

Annual Report FY 2015

For FY 2015, (July 1, 2014-June 30, 2015), the biggest challenges were opening the new Coddington Hall with offices for IT, School IT, School Administration, and the Planning Department. We also moved the city data center from City Hall to new Coddington Hall location. Center is complete with new UPS protection, generator, air conditioning, and new offices for IT staff.

Completed Projects

1. Completed the new Coddington Hall with central network, (wired and wireless), security system, and voice over IP phone system.
2. Upgraded 100 P/Cs using windows XP to Windows 7 to fix security risks to the city network.
3. Moved data center from City Hall and setup data center in Coddington Hall.
4. Installed new internet main line for the city which went from 50 mg. to 200 mg.
5. Began upgrade from Micro Soft Office 2003 to 2012.
6. Finalized narrow banding for all public safety and non public safety radios.
7. Moved all homeland security equipment from the old Quincy High School to the new Quincy High School.
8. Procured and configured additional pole cameras for surveillance operations in high crime areas for the Quincy Police.
9. Configured school cameras to be viewed remotely from E-911 center to increase student safety at school.
10. Issued RFP for new City website.

New Projects

1. Setup new servers for web filtering in all 22 school buildings.
2. Installed new batteries in UPS racks in all schools. The current batteries are starting to fail and are out of warranty.
3. Installing new employee portal in Munis.
4. Updating city's main website.
5. Move City Clerks office from 1259 Hancock St back to City Hall at 1305 Hancock St. Also moved both data and phone system.
6. Move Municipal Finance and Clerk's to new office with data and new phone system.
7. Install new software document management for City Clerk's and Council Office.
8. Install a console in Quincy Police 911 dispatch.
9. Setup new network and voice over IP phone system

On Going Work

The IT Department is responsible for almost all of the City of Quincy's printing and mailings.

1. Processing, printing, and mailing water and tax bills.
2. Processing, printing, and mailing 545 payrolls and vendor payments.
3. Processing, printing, and mailing annual city census and follow up mailing to confirm drop list.
4. Printing and mailing school contact and report cards.
5. Processing 420,447 pieces of mail, 151 different mailings using special rates from the post office for first class mail saving \$.10 per letter, saving \$42,447 from mailing budget.
6. Installed new Nuvera Xerox print system and new color Xerox 560.
7. Installed new Pitney Bowes folder inserter.
8. Printed new hydrant books with location fire hydrants for all Quincy Fire trucks.

During the year 3 million images, (printed pages), were prepared on the computer printing system with a total of 24,000 jobs. In addition 390,500 pages were printed for manuals, letterhead, booklets, and business cards. This resulted in tens of thousands of dollars in saving for the city.

Software

1. Created new database to process and track requests for traffic signs and parking restrictions
2. Automated processing of resident and voter data from the Secretary of State's VRUS System
3. Migrated Health Department's Housing Violations and Licensing Programs to Office 2010 format.
4. Set up database to mail Welcome Books to New Property owners
5. Continued revision of the Council Calendar Database to process, track and report Council Orders.
6. Maintain and troubleshoot data bases for City Clerk, Assessors, Purchasing, DPW, Traffic, Health, Fire, Human Resources, and the Mayor's Office
7. Annual Census- Process information for printing Census Forms.
8. Developed interface to insert RIC1 booking mug shot images into QED RMS at no cost to city. Images are automatically transferred after each booking is verified from FBI.

9. Setup a new AFIS Spex latent fingerprinting identification system and imported over 25,000 records from RICI system. This provides investigators the ability to lift crime scene fingerprints and run them against this system resulting in possibility instant hits as opposed to sending it State lab usually results in a 6-8 month turnaround.
10. Implemented Mass Crash system integration to QED software allowing electronic submission of crash records directly to RMV.

Personal Computers & Hand held Devices

The IT Department is responsible for purchasing and maintaining hardware and software for all city departments. In FY 2014 the IT Department:

1. Configured 30 iPads for Quincy Police Detectives so they can access their cases remotely.
2. Received 1271 calls for service at city help desk:
 - 36 printer replacements
 - 118 P/Cs upgraded to windows 7
 - 135 P/Cs upgraded to Office 2010
 - 982 incident calls
3. Upgraded 118 P/Cs from XP to windows 7

Telecommunications

The IT Department is responsible for purchasing and maintaining the phone systems, cell phones, public safety and city radio infrastructure, as well as data lines for all city departments, and also manages the central billing for all phones including the school department. In 2015 the IT department:

1. Ran new fiber lines to the maritime center to put cameras to be able to view shipping in Fore River.
2. Worked with Mass DOT to get fiber to traffic lights at corner Hancock St and West Squantum St allowing us to run new fiber into North Quincy High school and North Quincy fire station replacing 15 year old fiber.
3. Provided internet access for all police cruisers. Worked with Verizon Wireless to re-configure 35 air cards and provide cruisers with a safe and secure network.
4. Updated Quincy High school, Central Middle School, and the new Coddington building with Cisco call manager.
5. Moved data lines from city hall to the Coddington building.
6. Received more than 300 calls for moves and changes on old Centrex phone system.
7. Rewired and moved switchboard operator position at City Hall.
8. As part of the UASI CIS committee secured federal grant to replace Motorola Console 8 work stations including police and Fire saving the city close to 1 million dollars.

9. Worked with architects on design of security cameras for Adams Green, city hall and back of city hall annex.
10. Installed Onssi cell block camera system at Desk Sgt's area to oversee all prisoner cameras.