COUNCIL MINUTES

SPECIAL WORKSHOP MEETING

October 4, 2011

A special workshop meeting of the City Council of the City of Jacksonville was held Tuesday. October 4, 2011 beginning at 6:00 PM in Meeting Rooms A and B of the Jacksonville City Hall. Present were: Mayor Sammy Phillips, presiding; Mayor Pro-Tem Michael Lazzara and Council Members: Jerry A. Bittner, Fannie K. Coleman, Randy Thomas, Bob Warden, and Jerome Willingham. Also present were: Richard Woodruff, City Manager; Ron Massey, Assistant City Manager; Gayle Maides, Interim Finance Director; Glenn Hargett, Communications and Community Affairs Director; Mike Yaniero, Police Chief; Rick McIntyre, Fire Chief; Earl Bunting, ITS Director; Grant Sparks, Public Services Director; Reggie Goodson, Planning and Development Services Director; Carmen Miracle, City Clerk; and John Carter, City Attorney. *An audio recording of the Council Meeting is presently available for review in the City Clerk's Office.

CALL TO ORDER

Mayor Sammy Phillips called the meeting to order at 6:10 PM.

ADOPTION OF AGENDA

A motion was made by Mayor Pro-Tem Lazzara, seconded by Council Member Coleman, and unanimously approved to adopt the agenda as presented.

800 MHz SYSTEM

Richard Woodruff, City Manager, stated that Council would be updated on a multi-million dollar project that was essential for the future safety of our citizens. It was a joint venture between the County, the Sheriff's Department, and our emergency services personnel.

Earl Bunting, ITS Director, provided a brief background on the project stating that it started about four or five years ago and it took a long time to get everyone on board. Not only did the project include the County, the Sheriff's Department, and the City, but it also included all the other municipalities, the EMS, the volunteer fire departments, the Base and the airport. It was important to have everyone on one joint system. All the other municipalities were now on-board. Each municipality would pay for its share. A consultant was brought in to work on some of the problems.

Using the PowerPoint presentation attached to the official minutes as Exhibit A, Mr. Bunting reviewed the project. In Phase I, the different stakeholders met twice monthly for the past year to put together an analysis and assessment of the equipment already in place and what would be needed to update. A 271-page Request for Proposal (RFP) was prepared and would soon go out for bid. Bidding would be 90 days, and then it would take another 3 or 4 months of review to select the vendor. Now that the Federal Government set a standard for equipment, different vendors would be compatible unlike before. A standards-based system was being requested so that the equipment didn't become proprietary, and locked in pricing for three to five years was also requested. Mr. Bunting reviewed typical project risks which included frequencies, sites, implementation, and stakeholder expectations. The County would hold the final contract and invoice the municipalities for their portion.

Mayor Pro-Tem Lazzara asked what the Base currently used. Mr. Bunting stated that they were on a completely different system; however, there was a phone link with the base and between the 911 centers.

Mayor Phillips asked if 911 funds were eligible for use. Mr. Bunting stated some of the 911 funds were being used to pay for the current RCC contract, but that was because 911 made a one-time exception where a percentage could be used for anything.

Mr. Woodruff stated it was important to recognize that every municipality and the airport needed to be on this system. The base wouldn't be on the system, but would have our equipment in case something was happening where they needed to hear it or relay information. In regard to the proportionate share, there were many factors to review. Mr. Bunting stated they were currently working on finishing the RFP and would go back to working on how to determine the proportionate share when the RFP was completed.

Councilman Bittner asked if the system was compatible to the Highway Patrol system. Mr. Bunting stated it was compatible. They looked extensively at the VIPER system, but that network was built for highway coverage and not in-building coverage.

Mr. Bunting stated the contract would go before Council in June or July 2012, the projected cost would be around $3.5 million and some funds were already set aside in the CIP.

Fire Chief McIntyre stated with everyone being on the same system, it would allow for better communication and data transmission. Police Chief Yaniero stated that communications

was the backbone and with the loop of towers being proposed, if the current tower went down in a storm, there would be more than one available to use in communication.

Councilman Warden asked if the standards would be able to be kept up. Chief Yaniero stated that the standards would be kept up with the normal radio traffic, but the encryption would allow them to talk freely in surveillance.

DEPARTMENTAL ANNUAL REPORTS – INFORMATION TECHNOLGY SYSTEMS (ITS)

Using the PowerPoint presentation attached as Exhibit A, Mr. Bunting reviewed the mission, divisions, major functions, and major projects of the ITS department. Its mission was to provide the most cost effective use of information technology to empower City employees in the deliver of services to the citizens. ITS Divisions included administration, technical operations and geographical information services.

After reviewing the department's major functions, Mayor Pro-Tem Lazzara asked if the backup storage device was at the same location. Mr. Bunting stated there were two. There was a storage area network that stored everything, but also a backup system. The one at the City was called Data Domain, but there was also one off-site replicating the other. Mr. Bunting stated that everything done in the City was remotely backed up. Both systems were inside the City and had been tested. He felt very secure that information could be brought back.

Mayor Phillips asked about past discussions on buying remote storage space outside the City. Mr. Bunting stated that they had bought remote storage space from a vendor which put the replication across town. Prior to that, all storage was at City Hall. Mayor Pro-Tem Lazzara stated in the future he would like to see some options for more remote storage. Mr. Bunting stated that the State's ITS department had been revamped and there was a possibility that remote storage may open up with them.

Mayor Pro-Tem Lazzara asked if ITS had an after-action report from the storm and if there were any needs found in communications. Mr. Woodruff stated that staff was in the process of putting up an entire after-action program that covered everything. Mayor Phillips asked if at some point that could be brought to a workshop to give Council an idea of things to improve upon.

Mr. Woodruff stated that Mr. Bunting mentioned the fact about the importance of the Public Safety Center being on schedule. He spoke to Alan Hunter last week and it was on schedule. The material would be to the City later this month or the beginning of next month for

permit review. A bid award was expected in December or early January, so they were on schedule.

ADJOURNMENT

A motion was made by Mayor Pro-Tem Lazzara, seconded by Council Member Coleman and unanimously adopted to adjourn the meeting at 6:59 PM.

Adopted by the Jacksonville City Council in regular session this 18th day of October, 2011.

_____
Sammy Phillips, Mayor

ATTEST:

_____
Carmen K. Miracle, City Clerk

Jacksonville City Council

Special Workshop Meeting
October 4, 2011

Communications System Upgrade Project

Project Briefing Agenda

- Project Overview
- Typical Project Risks
- Current System
- Conceptual System
- Current Status and Timeline

Project Description

Assist the City of Jacksonville and Onslow County in the Procurement of the Necessary Equipment and Services to Update and Improve the Current Public Safety Radio Communications System

Project Approach

Project Phases

- Phase I – Analysis and Assessment
- Phase II – System Procurement
- Phase III – System Implementation
  - Phase III is not Within Current Tasking
  - Typically Finalized/Committed After Phase II Vendor Contract

Project Phases

- Phase III – System Implementation (Typical)
  - Review and Validate
    - Detailed Design
    - Project Schedule
  - Site Development/Regulatory
  - Change Control
  - Project Monitoring and Installation Oversight
  - Quality Assurance (Functional/Performance Tests)
  - Transition to Service and Project Closeout

Project Stakeholders

- Project Managers
  - Earl Bunting, City of Jacksonville
  - Phil Turner, Onslow County
- Participants/Membership
  - Jacksonville (11 Members)
  - Onslow County (10 Members)
  - Others (8 Members)

Tasks and Deliverables

1. **Needs Assessment**
2. **Functional Requirements/Specification**
3. **Develop RFP/Support Procurement**
4. **Proposal Review/Recommendation**
5. **Support Contract Negotiations**

Typical Project Risks

- Frequencies
  - Unavailability of Sufficient Frequencies
  - Suitability of Available Frequencies
- Sites
  - Unavailable Sites
  - Unfavorable Site Conditions
- Implementation
  - Schedule Slippage
  - Availability of Key Resources
- Stakeholder Expectations
  - Lack of Stakeholder Cooperation/Commitment/Involvement
  - Interview Timing Constraints
  - Unmet User Expectations

Standards-Based System

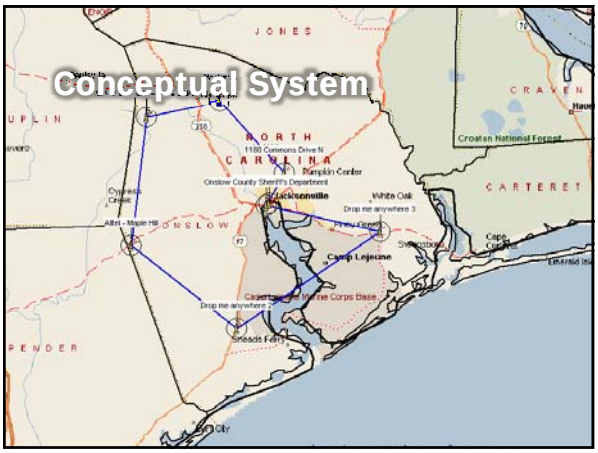
- An Overarching Desire of Users
  - Manufacturer Independence
  - Multiple Source Availability
  - Improved Interoperability
- Project 25
  - Phase 1
  - Anticipate Future Migration to Phase 2

Coverage Improvements

- All City and Some County Channels Currently Operate from a Single Site
- Three County Channels Operate from Four Sites
  - Fire, Rescue (VHF)
  - EMS (800 MHz)
- All Have Some Coverage Deficiency

Conceptual System

- Six Site, 10 channel Simulcast 800 MHz Digital Trunked System
- Additional Paging and Fire Station Alerting
- Four New City Communications Consoles
- All Interconnected by Loop Microwave System



Current Status

- Finalizing RFP
  - Undergoing Review by Core Group
- Updating Potential Site Information

Timeline

- A Purchase Contract is Anticipated by July 2012
- Site Acquisition/Permitting/Development of New Sites Could Take as Much as 12 Months
- Implementation and Testing May Overlap Some, but Can't Complete Ahead of Sites

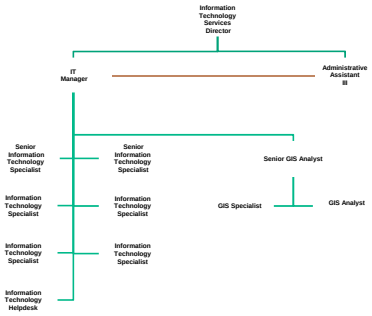
JACKSONVILLE N.C.
a Caring Community
CAMP LEJEUNE MCAS NEW RIVER

ITS Department Report

Mission Statement

The Information Technology Services Department seeks to provide the most cost effective use of information technology to empower City employees in the delivery of services to our Citizens.

Organizational



ITS Mission

- Supports City departments through the skills of the ITS staff, including identification of technology trends, examination of key business functions, and business process analysis and re-engineering.
- Supports the City's mission by identifying, providing, and maintaining information technology systems and applications.
- Offers training and education to foster technology-literate champions throughout the organization.

ITS – Divisions

Administration

The Administrative Division of the Information Technology Services Department is responsible for overall leadership of the department, including strategic planning, budget development and implementation, goal setting and implementation of city-wide technology planning, standards, policies and procedures. This division is also responsible for all telephone billing and cellular telephones within the City. Administration is the sole entity for contract maintenance for any and all technology related items such as Printers/Copiers, radios, cell phones, fiber optics and numerous others.

ITS – Divisions

Technical Operations

The Technical Operations Division is responsible for maintaining the entire City's network infrastructure. This division provides a layered network security system to protect the network infrastructure. This division is responsible for maintaining the City's Voice Over IP telephone communications system. They are also responsible for the configuration, and maintenance of the two AS400 midrange computing systems. 24 hour On-Call is another of the many overall and general support functions of this division that services the entire City of Jacksonville.

ITS – Divisions

Geographical Information Services

City departments require GIS data in order to serve specific needs of the city. Citizens can also request this information directly. Analysis functions are performed using these databases. Such analysis functions include analysis of zoning districts, existing land use, development constraints, and facility locations. GIS also supports economic development programs, such as managing inventories of available sites and buildings suited for industrial and commercial development, and mapping of characteristics of the community and labor force.

ITS Major Functions

- HTE/AS400 support (Public Safety, Community Services and Financial application support)
- Web Site Content Management/E-Government Support
- 800 MHz Radio System for the Police & Fire Department
- Mobile Data Terminals (Laptops) for the Police Department
- Filter Optic Network Infrastructure
- Network Hardware/Software Infrastructure
- Voice over Internet Protocol telephone system including Unified Messaging
- Network Security and Data Protection (antivirus, backup, disaster recovery)
- Mobile computing support – Citywide Wireless Network

ITS Major Functions

- Council Meeting support
- 24 hour on call support
- Server/Personal Computer application/hardware support and backup
- Geographic Information Services
- Cell Phone Support/Billing
- Radio Frequency Management
- Physical Security
- Technology Procurement Review
- Manage 65+ Information Technology Contracts for all City Departments
- Provide Information Technology Helpdesk function for all City Employees (8021 Helpdesk calls closed last year)

ITS Facts

- Desktops - 540 PCs/Thin Clients.
- Servers - 62 Physical Servers/Appliances
  88 Virtual Servers.
- Network - 66 locations total:
  1 connected by Metro Ethernet (Land Apps)
  45 connected by Wireless (Water Towers, Fire 3, PD Training Building , Jack Amyette Arts and Crafts, Pump Stations, Wells, OUTS), 1 connected by Time Warner,
  19 connected by Fiber

ITS Facts

- Voice Over IP (Phone System) - 350 Phones
- AS400 MidRange Systems - 2 Systems. One runs Financial applications (GMBA, Accounts Receivable, Loans and Special Assessments, Asset Management, Cash Receipts, Payroll/Personnel, Human Resources, Purchasing, Fleet Management, Work Orders/Facility Management, Utility Billing, Land/Parcel Management, Business Licenses, Planning and Zoning, Codes Enforcement, Building Permits) and the other runs Public Safety applications(Computer Aided Dispatch, Crimes Record Management, Field Incident Reporting, Fires).
- Wireless - 60 Access Points. Running on this wireless network are 99 Police Mobile Data Terminals, 3 Code Enforcement, 9 Fire Engines/Inspectors, 9 Building Inspectors , and 106 other laptops.
- Helpdesk Support - 8021 helpdesk requests closed in FY-11.
- Physical Security - 10 Buildings, 92 doors, 3 gates, and 40 Cameras.

ITS Major Projects

- Radio System Upgrade
- Citrix Implementation – 300 users, Cisco UCS Platform
- Public Safety Complex Infrastructure Design
- SCADA System Virtualization Design(Water, Sewer, Land Application Site)
- Intelligent Transportation System Design
- Citizen Contact Management System
- Police Department Evidence Barcode System
- Redistricting Assistance