2025 | QUARTER 4

PALM COAST INFORMATION TECHNOLOGY

PROGRESS REPORT

Presented by:
Doug Akins - Director

Information Technology Department

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To:	Lauren Johnston, Acting City Manager
Date:	10/1/2025
Department:	Information Technology Department
Director:	Doug Akins
Reporting Period:	4th Quarter FY 2025

Department Summary

Infrastructure oversees the operation of the technology infrastructure including network, systems and server maintenance and configuration. Service Desk works in conjunction with Infrastructure, providing support to end-users. Development is responsible for development of new applications, website maintenance and researching new technologies and applications. GIS manages all geospatial data and activities related to our GIS network and infrastructure. Applications maintains and configures the City's enterprise software systems and supports end-users in their use of the systems. Fiber manages the City's fiber network and its enterprise offerings as well as the wireless master plan and cell tower expansion.

Key Performance Indicator Updates:

Department KPI	KPI Goal	Q4 Progress	FY Progress to Date	Comments
Maintain 95% Customer Satisfaction Rate	95%	99.4%	100%	
Maintain Created vs Resolved tickets to under 150 per quarter	< 150	216	50%	9,851 tickets were opened and 9,499 closed this FY

Tickets Opened vs Closed

CSAT
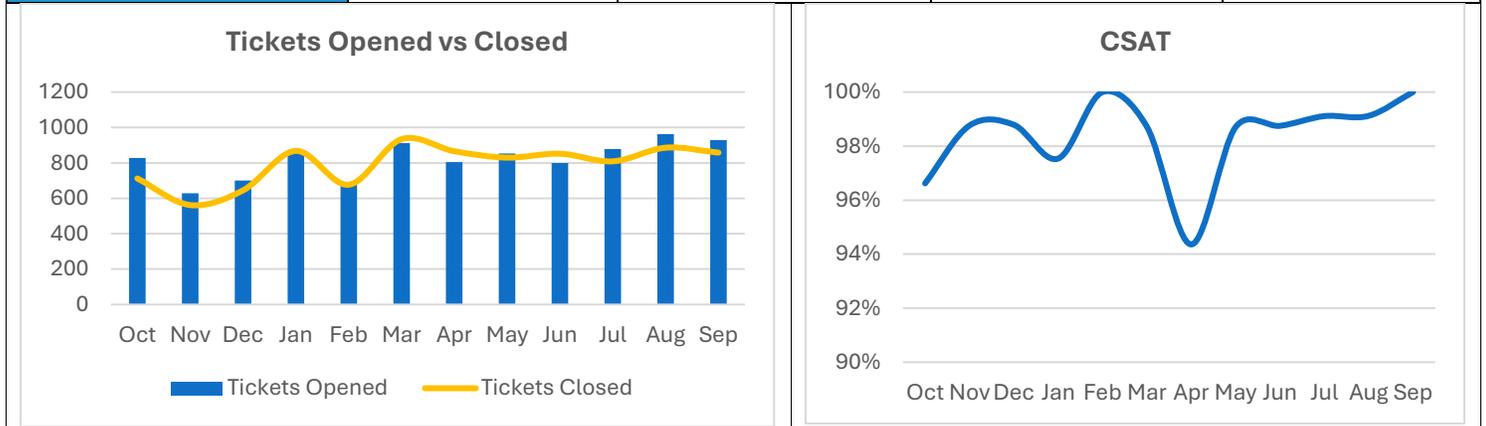
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Division Highlights:

Staffing

Throughout the year, the department celebrated numerous employee milestones and underwent several structural changes. At the Employee Honors Event, eight employees were recognized for their service, including Chris Johnson and Mark Aiello for over 20 years, Crystal Garner for 10 years, and five other employees for one year of service.

Staff also pursued professional development, with Zach Bauer attending VS Live to learn about new programming technologies and Monica Dias attending the Virtual URISA GIS Leadership Academy.

The department said farewell to IT Support Specialist Sabrina Abbott, who was recognized for her outstanding contributions over her two years with the City, particularly in improving helpdesk response times. Rob DeZerga was welcomed to fill her position.

To support the development of a new mobile app, City Council approved a new Programmer position, which was filled by promoting Braedon Loepke from the Service Desk. Luis Simao was then selected to fill the vacated Service Desk role. In the third quarter, the department also welcomed two summer interns focused on cybersecurity initiatives.

Structurally, the Operations Manager position was eliminated to support budgetary savings, and the Enterprise Division was consolidated with the Infrastructure Team to streamline operations.

Service Desk

The Service Desk led several key initiatives this year, including critical preparations for hurricane season. The team successfully stood up the Emergency Operations Center (EOC) for **Hurricane Milton** and later conducted a full exercise to ensure all equipment was operational and staff were familiar with the process.

A major project completed was the **replacement of all virtual workstations** across the city with physical computers. This move was prompted by a drastic increase in virtualization costs and will reduce long-term expenses while providing users with better performance. The team also completed the deployment of replacement cell phones for FY25, ensuring continued support as older models were phased out.

The department began a formal implementation of the **ITIL service framework**, building out the ticketing system and developing Change Management processes that are now being used throughout the department.

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Other accomplishments include upgrading the audio/video equipment at Central Park, the Community Center and the Community Wing at City Hall. They also implemented a new **WIN-911 alert system** for the SCADA network, which provides plant operators with more detailed alerts via a mobile app.

Infrastructure

The Infrastructure Division focused on enhancing the city's core technology systems and facilities. Construction of the **new City Hall Data Center was completed**. The room is now outfitted with six server racks and is awaiting an expanded network connection, with engineers currently configuring and testing core switches for the new environment.

Significant progress was made on the **Genetec security platform**, where systems were restructured to improve operational efficiency and clarity. This included reducing unnecessary 24x7 access permissions to enhance security. At Holland Park, an **upgraded camera solution** went live and proved successful in making the cameras more resilient to overheating. However, a new challenge has emerged with rodents chewing through fiber cables at the park.

Other key projects included the full transfer of plant operations to the **new SCADA environment** and the completion of a **city-wide wireless refresh**, which involved deploying new access points and troubleshooting connectivity issues. The team also finalized the creation of **Microsoft Teams** for each department, with deployment scheduled to begin in the fourth quarter.

Other activities related to **Cybersecurity** are included in the separate, confidential report.

Applications

The Applications team managed numerous software upgrades and implementations this year. The city launched the first phase of the **NeoGov recruitment platform**, establishing a presence on GovernmentJobs.com to attract talent. Phase two, focusing on employee onboarding, is scheduled to go live in July. The city also successfully upgraded its **merchant services provider** to enhance payment processing efficiency and security, with a second phase to integrate with the Munis financial system scheduled for Q4.

Several migration projects were completed, including moving the **Business Tax Receipt (BTR) process** from Munis to the CDPlus system and launching the new **Fats, Oils, and Grease (FOG) management system**, which equips inspectors with modern mobile tools. The team also upgraded to a **web-based cashiering system** to improve customer service and support more payment options.

Ongoing projects include the migration of the UKG **Timekeeping and Telestaff scheduling systems** to a cloud-hosted environment to improve resiliency; this project is currently in the build-out phase. The team also successfully patched the city's **Financial ERP (Munis) software** and completed an overhaul of the **Firefighter Pension Report**. Finally, a project to replace the city's **Agenda and Meeting Management software** is in the approval phase, with deployment targeted for Q4.

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Development

The Development team advanced several public-facing and internal applications. Work continued on the new in-house **Palm Coast Connect mobile app**. After defining the minimum viable product with the L.I.T.E. Team, the login system and the ability to monitor news and events was completed. Work is underway on integrating Case Management and Notifications, with an internal API being built to connect various services seamlessly.

Significant enhancements were made to the **Palm Coast Connect** web portal, including the ability to view case progress, see estimated completion times, and view email discussions between staff and customers directly within a case. The team also launched a redesigned **Economic Development website** (selectpalmcoast.com) with a new homepage and a news article feature to enhance communication.

To improve transparency, website pages were created to display the real-time status of the **City's Strategic Action Plan**. The city is now transitioning from the current reporting software to a custom-built in-house application that will utilize AI to generate progress summaries. The team also made progress on **website ADA compliance**, creating an archive site for non-compliant documents and enhancing the content management system to support accessibility standards, bringing the main website to approximately 70% compliance. Other completed projects include the development of an online **Short-Term Rental registration** system and the migration of several end-of-life **SQL servers** to new, more secure environments.

The **HR Risk Management** function has been successfully transitioned into Salesforce, improving organizational efficiency by consolidating both workers' compensation and risk management claims into a single, unified system.

Work has begun on recreating **FEMA forms** to enhance efficiency and automation. The new system resolves confusion previously experienced when entering emergency hours, providing a more streamlined and accurate process.

GIS

The GIS Division had a year of significant advancements, strengthening internal operations and expanding services to other departments and the public. A major milestone was the successful submission of a grant application to fund the creation of a formal **GIS Strategic Plan**, an initiative that will provide a long-term roadmap for GIS technology use and investment.

The team significantly upgraded its infrastructure by completing the successful migration of the entire **Inframap Asset Management** solution for Water, Sewer, and Reclaimed Water to the cloud in March, enhancing system reliability, security, and accessibility. In a related effort, a new GIS reference layer was created for utility construction drawings, streamlining infrastructure planning and documentation. The GIS Division also strengthened departmental collaboration by embedding GIS technicians directly within the Stormwater and Community Development departments, fostering a more targeted approach to spatial data management.

New solutions were developed to support key municipal functions. In collaboration with Flagler County IT, a comprehensive **Fire Pre-Plan GIS Solution** was created to aid emergency response by providing critical building information during incident responses. In preparation for the 2025 hurricane season, the team supported the

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Hurricane Milton response and later reviewed emergency GIS solutions with nine departments, providing training and participating in EOC readiness exercises. The division also focused on improving its data quality and accessibility. A major year-long **Stormwater Database Development** project was completed, bringing the stormwater asset inventory up to the same high standard as other utility networks. The team then developed a new **Stormwater Network Viewer**, a highly requested tool that allows users to access construction plans through a map interface. To improve public access to data, the division launched a new public-facing **GIS Open Data Hub**.

Internally, the division underwent a modernization of its own workflows, transitioning to an agile project management methodology to improve collaboration and delivery cadence. Continued efforts were made to ensure that GIS applications and data products meet ADA accessibility standards. The division also began exploring new strategic initiatives, including the use of AI to automate workflows and the expansion of its server environment to support specialized applications like the new isolated **3GIS** environment for fiber infrastructure.

Enterprise

The Enterprise division, before its consolidation with Infrastructure, managed the city's fiber network and wireless assets. The team continued its work with a consultant to conduct a **pricing analysis for FiberNET services**, with updated pricing expected by the end of the fiscal year. In March, the City Council adopted the updated **Wireless Master Plan**, the first major update since 2018, and later approved three new ground leases for cell towers.

Significant progress was made in documenting the city's fiber assets in the **3-GIS system**, with all fiber cables and conduit entered within the first year of a three-year project. The system was also upgraded to the latest version. The team performed various **fiber maintenance tasks**, including an emergency repair that restored service to Old Kings Elementary within 24 hours of a fiber cut.

Several fiber construction projects were initiated to expand connectivity, including designs for a **redundancy loop** for Fire Station 26 and Water Treatment Plant 2, a fiber route to the **new MOC location**, and connections for the **new City Hall Data Center**. The fiber buildout to the **Old Courthouse in Bunnell** was also completed to provide service for Flagler Schools.

Administration

The department reaffirmed its commitment to implementing **structured project management** practices, defining a documentation structure and an internal project request process.

As part of the **Software Technology Plan**, staff surveyed city departments about their software and process needs. This data collection will aid in informing future technology strategies, and the completion of the Software Technology Plan. The team also completed the **FY26 budget process**, meeting with all departments to review their technology needs before finalizing and presenting the proposed budget to administration.