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Budget and Finance Committee
c/o Richard Williams, Office of the City Clerk
Room 395 City Hall
Los Angeles, CA 90012

INFORMATION TECHNOLOGY AGENCY - 2019-20 MAYOR'S PROPOSED BUDGET

We live in a Digital Era. Technology has transformed City operations, the efficiency of our employees, and even how we engage our residents. ITA's automated Chip the Chatbot has now answered over 80,000 resident questions, from how to compete for a City contract to finding who their Councilmember is, all powered by the advanced Microsoft Cortana Artificial Intelligence (AI) engine. Our ShakeAlertLA app warns Angelenos that an earthquake is coming, providing as much as 45 seconds of advanced warning allowing residents time to Drop, Cover, and Hold On. Through the work of the Mayor's Office and ITA, the City of Los Angeles became the first large 5G city in America, with select customers starting to receive cellular speeds 20 times faster than before. These technologies were unimaginable before. Thanks to the leadership and technology investments of our Mayor and Council, these technologies have become a reality at the City of Los Angeles.

The Mayor's 2019-20 proposed budget for the Information Technology Agency (ITA) funds critical technology investments in public safety communication systems and infrastructure upgrades, continued funding for network migration and upgrades, and recognizes the department's requests for resources to improve services to the constituents and to other City departments as a whole. The department recognizes the difficult choices made by the Mayor's budget staff in preparing this budget faced with a daunting budget deficit that needs to be addressed and appreciates the support for our new initiatives reflected by the additional funding received. Overall, ITA's proposed budget of \$105.6M represents approximately 1% of the General City Budget.

The 19-20 budget provides \$2.5M for Phase II of the LAPD & LAFD Radio Infrastructure Repairs, \$3.3M for LAFD Voice Radio System Upgrade, \$709K for LAPD Microwave Radio Network Upgrade and \$1.4M for the upgrade of Police and Fire Helicopter

Avionics. Phase 3 of the Mobile Worker Program received funding of \$700K and \$1.1M was provided to continue replacement of LAPD desk phones. Year 2 funding of \$6M is provided for the new HRP (Human Resource and Payroll Project) System, a centralized human resource and payroll solution that will replace the 20-year-old PaySr payroll application. The new HRP System will greatly improve the management of City human resources while providing an efficient, reliable payroll system for many years to come. ITA also received \$250K for One Digital City Project to create a single portal, single log-in, single password City and \$80K to continue operational support for the ShakeAlertLA Project. As previously stated, this project is an earthquake notification system for LA residents, businesses, and employees.

Requests:

The Mayor's proposed budget supports many of ITA's priority requests. There are however some crucial requests that are not included in the proposed budget that must be noted, as well as a salary account reduction that will severely impact the department's ability to support existing and new technology upgrades and implementations.

Salary Funding Cuts - \$1,500,000

The first issue that must be noted is the proposed budget reduction of \$1.5M in ITA's salary account. This proposed reduction translates to an additional 15 positions that the department would have to hold vacant for the entire year. This is in addition to the 35 positions we must already hold vacant due to the salary savings rate, excess sick leave and retirement payouts, as well as some unique costs that ITA must pay due to the 24/7 response time required for some of our services and to MOU mandated payments for tool and uniform allowance. Depending on where attrition occurs, this may impact key projects such as HRP, Mobile Worker, Procurement Reform, and LAPD Radio Site Improvements, and ongoing work such as network upgrades and monitoring and cyber security.

ITA, in fiscal year 18/19 has suffered an untenable 17.7% vacancy rate that generated a large amount of savings in our salary account in FY18/19. This level of savings will not be repeated in FY19/20 for two reasons. First, the vacancies were due to a year-long lack of civil service lists in key entry level classes such as Application Programmer (AP), Communication Engineering Associate (CEA), and Communication Electrician (CE). After the release of the civil service lists in these classifications, ITA recently hired 22 APs, 9 CEAs, and 5 CEs, as well as filling positions in other classifications such as Data Analyst and Director of Communications. Based on these recent hires as well as hiring certs in progress, our vacancy rate is now 7.6% and we expect it to remain at this level so we will not be generating such significant salary savings. Secondly, excluding funding for COLAs, the department's FY19-20 salary account was reduced by \$1.7M compared to FY18-19 due to filling vacancies at the lowest paygrade for new hires and transfers.

ITA has taken on numerous major projects (LAPD VOIP, Mobile Worker, HRP, Procurement Reform) without requesting additional staff but relying on being able to fill existing position authorities. Further salary reduction will reduce our staffing to a level that would severely impact our ability to implement the projects for which we are funded. **We therefore request restoration of \$1.5M to ITA's salary account.**

Citywide Data Science & Predictive Analytics - \$300,000

The Mayor's proposed budget allocated \$251,965 of the \$829,535 the department requested for the Citywide Data Science & Predictive Analytics. While the budget continues funding for three position authorities in ITA supporting an internal Citywide data science and predictive analytics team, no funding was provided for a citywide data analytics platform. Great emphasis has been placed on data-driven decision making and the ability to analyze data is central to how City services can be improved. **On-going funding in the amount of \$300,000 for the data tool** will enable the City to implement an enterprise data management platform, a solution that will allow the City to operationalize use of data to improve outcomes. It will serve as a centralized data repository and will include analytic and visualization tools, as well as common reporting capabilities and tools. As data analysis teams are growing throughout City departments, the development of a centralized platform and standard tools is important to ensure the accuracy of results provided to City Council and effective collaboration across City departments. Standards, policies and a shared environment for data science teams to work collaboratively on data-driven projects will ensure that these teams are working most efficiently and not duplicating work or data.

City's Social Media Lead - \$0 Cost

In line with the Mayor's vision to deliver a cohesive official City presence on Social Media by consolidating all platforms being used by City Departments today, the ITA requested for a position to manage and lead the City's strategic and tactical actions on Social Media platforms to improve citizen engagement and awareness in the City. ITA converted one of our own positions to a Public Relations Specialist (PRS) to initiate the Mayor's vision to deliver a cohesive official City presence on Social Media. The PRS was also tasked with extending the Social Media reach for Channel 35 and LA This Week. Our request is to **provide regular position authority for a PRS in ITA's budget at no cost by deleting a Programmer Analyst III (1431-3) position authority (salary \$99,914), adding the PRS (1785-2), and restoring the Management Analyst (9184) position proposed for deletion in the Mayor's budget instead of the PAIII.**

Channel 35 Positions to Increase Programming & Content - \$0 Cost

Lastly, an increase in public, education and governmental access receipts received from state video franchise holders is estimated in FY19/20. Expenditures from said fees are restricted and can only be made for public, educational and governmental purposes consistent with state and federal law. LaCityview Channel 35 Operations received additional funding of \$1.2M, in line with this expenditure guideline, for contractual services

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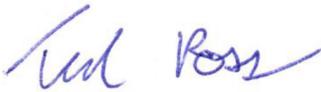
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for increase production of municipal programming, closed captioning services, press room tapings and additional social media content production and scripted programming for FY19/20. ITA's original budget request includes two positions, one Cable TV Production Manager II and one Television Engineer. The production manager is needed to manage Channel 35's two locations, its operations of two Government Access channels and the City's Social Media and multiple Commission locations and the TV Engineer will provide the necessary skills to maintain the station, systems and updated equipment which provide required and timely services for Elected City Officials and departments. ITA is not requesting additional funding but rather is requesting **position authority for the Cable TV Production Manager II (1801-2) and Television Engineer (7615) and to reprogram funding in the proposed budget from Channel 35's contractual services to ITA's salary account fund these two positions.**

Closing

ITA is proud to build innovative digital tools and provide technology infrastructure that enables an effective City of Los Angeles government. We take very seriously our responsibility to maintain, manage and upgrade critical technology infrastructure to keep up with residents' expectations and department needs. We deeply appreciate the confidence that the Mayor's budget demonstrates in ITA and our ability to perform this work in the best interests of the City.

Respectfully submitted,



Ted Ross
General Manager

cc: Matt Szabo, Mayor's Office
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