



**Baltimore County**

**Information Technology**

**Innovation, Efficiency and Consolidation (IEC) Report**

## **PAI Accela Permits, Inspections & Licensing**

**Agency:** Permits Approvals and Inspections

### **Description:**

Automate the business processes around building, electrical, plumbing and miscellaneous permits and their associated inspections. It will integrate the County's Geographical Information System (GIS) to support spatial analysis and quick business decisions with a customer service portal and e-permitting capabilities.

### **Benefit:**

Reduce staff time required to perform system work-around or modify business processes. Staff efficiency and data integrity will be improved with the integration of GIS and the use of an easy to use interface with list of values and data entry restrictions. IT support and maintenance will be more efficient with the consolidation and modernization of disparate systems.

### **Expected Implementation:**

Estimated Fourth Quarter 2011 (Second Quarter FY12)

### **Project Category:**

Innovation, Efficiency, Vacancy Reduction, Consolidation

## **PAI Accela Permits, Inspections & Licensing (cont.)**

### **Potential Examples:**

- Homeowners can apply for, track status of, pay for, and receive building, plumbing, and electrical permits online.
- Plumbers and Electricians can renew professional license online.
- Employees can answer desk, phone, email inquiries through a centralized interface.
- Employees will be able to check for violations and outstanding fees/liens before issuing a new permit.
- Employees can verify payments for permits and licenses.
- Inspectors can query status of permits and update results in the field making the information available in real-time.

## **PAI Accela Development Management**

**Agency:** Permits Approvals and Inspections

### **Description:**

Implement a Land Management solution to coordinate and track the subdivision and development review and approval process. This will include a business intelligence and statistical reporting tool for stakeholders to assist with decision making and analysis. The information will be stored in a centralized database to support easy to use query and report operations.

### **Benefit:**

Improve the efficiency and accuracy of data entry, analysis and reporting for the agency. This will save time and allow for greater efficiency in the Development Management process. Time spent performing analysis in disparate data stores and applications will be reduced by the integration of an easy to use interface for County users and the public.

### **Expected Implementation:**

Estimated Fourth Quarter 2011 (Second Quarter FY12)

### **Project Category:**

Innovation, Efficiency, Vacancy Reduction, Consolidation

## **PAI Accela Development Management (cont.)**

### **Potential Examples:**

- Property Owners and Developers will be able to submit subdivision applications, including maps and plans digitally through a constituent services portal.
- Multiple plan reviewers from different agencies will evaluate plans simultaneously in digital form, reducing need for routing paper plans, improving work flow and speeding approval process.
- Employees can answer desk, phone, and email inquiries regarding application status through a centralized interface.
- Property Owners, Developers, Plan Reviewers and other stakeholders can view affected properties and geographic features on digital maps.

## **PAI Route Planning**

**Agency:** Permits Approvals and Inspections

**Description:**

Implement an Automated Route Optimizer tool where the work orders for the day can be entered into their work tracking system and then a route is developed by the tool for each of the inspectors. The route created will be optimized for travel time or fuel efficiency.

**Benefit:**

Allow the Permitting, Approvals and Inspections office to manage better mileage reimbursement, staff time out of the office and daily inspections.

**Expected Implementations:**

Estimated Second Quarter 2011 (Fourth Quarter FY11)

**Project Category:**

Innovation, Efficiency, Vacancy Reduction

## **PAI Route Planning (cont.)**

### **Potential Examples:**

- Inspectors receive a route manifest detailing daily work assignments in optimal sequence, including route map and driving directions.
- Supervisors can identify optimal inspector for an emergency inspection based on work assignments and location.
- Managers can generate individual and fleet mileage reports for planned versus actual miles for a time period.

## **Constituent Services Portal**

**Agency:** Enterprise

**Description:**

Allow constituents to come to one web page to utilize and request services. This innovation will grant Baltimore County constituents the flexibility and on demand services they require to keep them aware and informed.

**Benefit:**

Encourage and enable greater online customer self-service. Free call takers to handle requests rather than spending additional time on the phone answering questions. Improve customer satisfaction by empowering customers to initiate, manage and complete common tasks and contacts online rather than waiting until the right person is available by phone. Customer inquiries will be tracked more efficiently and effectively as each inquiry will be tracked and logged within the site.

**Expected Implementation:**

Phased Approach, Final Phase Implementation Estimated Third Quarter 2011  
(First Quarter FY12)

**Project Category:**

Innovation, Efficiency

## **Constituent Services Portal (cont.)**

### **Potential Examples:**

- Citizens will be able to submit a request or inquiry to any County agency, receive a tracking number, and follow up to check up on the status of their inquiry through the portal.
- Citizens will find the most requested online services - such as real property search, property tax payment, parking ticket payment, and daily court docket and jury qualification questionnaire -- available through the portal.
- Citizens will find contact information quickly through the portal.

## **Police iWatch**

**Agency:** Police

**Description:**

Create an automated tracking system to receive, categorize, and track incoming crime tips from the community. County citizens will be able to visit the iWATCH web page and enter the information regarding their tip on an easy to use screen. The involvement of the citizens of Baltimore County in crime prevention is important and in some cases, the levels of information coming into the Police Department can be challenging to track. This system will allow for more efficient tracking and analysis of this information.

**Benefit:**

Enhance the ability for the Police Department to efficiently track and respond to incoming crime tips. Improve communication and engage the community to help prevent crime.

**Expected Implementation:**

First Quarter 2011 (Third Quarter FY11)

**Project Category:**

Innovation, Public Safety

## **Police iWatch (cont.)**

### **Potential Examples:**

- Provide Police Department with central tool to manage incoming crime tips.
- Provide Citizens with central location for providing non-emergency crime tips.
- Provide Police Department with tool to encourage Citizens participation in community policing.
- The program will give County residents a central place to register for automatic emails on Crime Alerts, Police activities and events.

## **Police Electronic Citation Initiative**

**Agency:** Police

### **Description:**

Install equipment into Police vehicles to automate the ticketing processing for the Officers in the field. This process will issue the offender a printed computer generated/drop down selected offense type ticket at the point of the stop reducing data entry and potential for errors.

### **Benefit:**

Reduce the length of traffic stops which results in higher availability of Officers, increased Officer Safety and automate Meters and NCIC checks for violators and vehicles. Statistics which are legally mandated for capture during traffic enforcement stops will be automatically captured and submitted to the appropriate databases for analysis. The transfer of information directly into these systems will reduce the data entry time in transferring information captured during these traffic enforcement stops from written form into the correct databases.

### **Expected Implementation:**

First Quarter 2012 (Third Quarter FY12)

### **Project Category:**

Innovation, Efficiency, Public Safety

## **Police Electronic Citation Initiative (cont.)**

### **Potential Examples:**

- Traffic stops reduced from 20 minutes to 5 minutes
- Hand written paper tickets will no longer need to be deciphered or processed by the Police Department or the District Court
- Citation information sent electronically to District Court on a daily basis
- Driver's license and vehicle information automatically populated on citation using barcode reader
- Officers can generate a 'court packet' of all citations for a particular court date
- Officer will know if the vehicle or driver has been stopped by other users of the MSP eticket application

## **Police Field Base Reporting**

**Agency:** Police

### **Description:**

Allow Baltimore County Officers to complete reports in Police cars, from the field, via web browser. This information will be automatically sent to the Quality and Assurance area of the Criminal Information Processing unit through workflow to verify information and then accepted into the appropriate Police systems through developed interfaces. This information can be sent automatically from the field instead of waiting for the Officer to return to the Precinct and upload the reports from the day.

### **Benefit:**

Automate the collection, review and approval of report data collected in the field by officers. This automation will dramatically reduce data entry efforts and the accuracy of data entered. The workflow process will allow the information to move smoothly from one area of the Police Department to another and then be promoted into the correct Police systems.

### **Expected Implementation:**

Estimated Fourth Quarter 2011 (Second Quarter FY12)

### **Project Category:**

Innovation, Public Safety, Vacancy Reduction

## **Police Field Base Reporting (cont.)**

### **Potential Examples:**

- Reports created in the field and real time sent on to the Q&A department through workflow
- Officers will not need to come in at the end of their shift to transfer and print reports.
- Eliminate duplicate data entry of report information by the Police officer and records clerk
- Report information can be in Police systems faster with electronic workflow
- Eliminates difficulty with lost paper reports
- Intelligent forms will provide officers with immediate feedback on data entry errors
- The ability to easily query data from Police systems to eliminate duplicate data entry

# Enterprise Booking

Agency: Police

**Description:**

Replace the existing booking system that is no longer supported, unstable and does not integrate with other applications causing duplication of efforts. The new application will allow personnel from Baltimore County Police, Corrections and Sheriff to process offenders from the point of intake/booking to release.

**Benefit:**

Increase efficiency by providing a more stable and reliable system. The reduction of duplicate data entry by providing the interface to existing systems will allow all three agencies to realize time savings for the processing of inmates. Information will be more accurate and reporting of the data will be more efficient and effective as all the data is in one location.

**Expected Implementation:**

First Quarter 2011 (Third Quarter FY11)

**Project Category:**

Innovation, Efficiency, Public Safety

## **Enterprise Booking (cont.)**

### **Potential Examples:**

- The system will have an interface with the Counties Jail Management System, Police Records Management System and State of Maryland LiveScan fingerprinting system eliminating data entry by the Corrections staff that was already performed by a Police officer during the booking process.
- Replacing the old booking system with a new and stable system will allow support staff to perform other duties.

## **Animal Control and Licensing**

**Agency:** Health

**Description:**

Monitor and maintain the Animal Shelters and Licensing associated with the animals of Baltimore County. Implement an automated system for tracking reports, licensing and various shelter information. This information is currently captured in several databases of different format and function. This system will provide consolidated information to be used by both agencies reducing redundancy and improving communication.

**Benefit:**

Reduce manual process and the time spent researching complaints. This improved efficiency and accuracy of data entry will help to increase adoption rate, expand the micro-chipping program, increase transparency through management reports and reduce paper storage requirements. IT support and maintenance will be more efficient with the consolidation and modernization of disparate systems and business processes.

**Expected Implementation:**

Second Quarter 2011 (Fourth Quarter FY11)

**Project Category:**

Innovation, Efficiency, Public Safety

## **Animal Control and Licensing (cont.)**

### **Potential Examples:**

- Animal Control staff will open, dispatch, track, archive animal complaints in a centralized system replacing multiple manual, paper-based processes.
- Animal Control Officers can initiate, query and update complaints in the field making the information available in real-time.
- Animal Shelter staff can track disposition of any animal in its care at any given time including medical care provided.
- Animal Shelter staff can track enforcement activities and status including fees, hearings, and decisions.
- Animal Owners can apply for/renew, and pay for animal licenses online when integrated with Constituent Services Portal in a later phase.

## **Corrections Route Planning**

**Agency:** Corrections

**Description:**

Correctional Officers in the Corrections facility must visit 35 Work Release sites and 40 Home Detention Residences. The implementation of Automated Route Planning software will allow the Correctional Officers to coordinate those visits using a route that is optimized for both travel time and fuel efficiency.

**Benefit:**

Allow Corrections to make the most efficient use of the Correctional Officer's time as well as provide the most fuel efficient route saving the County money in fuel costs. The time efficiencies will reduce the amount of time Correctional Officers spend out of the facility and allow improved accountability and management over site into the daily operations of County Inspectors.

**Expected Implementation:**

Estimated Fourth Quarter 2011 (Second Quarter FY12)

**Project Category:**

Innovation, Efficiency, Vacancy Reduction

## **Corrections Route Planning (cont.)**

### **Potential Examples:**

- Corrections officers receive a route manifest detailing daily work assignments in optimal sequence, including route map and driving directions.
- Supervisors can identify optimal inspector for a special detail based on work assignments and location.
- Allows the Correctional Officer to return to the facility for other duties.
- Managers can generate individual and fleet mileage reports for planned versus actual miles for a time period.

## **DEPS Envision Expansion and Upgrade**

**Agency:** Environmental Protection Services

### **Description:**

Implement an enhancement to provide field staff with the ability to perform data entry during field inspections through the use of either office synchronization or web-based application. The initial installation of this software was completed on desktop computers. This gave inspectors a period of learning in order to reduce the impact on the section's production goals and objectives. Field use of the product can now be quickly integrated into the daily work practices with minimal training.

### **Benefit:**

Reduce duplication of effort within the business processes as well as reduce clerical time spent on performing post inspection data entry. Duplication of back office data entry and document scanning will be eliminated and allow for immediate management review of inspection reports. Mobile hardware and automation of field inspections will allow staff to log inspections into Decade Envision during inspection and print correction notices and citations on location.

### **Expected Implementation:**

First Quarter 2012 (Third Quarter FY12)

### **Project Category:**

Innovation, Efficiency, Vacancy Reduction

## **DEPS Envision Expansion and Upgrade (cont.)**

### **Potential Examples:**

- Sanitarians can query status of restaurant inspections and update results in the field making the information available in real-time and eliminating redundant data entry.
- Sanitarians will save digital inspection reports in a centralized document management system eliminating the need for sanitarians/clerical staff to scan and index paper reports making them available in real-time.

# **DEPS Master Inspections and Enforcement Enhancements and Wireless Access**

**Agency:** Environmental Protection Services

**Description:**

Provide an enhancement to the existing Inspections form by adding additional inspection criteria and information as well as add laptops to the field for faster more accurate entry of information. This will allow them to increase their inspections as per a mandate from the State of Maryland.

**Benefit:**

Streamline the inspections process and reduce duplication of data entry. Enable the agency to better meet the increased inspection frequency without the addition of staff.

**Expected Implementation:**

Second Quarter 2012 (Fourth Quarter FY12)

**Project Category:**

Innovation, Efficiency, Cost Savings

## **DEPS Master Inspections and Enforcement Enhancements and Wireless Access (cont.)**

### **Potential Examples:**

- Field staff can query status of active site inspections and update inspection results in the field making the information available in real-time.

## **Aging County Ride IVR/IWR**

**Agency:** Aging

**Description:**

Implemented a new Interactive Voice Response and the Interactive Web Response (IVR/IWR) County Ride system to allow seniors to schedule their rides directly into the system either on the phone or on the web without the interface with an individual.

**Benefit:**

Increase efficiency and self service options when scheduling rides with the Department of Aging's County Ride. These efficiencies will allow staff normally handling calls, to be reallocated within the Department of Aging thus mitigating the need for additional staff.

**Expected Implementation:**

First Quarter 2011 (Third Quarter FY11)

**Project Category:**

Innovation, Efficiency, Cost Savings

## **Aging County Ride IVR/IWR (cont.)**

### **Potential Examples:**

- Using the Interactive Web Response system or the Interactive Voice Response system, senior and disabled citizens can book, confirm, and cancel a ride through the internet at their convenience from the Baltimore County website, even after county business hours.
- Senior and disabled citizens will receive an automated reminder call (and/or e-mail) for a previously scheduled ride.
- The IVR and IWR systems provide the Department of Aging fleet managers help by minimizing no-shows and driver wait times.
- IVR and IWR reduce pressure on call center agents, affording them more time to assist passengers with special needs.

## **2012 CZMP (Comprehensive Zoning Map Process)**

**Agency:** Planning

### **Description**

Implement a new 2012 CZMP application to improve the efficiency, accuracy and convenience of filing an application based on experiences from the 2008 CZMP. This includes enhanced capabilities of disseminating accurate information in a timely manner to Planning Board, County Council, State and County agencies and the general public. The application will generate maps and reports as requested by county staff and the general public.

### **Benefit:**

Provide county employees and the general public to locate their properties on a map and to request a zoning change. This reduces the number of public inquires to the Office of Planning. The revised application will provide improved customer service as information will be provided in a more timely fashion. This will also reduce errors from occurring during the data transfer operation as well as provide better coordination between county agencies throughout the CZMP.

### **Expected Implementation:**

First Quarter 2012 (Third Quarter FY12)

### **Project Category:**

Innovation

## **2012 CZMP (Comprehensive Zoning Map Process) (cont.)**

### **Potential Examples:**

- Citizens, developers, and lawyers can verify zoning classification and councilmatic district via My Neighborhood prior to submitting zoning request.
- Citizens, developers, and lawyers can submit a request to re-zone a property through the constituent services portal.
- Planning staff will use digital tools to create digital zoning maps for council approval. Citizens can view a map of all proposed zoning changes through digital, online maps (My Neighborhood).

## **My Neighborhood Redesign**

**Agency:** Information Technology

**Description:**

Consolidate all current My Neighborhood and public ArcIMS web sites into a single, easily navigated site. Simplify use and bring everything needed to one location, saving the customers time and frustration. Leverage virtualization and provide a development, staging and production environment with a GIS-only web server.

**Benefit:**

Improve support and testing of the County GIS environments. Consolidate multiple interactive maps and searches into one place making them easier to find and reducing the number of “clicks” customers will use to access the information they require. Navigation will now be easier to follow with controls from standard mapping sites which require no GIS experience to utilize. Commonly asked questions can be answered quickly with a simple address search. This simplified operation will increase customer satisfaction and reduce calls for assistance.

**Expected Implementation:**

Second Quarter 2011 (Fourth Quarter FY11)

**Project Category:**

Innovation, Efficiency

## **My Neighborhood Redesign (cont.)**

### **Potential Examples:**

- Employees, developers, citizens with no GIS experience have easy navigation for current GIS mapping and results in a single web site.
- Advanced GIS users have more advanced functions if needed.
- Users will have many links and contact information to locate the correct county or government agency for further clarification of information. Example – when a property owner looks at their property and zoning classifications, zoning explanations will be provided. If they need further help with the Planning Department, contact information will be on the site.
- Developers will have all the mapping and report information necessary to submit plans in a single tab ready to incorporate on plans.
- Permit applicants will have the necessary map and report information in a single tab for verification before submitting an application. Example – a property owner can verify if they are in a historic district, a floodplain, or sewer deficient area before submitting a permit.

## **Service Center Upgrade**

**Agency:** Information Technology

### **Description:**

Upgrade and enhance current functionality within the service request product. Some of these enhancements include items such as self service where customers will be able to request service via web client and receive their work request number. This work request number is easily searched for status updates. The new system will provide a centralized inventory system for all county application, pcs, peripherals and network components.

### **Benefit:**

Provide flexibility to support the growing IT environment of Baltimore County Government. The self service functions of the upgraded system will allow the Service Desk to handle the expected call growth of the coming years without extensive increases in staff.

### **Expected Implementation:**

Phased Approach, Final Phase Implementation Fourth Quarter 2011  
(Second Quarter FY12)

### **Project Category:**

Innovation, Efficiency

## **Service Center Upgrade (cont.)**

### **Potential Examples:**

- Online 24/7 ticket status lookup to reduce calls to the Service Desk for status
- Automated Change Control process to reduce manual processes and time spent by Service Desk staff
- Automated Problem Management process and escalation to reduce manual processes and time spent by Service Desk staff.
- Automations will allow Service Desk staff to handle increase in call volume without addition of staff

# Enterprise Learning Management System

**Agency:** Enterprise

**Description:**

Implement a system to include online training and registration, classroom and instructor scheduling, content authoring as well as training and career development. Reduce training development costs as well as provide tracking for all of the County agencies required to track and re-certify their employee's specific to their functions within the County. Allow completion of the requested training remotely. Consolidation of records into one system for one stop training needs and reduction of duplications.

**Benefit:**

Reduce production costs for custom training modules, reduce time and expense of instructor-led training to deliver mandatory and in-service training programs, reduce employee travel time to attend instructor-led training. Eliminate duplication of databases and deliver County mandated training in a more efficient manner.

**Expected Implementation:**

Phased Approach, Estimated Final Phase Implementation Second Quarter 2012 (Fourth Quarter FY12)

**Project Category:**

Innovation, Efficiency, Cost Savings

## **Enterprise Learning Management System (cont.)**

### **Potential Examples:**

- Production costs for custom training modules developed by the County will be reduced.
- Time and expense currently expended by instructor-led training to deliver mandatory and in-service training programs will be reduced
- Agency tracking of specific certifications and the re-certification of their staff will be in one location and easily available
- The system will allow County employees to register for classes online at their convenience as well as generate an automatic email confirmation and reminders of their class assignment.
- The system will handle wait lists and automatically notify students if a vacant seat exists in a class as well as track and verify course prerequisites.
- The system will allow supervisors to view employee courser history and approve employee course requests.
- The system will eliminate multiple training databases used by Police, Fire, Human Resources, OIT and other agencies.

## **Office of Budget and Finance Inventory Scanner**

**Agency:** Budget and Finance

### **Description:**

Install an inventory scanner in the Vehicle Maintenance area. Vehicle Maintenance (VOM) uses an inventory system called Faster to track and manage their vehicle maintenance. The ability to scan part numbers into the system will allow them to better manage their inventory, process inventory more quickly and give management transparency into the vehicle operations and maintenance process through reports.

### **Benefit:**

The Inventory Scanner system integrated with the Faster inventory system will provide VOM and OBF multiple benefits, including better management of inventory, quicker inventory processing and a transparency into the entire vehicle operations and maintenance process by management through reports. Reduce time for entry and errors while increasing productivity and improving customer service.

### **Expected Implementation:**

Estimated Second Quarter 2011 (Fourth Quarter FY11)

### **Project Category:**

Innovation, Efficiency, Vacancy Reduction

## **Office of Budget and Finance Inventory Scanner (cont.)**

### **Potential Examples:**

- Integrated point-of-sale inventory scanning equipment at VOM will provide technicians, supervisors, and managers the ability to better manage inventory using Faster.
- Individual shop supervisors and VOM managers will be able to create and run reports at individual shops level as well as department-wide.
- VOM personnel will be able to see views and updates of their shop, warehouse, and inventory.
- VOM technicians will reduce work processing time by scanning and inventorying parts as they are used.
- Mobile hand-held scanning equipment provides technicians flexibility to move around in the workshop – scanning inventory as they maintain and repair vehicles.

## **Virtual Desktop**

**Agency:** Enterprise

**Description:**

Move most of Baltimore County desktop users to a new Virtual Desktop Infrastructure (VDI) solution. This VDI solution will allow replacement of approximately 50% of the standard labor intensive, higher cost desktop computers with a small, more efficient, low maintenance, low cost thin client solution.

**Benefit:**

Significant labor cost savings over a 10 year life cycle should virtual desktop technology be utilized for only 50% of the County's desktop computers. Efficiencies will be gained in deployment, maintenance and electricity usage for each desktop which moves to the VDI platform. More secure as the data is stored on the server and not on the machine itself. If the machine is lost or stolen, no data is with this device. Distribution of software is streamlined.

**Expected Implementation:**

Phase Approach, Estimated Final Phase Implementation First Quarter 2014  
(Third Quarter FY14)

**Project Category:**

Innovation, Efficiency, Cost Savings

## Virtual Desktop (cont.)

### Potential Examples:

- VDI desktops only need replacement approximately every ten years rather than three to five years
- Significant labor and operating costs reduction as VDI desktops require central support vs. distributed support
- Distribution of software will be faster and more efficient with centralization
- VDI uses less electricity thus reducing the carbon footprint of Baltimore County Desktop Computers.
- VDI allows county users to have access to their County desktop and applications from remote sites around Baltimore County

## **Broadband Fiber**

**Agency:** Enterprise

### **Description:**

Install a fiber optic network throughout the County. This fiber will be used to deliver reliable high-speed network and Internet access allowing data and information to be shared for multiple purposes including public safety, healthcare, education and job creation. It will eliminate most of the need to rely on third party providers who charge us for these services.

### **Benefit:**

Improve public safety initiatives by enhancing emergency communications to interconnect operations centers and enable critical videoconferencing for regional emergency communications including training and day-to-day operations. Allow healthcare facilities to share data and alerts in real time and allow faster response in emergencies. Connecting High Schools, Libraries and Universities to promote shared resources of educational material, lectures, video conferencing for interactive classrooms, and high speed internet for research.

### **Expected Implementation:**

Phased Approach, Estimated Final Phase Implementation Fourth Quarter 2013  
(Second Quarter FY14)

### **Project Category:**

Innovation, Efficiency, Cost Savings, Public Safety

## **Broadband Fiber (cont.)**

### **Potential Examples:**

- Regional emergency communications will be enhanced with the ability to videoconference across regions.
- Enhanced Healthcare initiatives will be possible with the connection of local Health Department sites, clinics and regional hospitals.
- High Schools, Libraries and Universities will be capable of interactive classrooms and sharing of resources from one school to another
- This will allow County, State and Federal agencies to share resources including but not limited to - (Data centers, hardware, applications, voice, data and video services), reducing overall expenditure for the tax payers of Maryland.

## **P25 National Standard Digital Radio System**

**Agency:** Enterprise

### **Description:**

Upgrade the old analog radio transmission system to a new P25 National Standard Digital Radio System. This upgrade will allow for interoperability with other regions and the State of Maryland as well as expanding coverage and improving communication quality.

### **Benefit:**

Improve the quality of transmissions for both Public Safety and Public Works workers in the field. In addition to increased interoperability, coverage inside of buildings as well as around the County will be increased with this upgrade. The increased coverage areas will mean areas which are remote or have challenging topography will benefit as well. The ability to use encryption of secure transmissions will also allow Baltimore County to increase the type and amount of information moving over the radio system.

### **Expected Implementation:**

First Quarter 2012 (Third Quarter FY12)

### **Project Category:**

Innovation, Public Safety

## **P25 National Standard Digital Radio System (cont.)**

### **Potential Examples:**

- Improved communications between Public Safety officials in areas of the County where signal was weak or non-existent
- Improved signal within buildings for communication during emergency events
- Interoperability with other jurisdictions
- More secure communication for Public Safety officials

## **New 911 Center**

**Agency:** Central Communications Center

**Description:**

Create a new Central Communication Center (911 Center) which will be innovative, efficient and state of the art. This new center will allow Baltimore County's 911 Center to receive and respond to constituent calls for emergency services with improved equipment and enhanced communication methods.

**Benefit:**

Allow for use of the new Baltimore County Digital Radio System. Along with the Digital Radio System, many of the technology solutions used by the Center must be upgraded in order to integrate with the new radio system. Additionally, this upgrade will complete the 911 transition to a total VOIP (Voice Over Internet Protocol) solution from the existing VOIP and digital hybrid telephony solution. This phone upgrade along with the new radio data system will allow a more robust sharing of information between the Center and mobile Public Safety Equipment.

**Expected Implementation:**

First Quarter 2012 (Third Quarter FY12)

**Project Category:**

Innovation, Public Safety

## **New 911 Center (cont.)**

### **Potential Examples:**

- Virtual Phone switch allows Baltimore County to move from the main site to the backup site in a non-disruptive manner in case of emergency.
- The virtual phone switch will also allow for expansion of 911 resources by providing the ability to staff both the main site and the backup site as if they were one center.

# Office of Budget and Finance Pension System

Agency: Budget and Finance

## **Description:**

Implement a new system to replace an outdated, unsupported and very manual previous system and process.

## **Benefit:**

Automate functions and provide a more efficient and improved response for Baltimore County employees and retirees. Supplemental worksheets and databases used to track and report information not available in the current system will be eliminated. Increased productivity due to decrease in telephone calls requesting forms, account information and benefit calculations as this information will be available through self service options. Integrate with the Advantage Financial system further reducing duplication of entry. Enable members to view/change their retirement account information online instead of calling and requesting these services from a staff member.

## **Expected Implementation:**

Estimated First Quarter 2013 (Third Quarter FY13)

## **Project Category:**

Innovation, Efficiency

## **Office of Budget and Finance Pension System (cont.)**

### **Potential Examples:**

- All plan rules and legislative requirements, including actuarial assumptions, will be fully managed and accessible by retirement administrators in a single pension system.
- Pension plan administrators will have control and flexibility in administering pension plans and plan changes, thus minimizing the need for support from computer programming staff or consultants.
- Pension participants will be able to add, delete, and edit member data online.
- The retirement office will be able to run all standard benefit calculations including reinstatements, buy-backs and divorce.
- Employee Self-Service, available 24/7, will reduce administrative overhead.
- The retirement office will use the pension system to produce all standard member statements.
- Plan administrators will be provided with “what if” capabilities for policy setting, measuring & pricing impact of proposed plan changes.