

Augusta, Georgia Information Technology Department **ANNUAL REPORT 2024**

REGGIE HORNE
Interim Chief Information Officer

TAMEKA ALLEN
Administrator



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Introduction from the Administrator

Mayor Johnson and Augusta Commissioners,

We are honored to present this Annual Report from the Information Technology Department. The work of this department is integral to our success as an organization, as they provide the tools that every other department needs to function efficiently. Information Technology is also on the front lines of helping our City move forward to offer our citizens better digital services and improved customer experiences.

The Information Technology team continues to prove their professionalism and technological skillsets in meeting the challenging needs and demands associated with cybersecurity and digital transformation. The department rose to the occasion throughout 2024 to deliver quality technology services for all of our City departments and agencies.

Their dedication was particularly evident during Hurricane Helene, when the department was creative in finding ways to help Augusta continue to function despite our difficult circumstances. Their ability to swiftly address issues and implement solutions to keep systems running was nothing short of remarkable.

As the former Chief Information Officer, I am very proud of the unwavering support and dedication of the department's staff. My transition to the Office of the Administrator in 2024 was bittersweet, as it was hard to leave this team. However, Information Technology has continued to function very well under Interim CIO Reggie Horne, and I look forward to seeing them continue enhancing services and optimizing IT operations in 2025.

I am excited about what the future holds for Information Technology in the City of Augusta, and I know they will continue to achieve great things. I thank you in advance for your continued support.

Sincerely,



Tameka Allen
Administrator



Introduction from the Interim Chief Information Officer

Honorable Mayor, Members of the Augusta Commission, Administrator Allen, Department Heads and Elected Officials:

I am pleased to present the Information Technology 2024 Annual Report to you.

The Information Technology department continues to provide excellent consumer service. In 2024, Hurricane Helene brought unique challenges, but Information Technology delivered in the face of adversity. Information Technology worked tirelessly to provide key services to ensure our city government and citizens continued to experience exceptional customer care. This report highlights the commitment and consistency in the Information Technology Department. The results of our most recent Customer Service Survey show that over 96% of our customers are satisfied with the services they received in 2024.



We consistently strive to exceed industry performance standards in all our endeavors. This report presents a comprehensive breakdown by each department and agency, detailing how our services were utilized to effectively meet the organizational needs. We have clearly outlined the key accomplishments in this report, demonstrating our commitment to excellence.

We are delighted to acknowledge that this report reflects the collaborations we have fostered with other departments and elected officials. We take great pride in our 2024 accomplishments and look forward to the continued success in 2025.

Professionally,

A handwritten signature in black ink, appearing to read 'Reggie Horne', written in a cursive style.

Reggie Horne
Interim Chief Information Officer

Information Technology Performance Measures

WORKLOAD MEASURES				
	FY22	FY23	FY24	TARGET
Number of Support Tasks Completed	20,493	20,927	19,111	<i>Support based on customer needs</i>
Number of Software Applications, Modules & Interfaces Supported	391	399	405	
Number of Desktops/Laptops Supported	3,042	3,047	3,160	
Number of Printers Supported	859	837	867	
Number of Help Desk Calls Processed	16,389	16,379	15,357	
Number of Servers Supported	256	252	244	
Number of Mobile Data Terminals Supported	385	392	425	
Number of Telephones Supported	4,191	4,278	4,244	
Number of Subscriber Radios Supported	1,629	1,670	2,410	
Number of Malware Prevented	4,745	2,151	2,088	
Number of Spam Emails Prevented	2,182,431	1,712,102	1,581,007	
Number of Page Views for City Website	4,093,116	3,842,840	4,312,854	
Average Number of Calls Processed per Help Desk Personnel	8,195	8,190	7,679	
Number of New Parcels Created	421	700	374	
Number of New Addresses Assigned	1,082	916	1,339	
Number of Visits to Augusta Maps	341,723	289,870	284,591	
Number of Plans Reviewed through E-Plan Review	406	345	257	

EFFICIENCY MEASURES				
	FY22	FY23	FY24	TARGET
Est. Average Time to Complete Work Orders	1.23 days	1.28 days	1 day	1.25 days
Est. Average Time to Repair Computer	5.10 hrs	5.03 hrs	5.09 hrs	5 hrs
Percent of Information Technology Work Orders Completed:				
- In Less Than One Hour	47%	52%	57%	50%
- In Less Than Four Hours	59%	62%	68%	65%
- By Help Desk	33%	45%	30%	50%

EFFECTIVENESS MEASURES				
	FY22	FY23	FY24	TARGET
Overall Customer Satisfaction Rating	98%	97%	96%	98%
Percent of Tickets Completed by Due Date	98%	97%	98%	90%
Percent of Upgrades and Implementations Completed on Time	85%	94%	91%	90%
Percent of Projects Completed within Budget	100%	100%	100%	100%
Percent of Network Availability	99.6%	95.9%	96.4%	99%
Number of City Employees Provided Biannual Cybersecurity Training	1,748	216	2,207	N/A*

* As of FY2020, Citywide cybersecurity training is now required every two years for existing employees.



INFORMATION TECHNOLOGY

2024 Annual Report on Projects & Support Provided

CITYWIDE PROJECTS & SUPPORT

- Performed monthly System and Infrastructure maintenance for all servers.
- Upgraded 12 SQL 2016 databases to SQL 2022.
- Upgraded multiple SQL 2016 databases to SQL 2019.
- Audit of all AT&T lines and disconnected obsolete lines.
- Completed additional 74 service and technical support requests successfully.
- Restored deleted data and files on AUGUNITY (NAS storage) from Backups for multiple customers city-wide.
- Performed regular maintenance for radio tower sites and generators.
- Managed ordering and provided ongoing support for all Verizon cellular devices. Upgraded over 200 mobile devices.
- Provided Telecomm support for Hurricane Helene.
- Setup disaster and recovery for all virtual servers between Production and DR site.
- Migrated Database SQL and Oracle backups from all database servers to EXAGRID.
- Installed upgrade on CUCM server.
- Provided ongoing support for Laserfiche Forms software.
- Provided ongoing support for Microsoft SharePoint.
- Provided ongoing support for Microsoft Teams.
- Provided ongoing support and managed social media account access.
- Continued to regularly provide addressing confirmation letters to citizens, as requested, for mail delivery and other addressing needs.
- Upgraded Augusta Maps application to provide a more efficient and updated product to internal departments, citizens and users nationwide.
- Continued to support and expand ArcGIS Server Secured Layer for Augusta Maps and secure access management. Customers included 311, EMA, Code Enforcement, Utilities, Engineering, Fire Department, Tax Commissioner, Information Technology, and Planning and Development.

- Updated and maintained Augusta's GEOHub—Open Augusta page, which provided 55 data layers at no cost to Augusta's citizens.
- Updated GIS documentation including user guides for various applications.
- Performed continuous updates to road centerlines and addresses, including electronic plan reviews.
- Maintained various online forms to support internal business processes, including GIS Enterprise Use Agreement, Address Request Form, and Data Release Agreement for external vendors.
- Provided ongoing support, maintenance, and replacements for existing ADP time clocks across the city.
- Provided ongoing support for digital signage software.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.



GENERAL GOVERNMENT SUPPORT

AUGUSTA 311

- Supported the Chameleon application, including multiple security requests.
- Supported the City View Workspace application, including multiple security requests and the Motorola/CityView interface for Code Enforcement.
- Continued support of Service Request ArcGIS Online Dashboard.
- Provided maps and data support.
- Continued support of Mosquito Control reporting application.
- Continued support of Motorola GIS data needs. Set up a new Motorola GIS Environment to include scripts that regularly update data being consumed in Motorola 311 solution.
- Supported the Cisco Call Center and IVR systems.
- Continued maintenance and support for the Motorola PremierOne Citizen Service Request application, including interfaces with other applications.
- Continued maintenance and support for the MyAugusta 311 mobile application for citizen engagement, including interfaces with other software.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided ongoing support for technology purchases. Orders processed - 2.
- 70 tickets/tasks resolved.

ADMINISTRATOR'S OFFICE

- Created public-facing map to report Hurricane Helene debris removal efforts to the community. The map was created in November 2024 and received 2056 views by the end of 2024, with an average of 5.63 views per day.
- Continued support and initiatives to improve addressing standards for the enterprise and citizens.
- Updated/ Upgrade to GeoHub page and continued maintenance and enhancement of the GeoHUB/mapping portal for Open Data public inquiries/transparency and citizen engagement applications.
- Provided comprehensive support during the Hurricane Helene emergency response. Developed detailed maps for GEMA, the National Guard, contractors, and internal departments. Supported

the creation of signage for distribution centers. Assisted the Vice President's staff during their visit to Augusta by producing custom maps and addressing various additional requests. Analyzed critical data to generate tailored maps for emergency response efforts targeting nursing homes, personal care homes, and socially vulnerable populations.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for the installation of Audio-Visual equipment for the City Administrators office.
- Provided support for the department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.
- Provided ongoing support for open records management software.
- Provided ongoing support for technology purchases. Orders processed - 14.
- 45 tickets/tasks resolved.

AUGUSTA REGIONAL AIRPORT

- Attended work session to discuss zoning surrounding the airport.
- Provided service for 29 radios.
- Provided annual Master's Week support services.
- Audit of all AT&T lines and disconnected obsolete lines.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- 65 tickets/tasks resolved.

CENTRAL SERVICES

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Coordinated Pollock copier replacement.
- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.
- Maintained GIS asset data for use in work order/asset management systems.
- Upgraded VOIP phone for Bldg Maintenance.
- Provided ongoing support for technology purchases. Orders processed - 12.
- 83 tickets/tasks resolved.

CENTRAL SERVICES – FLEET MANAGEMENT

- Supported the Faster application in the cloud.
- Upgraded VOIP phone for Fleet Management.
- Upgraded VOIP phone for Fleet Maintenance Broad.
- Upgraded VOIP phone for Fleet Maintenance Tobacco.
- 53 tickets/tasks resolved.

CLERK OF COMMISSION

- Provided extensive Homeless Task force support. Survey123 maintenance and support used by task force to gather information and provide services to Augusta's unhoused population. Continued maintenance of Dashboard that provides homeless information from different sources, summarizing the work efforts by different departments.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided additional updates to the equipment to improve audio in the Commission Chamber and for online streaming.
- Provided support for Municode Meetings software for agenda management.
- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.
- Supported the streaming of all Committee and Commission Meetings, including YouTube and Facebook Live as needed.
- Provided ongoing support for the Audio-Visual and all related systems in the Commission Chambers.
- Implemented a live video conferencing system that is integrated into the Commission AV system for live meetings with offsite personnel.
- Provided ongoing support for technology purchases. Orders processed - 2.
- 10 tickets/tasks resolved.

COMPLIANCE

- Created and deployed a form, database, and web application to facilitate the Minority and Women Owned Business directory.
- Supported B2Gnow application, including monthly updates.
- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided ongoing support for technology purchases. Orders processed - 4.
- 53 tickets/tasks resolved.

ENVIRONMENTAL SERVICES

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Continued addressing validation and support for Eremos.
- Continued support and task completion in Cityworks for ES Demolition work orders.
- Provided GIS support for Eremos as well as mapping and data analysis needs.
- Supported the Eremos suite of applications.
- 111 tickets/tasks resolved.

FINANCE

- Designed and developed applications to generate HR and Payroll files based on specifications provided by ADP.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.
- Supported Payroll in implementing one-time retention payments and increases.
- Supported year-end Payroll processes.
- Supported beginning-of-year Accounting processes.
- Managed bi-weekly process to submit employee information to ADP.
- Supported the ADP Enterprise eTime solution, which is used citywide for timekeeping and tracking.
- Provided ongoing support to the Payroll Team on a biweekly basis.
- Supported the Central Square Finance Enterprise software (Citywide ERP system), including associated custom reports.
- Supported Payroll in W-2 and 1099 reporting and printing processes.
- Completed MAC process for the replacement of Audio-Visual equipment inside the Finance Conference room.
- Designed and developed automated Bank Reconciliation file generation.
- Provided ongoing support for technology purchases. Orders processed - 8.
- 120 tickets/tasks resolved.

FINANCE – RISK MANAGEMENT

- Supported Cityworks asset management software and applicable workflows.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals
- Provided ongoing support for technology purchases. Orders processed - 34.
- 71 tickets/tasks resolved.

HOUSING & COMMUNITY DEVELOPMENT

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided support for the department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.
- Continued support and maintenance to existing layers of Housing specific data in Augusta Maps Secured Layers and provided updates to support Housing and Community Development activities.
- Completed various Maps and Data Requests.
- Provided ongoing support for technology purchases. Orders processed - 34.
- 151 tickets/tasks resolved.

HUMAN RESOURCES

- Designed and developed WeeCare Census file generator.
- Updated Auto Attendant for phone system.
- Supported ACA reporting processes.
- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.
- Supported Central Square Finance Enterprise software, including significant data processing for Open Enrollment and assistance with reporting.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided ongoing support for technology purchases. Orders processed - 16.
- 206 tickets/tasks resolved.

LAW DEPARTMENT

- Provided eVerify file for Business Licenses.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided ongoing support for technology purchases. Orders processed - 3.
- 26 tickets/tasks resolved.

MAYOR'S OFFICE

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- 22 tickets/tasks resolved.

PROCUREMENT

- Made numerous changes to the Procurement Solicitation Checklist Form.
- Supported software to enhance operations within the Print Shop.
- Supported Central Square Finance Enterprise software. Support of this software entails working with multiple customer departments, but Procurement is a key customer department.
- Supported monthly updates related to B2GNow.
- Supported beginning-of-year processes.
- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided ongoing support for technology purchases. Orders processed - 55.
- 89 tickets/tasks resolved.

TRANSIT

- Provided service for 67 radios.
- Continued maintenance of Google bus routes and stops through GTFS uploads to Google as requested by department.

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.
- Supported the TripSpark suite of applications.
- Supported the PASS application.
- Supported the PASS IVR system.
- Upgraded the PASS IVR/GVP system to meet current security requirements.
- Maintained and coordinated GIS feature layers in ArcGIS Online updates for bus stops and routes in coordination with Streets system.
- Continued support/updates for WebGIS app for ArcGIS Online - ARTS Transit Service Area Mapping.
- Continued to provide custom map creation and data analysis for various projects.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided ongoing support for technology purchases. Orders processed - 6.
- 106 tickets/tasks resolved.



PUBLIC SAFETY & JUSTICE SYSTEM SUPPORT

CIVIL & MAGISTRATE COURT / CLERK OF CIVIL & MAGISTRATE COURT

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.
- Provided ongoing support for the ICON Case Management System.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided ongoing support for technology purchases. Orders processed - 7.
- 101 tickets/tasks resolved.

CLERK OF SUPERIOR, STATE & JUVENILE COURT

See Tax & Services section.

CORONER'S OFFICE

- Provided support for the department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.
- Supported the Coroner's Case Management System.
- Provided service for 11 radios.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- 35 tickets/tasks resolved.

DISTRICT ATTORNEY

- Updated Auto Attendant for phone system.
- Provided service for 9 radios.
- Supported the Tracker Case Management System.
- Provided support for the department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Worked with Superior Court and DA's Office to implement NICE Justice for electronic evidence management.
- Provided ongoing support for technology purchases. Orders processed - 6.
- 357 tickets/tasks resolved.

E911 DISPATCH

- Implemented RapidSOS interface for CAD dispatch for more accurate call location information.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided support for the department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.
- Provided ongoing support for the New World Computer-Aided Dispatch System.
- Provide support for the New World Crew Force app for Central EMS.
- Provide ongoing support for the New World Zoll CAD to CAD interface for Central EMS.
- Provide ongoing support for the Priority Dispatch EMS QandA CAD interface for E911.
- Rewrote E911 Social Media interface to send information via dlvr.it and added BlueSky and Threads to the recipients.
- Facilitated and conducted Electro Magnetic Interference testing of the E911 Center.
- Continued feature class validation and mapping support to tailor data and dispatch map to user and software requirements.
- Provided extensive support for New World integration with GIS data and performed monthly data syncs.
- Continued analysis of 911 Address Overrides.
- Continued responsibility of 911 MSAG Updates.
- Provided service for 30 radios and consoles.
- Provided ongoing support for technology purchases. Orders processed - 14.
- 192 tickets/tasks resolved.

EMERGENCY MANAGEMENT AGENCY

- Continued support of Emergency Management Crisis Track Software by providing GIS data updates.
- Supported FEMA Community Rating System rating renewal with the ISO.
- Extensive support of Emergency Management Crisis Track Software used for damage assessment during Hurricane Helene.
- Provided support for the department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- 3 tickets/tasks resolved.

FIRE DEPARTMENT

- Supported the Faster application.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Created Damage Assessment App to display efforts in the field for Fire Department and Tax Assessor's staff conducting damage assessments after Hurricane Helene.
- Created and deployed Tug of War Challenge signup Form.
- Continued addressing coordination with the Fire Department in the Plan Review process for all new development in Augusta, Master Roads and Addressing Database training, and continued support for GIS related projects.
- Fulfilled multiple mapping requests.
- Provided support for the department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.
- Supported the New World CAD Interface to the Fire Records Management System.
- Updated downloadable Station Map Books for individual stations.
- Fulfilled multiple mapping requests.
- Provided service for 247 radios, and 37 MDTs. Outfitted the department with (23) new APX6000XE radios.
- Managed the Bluebeam Revu 21 software application and licenses.
- Installed new phone system Bn 1.
- Installed new phone system Bn 2.
- Provided ongoing support for technology purchases. Orders processed – 2.
- 132 tickets/tasks resolved for Fire Administration.

FIRE DEPARTMENT – FIRE STATIONS

- | | |
|---|---|
| • Fire Station 1 - 5 tickets resolved. | • Fire Station 12 - 1 ticket resolved. |
| • Fire Station 2 - 18 tickets resolved. | • Fire Station 13 - 4 tickets resolved. |
| • Fire Station 3 – 3 tickets resolved. | • Fire Station 14 - 5 tickets resolved. |
| • Fire Station 4 - 6 tickets resolved. | • Fire Station 15 - 3 tickets resolved. |
| • Fire Station 6 - 8 tickets resolved. | • Fire Station 16 - 1 ticket resolved. |
| • Fire Station 7 - 5 tickets resolved. | • Fire Station 17 - 7 tickets resolved. |
| • Fire Station 8 - 6 tickets resolved. | • Fire Station 18- 3 tickets resolved. |
| • Fire Station 9 - 11 tickets resolved. | • Fire Station 19- 7 tickets resolved. |
| • Fire Station 10 - 7 tickets resolved. | • Fire Station 20 - 2 tickets resolved. |
| • Fire Station 11 - 2 tickets resolved. | |

JURY CLERK

- Provided support for the department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- 9 tickets/tasks resolved.

JUVENILE COURT

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided ongoing support for the ICON Case Management System.
- Provided support for the department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.
- Coordinated with IT Finance Group to install new ADP Time Clock at the Broad Street location.
- Provided ongoing support for technology purchases. Orders processed - 2.
- 37 tickets/tasks resolved.

MARSHAL'S OFFICE

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Fulfilled map and data requests.
- Maintained and provided support for ArcGIS HUB page for Clean and Safe program. The page had 5,262 total views with an average of 14.31 views per day.
- Provided service for 88 radios, and 33 MDTs.
- Continued to provide extensive Homeless Task force support. Supported Survey123 tool used by task force to gather information and provide services to Augusta's unhoused population.
- Provided Dumpstat/CNET task force support for Marshal's Code Enforcement Division.
- Maintained sub-organization within Pictometry application.
- Provided support for the department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.
- Provided ongoing support for technology purchases. Orders processed - 16.
- 206 tickets/tasks resolved.

PROBATE COURT

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided support for the department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.
- 51 tickets/tasks resolved

PUBLIC DEFENDER

- Provided support for the department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.
- Supported the JCATS system.
- Updated Auto Attendant for phone system.
- Upgraded VOIP phone.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided ongoing support for technology purchases. Orders processed - 18.
- 215 tickets/tasks resolved.

RICHMOND COUNTY CORRECTIONAL INSTITUTE

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided service for 51 radios.
- Provided support for the department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.
- Assisted the RCCI with transitioning from WellPath to VitalCore Medical Group.
- Provided ongoing support for technology purchases. Orders processed - 3.
- 91 tickets/tasks resolved.

SHERIFF'S OFFICE

- Provided service for 667 radios, and 327 MDTs.
- Replaced 64 MDTs through SPLOST VII and VII projects.
- Designed and developed an application to compile accident data from GEARS and send the data to CarFax.

- Provided support for the department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.
- Assisted the RCSO with implementing Evidence.com cloud storage solution for their Axon Tasers and Body Cam project.
- Provided ongoing support for the New World MSP Suite, Corrections Suite, and Mobile Suite.
- Assisted SO Road Patrol with Downtown Camera project and setting up a control center in Intel.
- Implemented Lexis Nexis Citizens reporting for the RCSO. Citizens can now file nonemergency reports via an online portal.
- Assisted RCSO with setting up the infrastructure for their Axon body cam and taser. IT helped with connecting the devices to the network and setting up user accounts.
- Coordinated installation of new data lines at the Webster Detention Center.
- Coordinated Pollock printer/copier replacements at the Webster Detention Center, Records, Southgate, and Booking.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Continued maintenance of current GIS data and created new data for New World geocoding requirements. Provided database support for New World and database configuration.
- Maintained Crime Mapping Application feature in AugustaMaps for displaying searchable crime categories by data ranges, area buffers, beat selection, and address. Over 12,000 crime points added.
- Continued support of Meet Your Lieutenant app in ArcGIS Online. App had 5,262 total views with an average of 8.73 views per day.
- Continued support for ArcGIS Desktop and ArcGIS Online users.
- Provided technical assistance for the necessary calendar changes, accrual rules, overtime rules, and so forth related to the Sheriff's Office Payroll.
- Implemented Coplogic interface for New World LERMS for more importing Citizens Reports into LERMS.
- Provided ongoing support for technology purchases. Orders processed - 66.
- 369 tickets/tasks resolved for Sheriff's Office Administration.

SHERIFF'S OFFICE DIVISIONS & UNITS

- | | |
|---|--|
| • Booking - 579 tickets resolved. | • Jail - 25 tickets resolved. |
| • CID - 288 tickets resolved. | • Narcotics - 66 tickets resolved. |
| • Civil - 20 tickets resolved. | • North Precinct - 143 tickets resolved. |
| • Community Svc. - 21 tickets resolved. | • Records - 199 tickets resolved. |
| • Field Ops. - 96 tickets resolved. | • South Precinct - 114 tickets resolved. |
| • Internal Affairs - 30 tickets resolved. | • Training Center - 18 tickets resolved. |

SOLICITOR GENERAL

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided support for the department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.
- Supported the Tracker Case Management System.
- Provided ongoing support for technology purchases. Orders processed - 6.
- 137 tickets/tasks resolved.

STATE COURT

- Upgraded AV solution in the remaining courtrooms.
- Provided support for the department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided ongoing support for technology purchases. Orders processed - 11.
- 58 tickets/tasks resolved.

SUPERIOR COURT & COURT ADMINISTRATION

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Coordinated Pollock copier/printer replacement.
- Assisted Jury Services with AV upgrade project.
- Provided support for the department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.
- Upgraded AV solution in the remaining courtrooms.
- Assisted with and provided ongoing support for video court.
- Upgraded the InFax digital signage server and players for the Judicial Center.
- Upgraded VOIP phone.
- Provided ongoing support for technology purchases. Orders processed - 30.
- 167 tickets/tasks resolved.



TAX & PUBLIC SERVICES SUPPORT

ANIMAL SERVICES

- Created custom online Animal Control Dashboard to track Cases and Bites.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided service for 12 radios, and 8 MDTs.
- Supported the Chameleon interface with Cityworks.
- Provided ongoing support for Chameleon reports.
- Supported the Chameleon application, including multiple security requests.
- Performed various Animal Services software application installs.
- Provided ongoing support for Mobile Data Terminals.
- Updated Auto Attendant for phone system.
- Provided ongoing support for technology purchases. Orders processed - 6.
- 72 tickets/tasks resolved.

BOARD OF ELECTIONS

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided software and support for four elections, including adding the ability for BOE to designate precincts with zero election day ballots as reported.
- Upgraded VOIP phone.
- Provided support for Elections GIS data modifications and map creation.
- Continued support of BOE software with Master Roads and Address Database to ensure correct spelling, road types, and ZIP codes.
- Maintained and updated WebGIS apps, including Find My Elected official and Find My Polling Location.
- Maintained Polling Places, Precincts, Commissioners, and State GIS feature classes for elections mapping and support.
- Performed various iTracker software application installs.
- Supported the ApplicationXtender application.
- Provided ongoing support for the Board of Elections Main Office Call Center.

- 66 tickets/tasks resolved.

CLERK OF SUPERIOR, STATE & JUVENILE COURT

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Continued to work toward implementing the FiFa Interface between iasWorld and Records Management.
- Continued support for the Paper Cut software application.
- Provided ongoing support for Records Management software application, including multiple installs.
- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.
- Upgraded Records Management Test application to 2024.1.19.
- Upgraded Records Management Production application to 2024.1.19.
- Provided ongoing support for the ICON Case Management System.
- Provided ongoing support for technology purchases. Orders processed – 5.
- 168 tickets/tasks resolved.

ENGINEERING

- Upgraded VOIP phone.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided Plan Review Process support with multiple departments to support reviewing, approving, and conducting inspections with Cityworks Asset Management software solution for Engineering Operations. Created 205 polygons for submitted plans.
- Fulfilled map and data requests.
- Conducted Road Ownership Research to support Master Roads and Addressing Database.
- Maintained AED database, including providing staff support, database backups, and GIS expertise and training.
- Maintained Engineering Pictometry Organization, created user logins, and deactivated separated employees..
- Provided service for 5 radios.
- 152 tickets/tasks resolved.

ENGINEERING – STORMWATER

- Maintenance of Engineering AGOL members using Field Maps for MS4 inspections and other field deployment needs.
- Upgraded VOIP phone.
- 168 tickets/tasks resolved.

ENGINEERING – TRAFFIC ENGINEERING

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Continued support of Traffic Engineering GIS Staff in maintaining traffic data.
- Fulfilled map and data requests.
- Managed the Bluebeam Revu 21 software application and licenses.
- Upgraded VOIP phone.
- Provided ongoing support for technology purchases. Orders processed - 8.
- 29 tickets/tasks resolved.

PLANNING AND DEVELOPMENT

- Continued support of Plan Review Process.
- Supported citizen engagement ArcGIS Online app for ARTS Transportation.
- Maintained and modified GIS data for CityView ArcGIS Server web services, supported new inspector areas, realigned code enforcement areas, and provided address validation for pending, current, and retired addresses from Master Roads and Addressing Database via service.
- Provided GIS software access, support, and installation for planners. Gathered data from outside sources and established data sharing for community information requested.
- Maintained Planning and Development GIS feature classes in Augusta's enterprise geodatabase to support decision-making and other City departments' data needs.
- Provided flood zone support for Community Rating System. Continued support of GIS features for flood property information including LOMR and new LOMA and coordinated online access to these documents via GIS links.
- Maintained Zoning GIS feature classes and mapping support. 40 Zoning Cases processed.
- Fulfilled map requests and data analysis.
- Coordinated Pollock printer/copier replacements.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Created a BETA Planning Commission Dashboard for a future public-facing solution.
- Completed MAC process for the replacement of Audio-Visual equipment inside the Planning and Development Conference 1.
- Completed MAC process for the replacement of Audio-Visual equipment inside the Planning and Development Conference 2.

- Completed MAC process for the replacement of Audio-Visual equipment inside the Henry Brigham Conference room.
- Supported the Cityview Application, including multiple security requests.
- Supported the annual Alcohol License Renewal, Business License Renewal, and Request for Gross Revenue processes.
- Guided customers with creating custom searches within the CityView Application for reporting purposes.
- Provided ongoing support to CityView Workspace, Mobile, Public Portal applications, CityView Outlook, and Word Add-Ins.
- Continued the digitizing of historic building plans for archival purposes.
- Performed multiple map and activity reassignments.
- Assisted with multiple CityView configurations, workflow, and business rule updates.
- Managed the Bluebeam Revu 21 software application and licenses.
- Implemented Commission Districts within CityView Application.
- Provided service for 13 radios, and 11 MDTs for Code Enforcement.
- Provided service for 4 radios for Environmental Code Enforcement.
- Provided ongoing support for technology purchases. Orders processed - 14
- 474 tickets/tasks resolved.

RECREATION – ADMINISTRATION

- Provided service for 15 radios.
- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.
- Submitted monthly employee wellness files for Payroll.
- Implemented ActiveWorks Ticketing software.
- Managed technology needs for the Henry Brigham Community Center Reconstruction Project.
- Supported the ActiveNet application, including credit card processing and online registration.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided ongoing support for technology purchases. Orders processed - 32.
- 165 tickets/tasks resolved.

RECREATION CENTERS & PARKS

- | | |
|--|---|
| • Aquatic Center - 22 tickets resolved. | • Facilities - 95 tickets resolved. |
| • Bernie Ward – 8 tickets resolved. | • Fleming - 9 tickets resolved. |
| • Blythe - 5 tickets resolved. | • Henry Brigham - 11 tickets resolved. |
| • Carrie J. Mays- 5 tickets resolved. | • May Park -6 tickets resolved. |
| • Diamond Lakes - 22 tickets resolved. | • McBean - 14 tickets resolved. |
| • Eisenhower Park - 10 tickets resolved. | • McDuffie Woods – 38 tickets resolved. |

- Newman Tennis Center - 11 tickets resolved.
- Sand Hills - 5 tickets resolved.
- Warren Road - 10 tickets resolved.

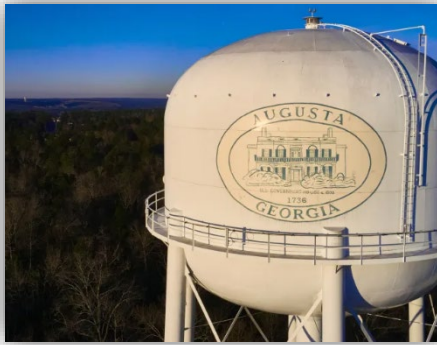
TAX ASSESSOR'S OFFICE

- Assisted with the upgrade to the Enterprise and Assessment Tax test version 2024.1.34.
- Supported the iasWorld Enterprise Assessment and Tax software application, including the iasWorld Self Service Public Access application. .
- Supported the Mobile Assessor application.
- Assisted with the Notice of Assessment Process.
- Provided support for the CAMA 2025 Tax Rollover.
- Configure new Public SSH key for bank payment processing/transactions.
- Upgrade WinGap software to latest version and create 2025 database for it.
- Migrated Physical Oracle DB server to Virtual environment. Also, upgraded OS from RHEL 7 to RHEL 8.
- Assisted in implementing an alternative IT solution following Hurricane Helene to ensure property tax and motor vehicle services continued to be available for the citizens.
- Created Tax Digest GIS Parcel Shapefile to TAO for submission to the Department of Revenue.
- Maintained Authoritative Parcel Data for Augusta.
- New Parcels Created: 378
- Plats Processed: 268
- New Subdivisions: 6
- New Addresses: 1339.
- Continued support and coordination for Master Roads and Addressing Database addresses; expedited TAO data entry; and provided daily addressing data synch via software integration.
- Continued support/administration of CONNECTExplorer (Pictometry) application.
- Continued support for ArcGIS desktop users in the office.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Created Damage Assessment App to display efforts in the field for Fire Department and Tax Assessor's staff conducting damage assessments after Hurricane Helene.
- Provided ongoing support for technology purchases. Orders processed - 2.
- 222 tickets/tasks resolved.

TAX COMMISSIONER'S OFFICE

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided Master Roads and Addressing Database support for returned mail evaluations on as-needed basis.
- Maintained No Bid GIS feature class for properties that are no longer being marketed at tax sale.
- Provided custom maps as requested.
- Assisted with the upgrade to Enterprise and Assessment Tax test version 2024.1.34.
- Supported the Security Federal Bank transmissions.
- Upgraded SAGE accounting software to the latest version.
- Supported the DRIVES software application.
- Supported the iasWorld/MAVRO interface.
- Assisted with Opex Machine replacement.
- Implemented Qmatic Cloud throughout the main Tax Commissioner's Office and South and West Tag offices.
- Upgraded Mavro Imaging software to the latest version.
- Ongoing support of the UCCX/Finesse Call Center system.
- Upgraded EMV Credit Card Readers for Tax Commissioners and Tag Offices.
- Provided ongoing support for technology purchases. Orders processed - 20.
- South Augusta Tag Office- 77 tickets/tasks resolved.
- West Augusta Tag Office – 55 tickets/tasks resolved.
- TCO Administration/Downtown – 251 tickets/tasks resolved.



UTILITIES SUPPORT

UTILITIES – ADMINISTRATION & CUSTOMER SERVICE

- Streamlined ADP reports for Director. Continued to provide Master Roads and Addressing Database address comparison for enQuesta on Stormwater accounts and addressing validation issues on water and sewer.
- Supported numerous Cityworks schema/web service changes throughout the year by ensuring schemas were unlocked and services were republished for Cityworks staff.
- Provided ArcGIS desktop support and troubleshooting.
- Continued support and maintenance of AUD Data in Enterprise Database and AGOL data collection maps, offering GIS expertise and troubleshooting when necessary.
- Continued support of custom public application with a map showing Augusta Utilities projects and service requests throughout the county.
- Maintained sub-organization within Pictometry CONNECTExplorer application.
- Deployed Lead Service Line Inventory solution, including public-facing GeoHUB page, in coordination with contractor to comply with EPA regulations.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided service for 8 radios.
- Continued troubleshooting issues from the enQuesta 2023 upgrade.
- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.
- Supported enQuesta and managed enQuesta printers. Managed enQuesta user security. Managed enQuesta files on application server.
- Managed SQL queries for Water Loss Study Team.
- Supported Utilities email distribution groups.
- Worked with Database Administrators to upgrade operating system and Microsoft SQL Server on the IVR Payment and Outdial database server.
- Assisted with supporting EDMS.
- Supported Invoice Cloud Biller Portal and Invoice Cloud user security.

- Supported Cisco Finesse application, including reporting and user security.
- Supported enQuesta, including managing user security.
- Supported IVR phone system and provided queries as needed to AUD for IVR data. Supported Cisco IVR call recordings and live call monitoring. Performed IVR script changes. Supported IVR Customer Service Holiday messages.
- Supported cashiering mobile devices for taking credit card payments.
- Supported the Q-matics application.
- Supported Cognos, including reporting and user security.
- Supported FDM, including user security.
- Supported the Apollo application.
- Processed network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Supported the customer web portal, Capricorn.
- Supported Invoice Cloud Biller Portal and Invoice Cloud user security.
- Provided ongoing support for technology purchases. Orders processed - 66.
- 380 tickets/tasks resolved.

UTILITIES – CONSTRUCTION & MAINTENANCE (WYLDs ROAD)

- Provided service for 70 radios.
- Supported Cityworks interface with enQuesta.
- Processed network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Managed Cognos scheduled reports for Dispatch.
- Provided ongoing support for technology purchases. Orders processed - 2.
- 147 tickets/tasks resolved.

UTILITIES – FACILITIES MAINTENANCE (CENTRAL AVENUE)

- Provided service for 10 radios.
- Supported Cityworks asset management software and applicable workflows.
- Processed network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- 23 tickets/tasks resolved

UTILITIES – ENGINEERING

- Supported PCSWMM application.
- Provided service for 5 radios.
- Supported Trimble Positions software.
- Created and maintained Cognos data reports and views from enQuesta to AUD Engineering.

- Processed network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- 230 tickets/tasks resolved.

UTILITIES – FORT EISENHOWER

- Supported Cityworks asset management software and applicable workflows.
- Processed network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Supported PCSWMM application.
- 39 tickets/tasks resolved.

UTILITIES – HIGHLAND AVENUE FILTER PLANT

- Processed network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Supported Water Quality Report and processed new year's reports.
- Continued support of WIMS software.
- Provided service for 4 radios.
- 48 tickets/tasks resolved.

UTILITIES – METERING

- Supported Itron's Mobile Collector.
- Assisted with support of the Cityworks asset management application, including interface with the billing application, enQuesta.
- Provided service for 54 radios.
- Processed network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Supported Invoice Cloud Biller Portal.
- Provided ongoing support for meter-reading handheld units.
- Provided ongoing support of FCS.
- Supported Temetra application testing and ongoing interface configurations.
- Supported Itron Mobile.
- Provided ongoing support for enQuesta application, including security requests.
- Supported FDM (Field Deployment Management system).
- Continued assessment of Advanced Metering Infrastructure for Metering, including testing cellular AMI endpoints.
- Supported Badger Beacon AMA software.
- Supported Badger Orion Profiling System software.
- Supported Cognos reporting software.

- Maintained Cognos reports to verify and identify enQuesta data integrity issues.
- Assisted staff with entering meters received into enQuesta inventory.
- Provided ongoing support for technology purchases. Orders processed – 6
- 87 tickets/tasks resolved.

UTILITIES – N. MAX HICKS WATER TREATMENT PLANT

- Processed network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Continued support of WIMS software.
- Provided service for 5 radios.
- 30 tickets/tasks resolved.

UTILITIES – PLANTS 2 & 3

- Processed network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.

UTILITIES – RAW WATER PUMPING STATION

- Processed multiple network and application security requests.
- Provided service for 2 radios.
- 15 tickets resolved.

UTILITIES – WASTEWATER TREATMENT PLANT

- Processed network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Supported Operator 10, including user security.
- Provided service for 2 radios.
- Upgraded Operator 10 and Synexus to version 11.25.6235.
- 31 tickets/tasks resolved.



AUGUSTA RADIO SYSTEM

The Augusta-owned land mobile radio system continued successful operations in 2024, serving 2,410 radios (including mutual aid). City of Augusta customers on the system included Animal Services, Augusta Regional Airport, Coroner's Office, District Attorney, E911, Fire Department, Fleet Management, Information Technology, Code Enforcement, Environmental Services, Marshal's Office, Recreation & Parks, Engineering Maintenance, RCCI, Sheriff's Office (including the Detention Center), Transit, and Utilities.

External customers included Augusta Technical College, Augusta University, City of Blythe, City of Hephzibah, Central EMS, Richmond County Board of Education, and the U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives.

The following actions were completed for the system in 2024:

- Conducted internal radio committee meeting to brief 2025 radio system upcoming enhancements, review 2024 system use statistics, and address customer concerns.
- Performed regular maintenance for radio tower sites and generators.
- Coordinated billing for monthly airtime and annual maintenance charges.
- Provided ongoing radio support and programming for all internal customers.
- Conducted a city-wide radio outage for a period of 30 minutes to test customer procedures and the City of Augusta Continuity of Operations Plan.
- Performed annual preventive maintenance for radio tower sites.



EXTERNAL AGENCY SUPPORT

- Provided the City of Grovetown Fire Rescue with updated addressing and road data for emergency response at the county line.
- Continued support of Mosquito Control solution.
- Created maps for and established regular communication with outside agencies (including the US Postal Service, Board of Education, and Health Department) in support of improved Augusta addressing initiatives.
- Provided mapping services to the public via sales of maps by written request and no-cost, on-demand data through Augusta's online Open Data Catalog.
- Provided Board of Education mapping and analysis support, GIS data creation, school data updates, and Pictometry support.
- Continued support for Electronic Plan Review in Cityworks. Collaboration between GIS Team, Planning and Development, Engineering, Utilities, Fire Department, Traffic Engineering, Health Department, and Tree Commission.
- Landbank Authority- 3 tickets resolved.
- Provided support for 268 radios for external customers.
- Provided support for 696 radios for mutual aid.