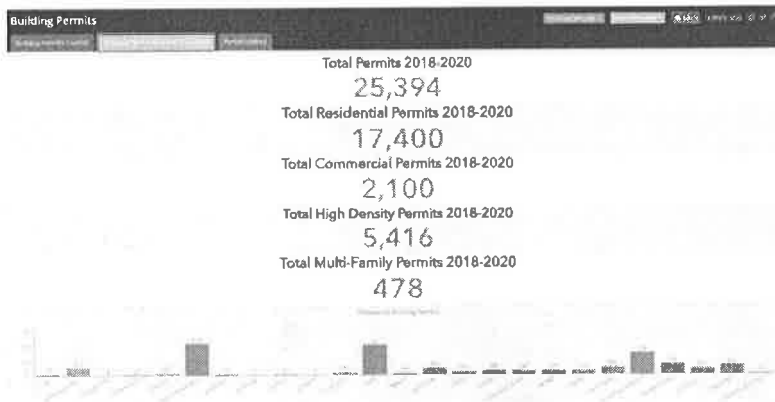
Assessors Suite of Analytical Tools:

- Equity Analysis App. (helps to visually and statistically find outliers to help refine assessment models)
- BOE Support
- MLS Sales App

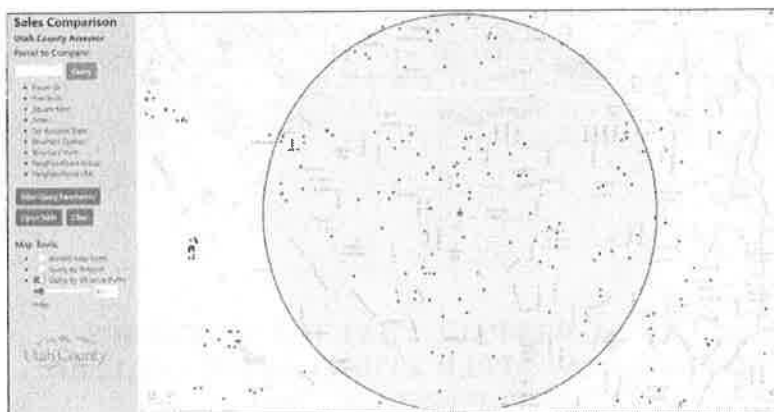
BELOW IS A SCREENSHOT OF THE ACTUAL WEBPAGE THAT THE ASSESSOR'S OFFICE USES TO KICK OFF THESE DIFFERENT APPLICATIONS. THESE ARE USED BY THEIR APPRAISERS AND ASSESSMENT MODELING STAFF.



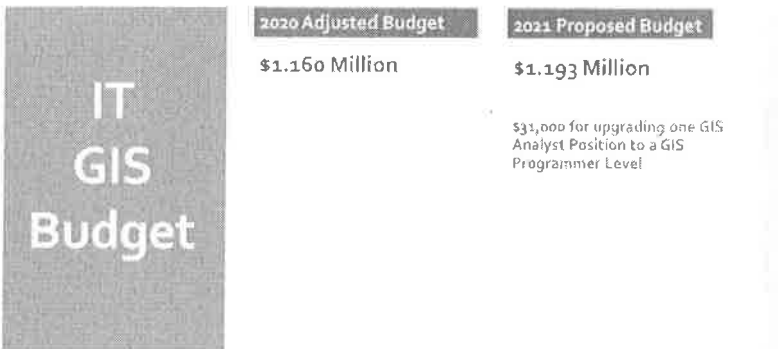
BELOW IS AN EXAMPLE OF OUR PERMITTING APPLICATION THAT TRACKS NEW PERMITS (RESIDENTIAL AND COMMERCIAL) AND WHERE THEY'RE OCCURRING.



BELOW IS ANOTHER APPLICATION THAT COMPARES SALES WHICH IS PRIVATE – WE DON'T RELEASE THIS PART TO THE PUBLIC BECAUSE OF UTAH STATE LAWS BUT THE ASSESSMENT STAFF, WHEN THEY'RE DOING COMPARISONS, NEED TO SEE WHERE THOSE SALES WERE AND HOW MUCH THEY WERE IN THE PROPER TIMEFRAME AND THE THEY HAVE A BUNCH OF CRITERIA.



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COMMISSIONER AINGE – I APPRECIATE ALL THE INSIGHT ON THE NEW PROJECTS. WHAT ARE THE MOST HEAVILY UTILIZED APPLICATIONS JUST FOR THE PUBLIC?

PATRICK WAWRO – WE SUPPORT ALL THE MAPPING LAYERS THAT APPEAR IN THE 911 DISPATCH CENTER. THAT DATA DOESN'T COME FROM ANYWHERE ELSE BUT US. IT MEANS ADDRESSING AND STREET NAMES AND ALL THAT KIND OF STUFF. WE HAVE TO BE ABSOLUTELY VIGILANT OTHERWISE AMBULANCE OR POLICE WILL GO TO THE WRONG PLACE. THIS IS A GROWING COUNTY SO THERE'S CONSTANTLY NEW ROADS AND NEW ADDRESSES AND NOW THERE'S A TENDENCY FOR DEVELOPERS TO BE BUILDING SUBDIVISION BEFORE THEY'RE FULLY RECORDED SO WE ARE CONSTANTLY WATCHING FOR NEW ADDRESSES TO SHOW UP. IT'S CRITICAL. THAT FUNCTION ALONE WEIGHS HEAVILY ON US BECAUSE THE STAKES ARE SO HIGH.

ANOTHER FUNCTION THAT'S VERY CRITICAL IS OUR ENTIRE LAND MANAGEMENT SYSTEM WHICH STARTS WITH THE RECORDING THEN THE WHOLE MAPPING PLATFORM TO DRAW IN THE PARCEL BOUNDARIES THAT STARTS IN THE RECORDER'S OFFICE. THEY RELY ON GIS TO BUILD THAT MANAGEMENT TOOL AND THEN MANAGE THAT DATA AND HAND IT OFF TO THE ASSESSOR'S OFFICE WHICH THEN DOES THEIR ASSESSMENT MODELING. THAT SYSTEM ALONG WE CALL THE LAN SYSTEM. IT IS HUGE AND EXTREMELY COMPLICATED AND INTEGRATED AND FRANKLY THE ENVY OF THE STATE AND INTERMOUNTAIN WEST. NO ONE HAS A SYSTEM BUILT LIKE THAT, THAT HAS WORKFLOWS AUTOMATED AND THE RECORDER'S OFFICE CAN SPEAK TO THE VALUE OF THAT. SO, WE ARE A HUGE INDUSTRY LEADER.

I WILL MENTION, BUT I DON'T WANT TO TAKE ANYTHING AWAY FROM OUR GIS PEOPLE, BUT THEY HAVE WON AN INTERNATIONAL AWARD THIS SUMMER THAT WILL BE PRESENTED IN THE NEXT WORK SESSION.

THE MOST VISIBLE THING THAT THE PUBLIC WILL KNOW IS WE HAVE A VERY POPULAR ONLINE AND MOBILE PARCEL/PROPERTY SEARCH TOOL THAT IS USED BY REALTORS AND DELIVERY PEOPLE. WE KNOW WHEN THE SYSTEM IS DOWN THAT 99 ONE OF THE REASONS WHY WE CAN KEEP THAT AT 99 BECAUSE WHEN THAT GOES DOWN AND PARCEL OUR ONLINE PARCEL SEARCH STOPS WORKING, WE GOT A LOT OF CALLS. SO THAT'S PROBABLY THE MOST VISIBLE THING FOR THE PUBLIC TO SEE AND THAT IS A FREE DOWNLOAD BY THE WAY. IF YOU SEARCH FOR UTAH COUNTY PARCELS, YOU CAN DOWNLOAD IT EITHER

FOR GOOGLE, ANDROID OR IOS APP. WE JUST REBUILT THIS WITH BETTER TECHNOLOGY SO IT'S PERFORMING EVEN BETTER WITH MORE FUNCTIONALITY.

Impact of Covid-19

Covid-19 Presented Challenges

- Remote Workforce in Days
 - 72% Administrative Positions Regularly Work From Home
 - Seriously Tested Capacity & Security
- Immediately *Accelerated* Need for Contactless Transactions
- Required Reevaluation of Department Goals and Focus

Learning from Private Sector

- Although we are government, we share the same customers.
- Customer expectations are constantly evolving.
- We should not accept status quo in our customer experience.

Thriving in an Era of Continual and Accelerating Change

Government no longer has a millennium, century, or even a decade to prepare for what's around the corner.

The pace of change is accelerating and the **disruptions** it leaves in its wake are exponentially growing.

(Meeting ended: 10:43 AM)

PUBLIC COMMENTS

In compliance with the Americans With Disabilities Act, individuals needing special accommodations (including auxiliary communicative aids and services) during this meeting should notify Alice Black at (801) 851-8111 at least three days prior to the meeting.

BOARD OF COMMISSIONERS OF UTAH COUNTY, UTAH
Public Budget Work Session Minutes – Information Systems
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DocuSigned by:

Tanner Ainge

TANNER AINGE
Commission Chair

ATTEST:

DocuSigned by:

Alice Black

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Deputy Clerk/Auditor

