Augusta, Georgia
Information Technology Department
ANNUAL REPORT 2025

REGGIE HORNE
Chief Information Officer

TAMEKA ALLEN
Administrator

Augusta
GEORGIA

Information Technology
Augusta, Georgia

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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 (IT). 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. Augusta IT is also on the front lines of helping us offer our citizens better digital services and improved customer experiences from their government.

With the official installation of Reggie Horne as Chief Information Officer in August 2025, the department is well positioned for the future. I look forward to seeing how Augusta IT will continue to move forward with cybersecurity improvements, expanded connectivity, and digital transformation under Mr. Horne's leadership.

In addition to the accomplishments detailed in this report, the department is celebrating GIS Project Coordinator Alex Ferrand, who was selected as the 2025 Augusta Employee of the Year. Mr. Ferrand's dedication, reliability, and creativity have helped the GIS team provide excellent support for the whole organization. He offers a great example of the professionalism and technical proficiency that characterize Information Technology. Congratulations to Mr. Ferrand for this well-deserved honor.

It was a difficult decision for me to leave such a great team…. but I am confident they will continue to move in the right direction. Their impact to this organization is immeasurable.

I am excited about what 2026 holds for Augusta Information Technology, and I know they will continue to achieve great things. Thank you in advance for your continued support.

Sincerely,

Tameka Allen
Administrator

Introduction from the 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 2025 Annual Report for your consideration.

The Information Technology Department is dedicated to enhancing organizational operations by providing reliable technology services, advanced digital solutions, and an improved customer experience for our citizens. We are fully committed to equipping our customers with the tools they need to excel in their roles. Our Information Technology department is diligently working to ensure that all personnel benefit from inclusive digital experiences and receive exceptional customer service. Collectively, we are making a positive impact each day. Since becoming Chief Information Officer in 2025, our commitment to delivering high-quality customer service has been reinforced, as reflected in a 99% customer satisfaction rate in the 2025 survey.

Currently, our initiatives include expanding cybersecurity measures, continuing to develop fiber infrastructure, and advancing our artificial intelligence projects. This report offers a comprehensive overview of our key accomplishments, demonstrating our ongoing progress and commitment to excellence.

We continue to emphasize our collaborative partnerships and measurable outcomes that support various departments, agencies, and elected officials. We look forward to continued progress and strengthened partnerships in 2026.

Professionally,

Reggie Horne
Chief Information Officer

Information Technology Performance Measures

WORKLOAD MEASURES				
MEASURE	**FY23**	**FY24**	**FY25**	**TARGET**
Number of Support Tasks Completed	20,927	19,111	22,898	*Support based on customer needs*
Number of Software Applications, Modules & Interfaces Supported	399	405	413	
Number of Desktops/Laptops Supported	3,047	3,160	3,030	
Number of Printers Supported	837	867	864	
Number of Help Desk Calls Processed	16,379	15,357	14,311	
Number of Servers Supported	252	244	234	
Number of Mobile Data Terminals Supported	392	425	383	
Number of Telephones Supported	4,278	4,244	4,288	
Number of Subscriber Radios Supported	1,670	2,410	2,441	
Number of Malware Prevented	2,151	2,088	6,266	
Number of Phishing/Malware Emails Prevented			13,984,404	
Number of Spam Emails Prevented	1,712,102	1,581,007	943,198	
Number of Security Alerts Responded To			7,263	
Number of Security Alert Vulnerabilities Corrected			543	
Number of Page Views for City Website	3,842,840	4,312,854	4,140,978	
Average Number of Calls Processed per Help Desk Personnel	8,190	7,679	7,155	
Number of New Parcels Created	700	374	729	
Number of New Addresses Assigned	916	1,339	1,256	
Number of Visits to Augusta Maps	289,870	284,591	397,822	
Number of Plans Reviewed through E-Plan Review	345	257	249	

EFFICIENCY MEASURES				
	FY23	**FY24**	**FY25**	**TARGET**
Est. Average Time to Complete Work Orders	1.28 days	1 day	1.26	1.25 days
Est. Average Time to Repair Computer	5.03 hrs.	5.09 hrs.	5.06	5 hrs.
Percent of Information Technology Work Orders Completed:				
- In Less Than One Hour	52%	56.87%	64.60%	50%
- In Less Than Four Hours	62%	68.42%	73.69%	65%
- By Help Desk	45%	30%	47%	50%

EFFECTIVENESS MEASURES				
	FY23	**FY24**	**FY25**	**TARGET**
Overall Customer Satisfaction Rating	97%	96%	99%	98%
Percent of Tickets Completed by Due Date	97%	97.90%	98.20%	90%
Percent of Upgrades and Implementations Completed on Time	94%	91%	90%	90%
Percent of Projects Completed within Budget	100%	100%	100%	100%
Percent of Network Availability	95.9%	96.40%	96.75%	99%
Number of City Employees Provided Biannual Cybersecurity Training	216	2,207	2,322	N/A*

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

INFORMATION TECHNOLOGY

2025 Annual Report on Projects & Support Provided

CITYWIDE PROJECTS & SUPPORT

- 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.
- Conducted an internal radio committee meeting to brief on the upcoming 2026 radio system, 2025 system use statistics, and address customer concerns.
- Performed radio system upgrade to ASTRO 2024.1.
- Upgraded (382) MDTs to Windows 11.
- Designed, developed, and implemented Drive Home Vehicle Request Form.
- Upgraded Voice Gateway to SIP.
- Negotiated Verizon contract for a $400,000 savings/account credit.
- Installed a new gateway for improved voice connectivity.
- Upgraded the VOIP system to the most current version.
- Continued to regularly provide addressing confirmation letters to citizens, as requested, for mail delivery and other addressing needs.
- 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 providing 55 data layers available at no cost to Augusta`s citizens.
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- 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.
- Continued to support Augusta Maps application to provide an efficient and updated product to internal departments, citizens and users nationwide. Augusta Maps downtime was minimal during 2025, with most interruptions being related to internet outages.
- Continued to regularly provide addressing confirmation letters to citizens as requested for mail delivery and other addressing needs.
- Restored databases from backup for multiple customers throughout the year.
- Completed an additional 90 service and technical support requests successfully.
- Deployed Replication cloud infrastructure to replicate all production servers in the DRaaS platform.
- Deployment and implementation of Zerto Replication software to cover production servers.
- Successfully deployed city-wide phishing alert add-on feature in O365 for efficient reporting of phishing emails.
- Successfully deployed and implemented the Cisco Email Gateway security solution
- Troubleshot 183 technical and access issues along with support requests for multiple customers throughout the year.
- Restored deleted data and files on AUGUNITY (NAS storage) from Backups for multiple customers throughout the year, city-wide.
- Performed monthly Systems and Infrastructure maintenance for all servers.
- Provided Project Management and Technical Support during the Implementation of the ADP HR, Benefits, and Payroll software.
- Provided ongoing support, maintenance, and replacements for existing ADP time clocks across the city.
- Provided ongoing support for Microsoft SharePoint.
- Provided ongoing support for Microsoft Teams.
- Provided ongoing support and managed social media account access.
- Provided ongoing support for digital signage software.
- Provided ongoing support for Laserfiche Forms software.
- 516 Help Desk Tickets/Tasks resolved.

GENERAL GOVERNMENT SUPPORT

AUGUSTA 311

- Supported the CityView Workspace software application and reporting, including processing multiple security requests.
- Continued maintenance and support of the CityWorks to Chameleon interface for Animal Services service requests. .
- Provided support for the Chameleon software application and processed multiple security requests.
- Continued maintenance and support of the Motorola to CityView interface for Code Enforcement service requests.
- Continued support of Service Request ArcGIS Online Dashboard.
- Provided maps and data support.
- Continued support of Motorola GIS data needs. Continued support of Motorola/GIS Environment to include scripts that regularly update data being consumed in Motorola 311 solution.
- Updated various Crystal Reports in Cityworks.
- Continued to support 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.
- 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.
- 46 tickets/tasks resolved.

ADMINISTRATOR'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. Specific applications/processes are highlighted below.
- Provided ongoing support for open records management software.
- At the request of the Administrator, offered and hosted Cityworks refresher training for all maintenance staff from Engineering, Central Services, and Recreation and Parks, for both desktop and mobile users.
- Designed, developed, and implemented SPLOST 7 and SPLOST 8 Project Explorer web app.
- Designed, developed, and implemented Event Marketing Assistance Request Form.
- Designed, developed, and implemented Supervisor Certification Program Application Form.
- Designed, developed, and implemented Department Director Evaluation Form.
- Continued support and initiatives to improve addressing standards for the enterprise and citizens.
- Continued maintenance and enhancement of the GeoHUB/mapping portal for Open Data public inquiries/transparency and citizen engagement applications.
- Fulfilled map and data requests.
- 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 Data outlets for the City Administrator`s office.
- Provided ongoing support for technology purchases. Orders processed - 5.
- 121 tickets/tasks resolved.

AUGUSTA REGIONAL AIRPORT

- Provided service for 29 radios.
- Provided annual Master`s Week support services.
- Managed the life-cycle process and replacement process for a variety of desktop equipment, including PCs, laptops, tablets, and peripherals.
- Provided ongoing support for technology purchases. Orders processed - 3.
- 105 tickets/tasks resolved.

CENTRAL SERVICE

- 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 the Faster application in the cloud.Offered and hosted Cityworks refresher training for all staff, for both desktop and mobile users.

- Continued to support Cityworks asset management software and applicable workflows, including password resets, permissions modifications, Inbox modifications, and general access.

- Maintained GIS asset data for use in work order/asset management systems.

- Provided ongoing support for technology purchases. Orders processed - 4.

- 60 tickets/tasks resolved.

CLERK OF COMMISSION

- Continued to provide 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.

- Derived an Agenda Item Request Form for the Charter Review Committee.

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

- Provided support for Municode Meetings software for agenda management.

- Provided additional updates to the equipment to improve audio in the Commission Chamber and for online streaming.

- 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.

- 14 tickets/tasks resolved.

COMPLIANCE

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

ENVIRONMENTAL SERVICES

- Continued maintenance and support for the ReCollect mobile application for trash pickup information.
- Supported the Elemos suite of applications.
- Continued to support Cityworks asset management software and applicable workflows.
- Continued addressing validation and support for Elemos.
- Completed various Maps and Data Requests.
- Continued support and task completion in Cityworks for ES Demolition work orders.
- 181 tickets/tasks resolved.

FINANCE

- 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 Finance Department Conference room.
- 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.
- Provided ongoing support for technology purchases. Orders processed - 2.
- 164 tickets resolved.

FINANCE – RISK MANAGEMENT

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

HOUSING & COMMUNITY DEVELOPMENT

- Designed, developed, and implemented Emergency Rental Assistance Form.
- 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.
- 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.
- Provided ongoing support for technology purchases. Orders processed - 3.
- 189 tickets/tasks resolved.

HUMAN RESOURCES

- Supported Central Square Finance Enterprise software, including significant data processing for Open Enrollment and assistance with reporting.
- 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.
- Implemented digital signature software OneSpan.
- Implemented BOSS ticket management system for HR tracking of activities.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Updated Auto Attendant for phone system.
- Provided ongoing support for technology purchases. Orders processed - 7.
- 224 tickets/tasks resolved.

LAW DEPARTMENT

- Provided the Annual Immigration report 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 end-user assistance with Augusta Maps.
- 40 tickets/tasks resolved.

MAYOR'S OFFICE

- Fulfilled GIS Data Requests.
- 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.
- 23 tickets/tasks resolved.

PROCUREMENT

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Coordinated Pollock printer/copier replacements at the Procurement and Printshop.
- Completed MAC process for the installation of Audio-Visual equipment for the Procurement Office Conference rooms.
- Supported Central Square Finance Enterprise software. Supporting this software entails working with multiple customer departments, but Procurement is a key one.
- 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.

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

TRANSIT

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Continued to support Cityworks asset management software and applicable workflows.
- 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.
- Supported the TripSpark suite of applications.
- Supported the PASS application.
- Supported the PASS IVR system.Continued maintenance and support for the MYAT mobile application for bus routes.
- Continued maintenance of Google bus routes and stops through GTFS uploads to Google as requested by department.
- 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. Rebuilt various AGOL Apps from Web App Builder to non-retiring app type.
- Continued to provide custom map creation and data analysis for various projects.
- Provided service for 67 radios.
- Provided ongoing support for technology purchases. Orders processed - 5.
- 134 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.
- Redesigned and implemented Marriage Ceremony Request Form.
- Provided ongoing support for technology purchases. Orders processed - 5.
- 128 tickets/tasks resolved.

CLERK OF SUPERIOR, STATE & JUVENILE COURT

See Tax & Services section.

CORONER'S OFFICE

- 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 Coroner's Case Management System.
- Provided service for 11 radios.
- Provided ongoing support for technology purchases. Orders processed - 5.
- 76 tickets/tasks resolved.

DISTRICT ATTORNEY

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- 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.
- Provided ongoing support for technology purchases. Orders processed - 9.
- 523 tickets/tasks resolved.

E911 DISPATCH

- Updated the Priority Dispatch software to the latest version to stay in compliance with the accreditation requirements.
- Upgraded the server equipment for New World.
- Upgraded New World from 2022.1 to 2025.1 to fix known issues and to take advantage of new features.
- 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.
- Provided support for the New World Crew Force app for Central EMS.
- Provided ongoing support for the New World Zoll CAD to CAD interface for Central EMS.
- Provided ongoing support for the Priority Dispatch EMS CAD interface for E911.
- Provided service for 30 radios and consoles.
- Facilitated and conducted the upgrade of (14) consoles within 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.
- Rewrote E911 Wrecker Rotation web app.

- Created a custom ArcGIS Online Application for CAD Run Cards to help support 911 during the downtime of the CAD 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 - 11.
- 264 tickets/tasks resolved.

EMERGENCY MANAGEMENT AGENCY

- 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 Emergency Management Agency Office.
- Provided end-user assistance with Augusta Maps.
- Upgraded VOIP phone.
- Continued support of Emergency Management Crisis Track Software by providing GIS data updates.
- 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 - 4.
- 10 tickets/tasks resolved.

FIRE DEPARTMENT

- Supported the Faster application.
- Analyzed Nearmap hurricane damage AI layers against completed damage assessments in Crisis Track.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Managed the Bluebeam Revu 21 software application and licenses.
- 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.
- Updated downloadable Station Map Books for individual stations.
- Fulfilled multiple mapping requests.

- Upgraded VOIP phone.
- 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.
- Provided service for 254 radios, and 34 MDTs.
- Provided ongoing support for technology purchases. Orders processed - 5
- 200 tickets/tasks resolved.

FIRE DEPARTMENT – FIRE STATIONS

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

JURY CLERK

- 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.

JUVENILE COURT

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

MARSHAL'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.
- Provided service for 88 radios, and 38 MDTs.
- Maintained sub-organization within the Pictometry application.
- Continued to maintain and support the ArcGIS HUB page for Clean and Safe program. .
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Continued to maintain Marshal Zones in GIS Database byfulfilling change requests.
- Fulfilled map and data requests.
- Continued to support Cityworks asset management software and applicable workflows. 41 tickets/tasks resolved.
- Fulfilled numerous change requests.
- Upgraded VOIP phone.
- 294 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.
- Used the contractor BIS Digital to install AV equipment to mirror the same setup as the rest of the courtrooms in the Judicial Center.
- Used the contractor Government Window to install Credit Card reader equipment and software to give them the ability to take secured card payments.
- Updated Auto Attendant for phone system.
- Provided ongoing support for technology purchases. Orders processed - 6.
- 148 tickets/tasks resolved.

PUBLIC DEFENDER

- Updated Auto Attendant for phone 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.
- Supported the JCATS 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 - 4.
- 273 tickets/tasks resolved.

RICHMOND COUNTY CORRECTIONAL INSTITUTE

- Continued to support 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 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 service for 51 radios.
- Upgraded VOIP phone.
- Provided ongoing support for technology purchases. Orders processed - 1.
- 87 tickets/tasks resolved.

SHERIFF'S OFFICE

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Continued to support Cityworks asset management software and applicable workflows, including password resets, permissions modifications, Inbox modifications, and general access.
- Provided support to Augusta`s HOT team for duties related to Homeless population assistance. Also assisted with Point-in-Time Count efforts. Implemented AGOL solution in preparation for the 2026 PIT Count.
- Provided technical assistance for the necessary calendar changes, accrual rules, overtime rules, and so forth related to the Sheriff's Office Payroll.
- Designed, developed, and implemented Business Emergency Contact Information Form.

- Provided service for 600 radios, and 288 MDTs.

- 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 MSP Suite, Corrections Suite, and Mobile Suite.

- Provided service for 600 radios, and 373 MDTs through the imaging, configuration, and issue of (85) new MDTs.

- Replaced 85 MDTs through SPLOST VII project.

- 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.

- Continued maintenance of current GIS data and created new data for New World geocoding requirements. Provided database support for New World and database configuration.

- Continued support of Meet Your Lieutenant app in ArcGIS Online. App had 1,988 total views with an average of 5.45 views per day.

- Continued support for ArcGIS Desktop and ArcGIS Online users.

- Provided ongoing support for technology purchases. Orders processed - 37.

- 574 tickets/tasks resolved.

SHERIFF'S OFFICE DIVISIONS & UNITS

- Booking – 525 tickets resolved.
- CID - 428 tickets resolved.
- Civil - 25 tickets resolved.
- Community Svc. -16 tickets resolved.
- Field Ops. - 215 tickets resolved.
- Internal Affairs - 27 tickets resolved.
- Quartermaster- 8 tickets resolved.
- Jail - 3 tickets resolved.
- Narcotics - 78 tickets resolved.
- North Precinct - 267 tickets resolved.
- Records - 267 tickets resolved.
- South Precinct -410 tickets resolved.
- Training Center - 12 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.

- 248 tickets/tasks resolved.

STATE COURT

- 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.
- 88 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.
- Assisted with and provided ongoing support for video court.
- Worked with the Superior Court to implement Axon Justice for electronic evidence management.
- Provided ongoing support for technology purchases. Orders processed - 13.
- 257 tickets/tasks resolved.

TAX & PUBLIC SERVICES SUPPORT

ANIMAL SERVICES

- Implemented an interactive self-service kiosk to help streamline pet adoptions.
- Provided ongoing support for Mobile Data Terminals.
- Provided support for the Chameleon software application and processed numerous security requests.
- Provided continuous technical support for Chameleon reports.
- Maintained custom online Animal Control Dashboard to track Cases and Bites.
- Provided service for 12 radios, and 8 MDTs.
- Continued to support Cityworks asset management software and applicable workflows.
- 94 tickets/tasks resolved.

BOARD OF ELECTIONS

- Performed various iTracker software application installs.
- Supported the ApplicationXtender software application.
- Provided ongoing support for the Board of Elections Main Office Call Center.
- Provided support for Elections GIS data modifications and map creation.
- 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.
- Provided software and support for three elections.
- 57 tickets/tasks resolved.

CLERK OF SUPERIOR, STATE & JUVENILE COURT

- Provided support for departments` 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.
- Continued to work toward implementing the FIFA interface between Enterprise Assessment and Tax and Records Management.
- Continued support for the Paper Cut software application.
- Provided ongoing technical support for Records Management software application, including multiple installs.
- Upgraded Records Management Test software application to 2025.1.17.
- Upgraded Records Management Production software application to 2024.1.20.
- Used contractor MCCi to help the Clerk of Court with digitizing their aging microfilm so they can store the data in our county-wide file repository Laserfiche.
- Provided ongoing support for the ICON Case Management System.
- Provided ongoing support for technology purchases. Orders processed - 3.
- 275 tickets/tasks resolved.

ENGINEERING

- Continued to provide extensive support for Cityworks asset management software and applicable workflows. Created new accounts, deactivated old accounts, permission changes, Inbox configuration, general modification requests, asset configurations, workflow modifications, password resets, and general troubleshooting.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Offered and hosted Cityworks refresher training for all staff, for both desktop and mobile users.
- 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 249 polygons for submitted plans.
- 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.
- Fulfilled map and data requests.
- Provided ongoing support for technology purchases. Orders processed - 5.
- Provided service for 5 radios.
- 188 tickets/tasks resolved.

ENGINEERING – STORMWATER

- Continued to provide extensive support for Cityworks asset management software and applicable workflows. Created new accounts, deactivated old accounts, permission changes, Inbox configuration, general modification requests, asset configurations, workflow modifications, password resets, and general troubleshooting.
- Offered and hosted Cityworks refresher training for all staff, for both desktop and mobile users.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Maintenance of Engineering AGOL members using Field Maps for MS4 inspections and other field deployment needs.
- 222 tickets/tasks resolved.

ENGINEERING – TRAFFIC ENGINEERING

- Continued support of Traffic Engineering GIS Staff in maintaining traffic data. Implemented / Trained Traffic Engineering Staff to edit Fiber Data.
- Fulfilled map and data requests.
- Managed Bluebeam Revu 21 software application and licenses.
- Offered and hosted Cityworks refresher training for all staff, for both desktop and mobile users.
- 37 tickets/tasks resolved.

PLANNING AND DEVELOPMENT

- Continued support of Plan Review Process. Created 179 .
- 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 web 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. 38 Zoning Cases processed.

- Fulfilled map requests and data analysis.

- Assisted with Planning and Development 2025 permit fee update within the Cityview application.

- Upgraded Cityview Workspace Production software application to version 2024.9.2.

- Upgraded Cityview Workspace Test software application to version 2024.9.4.

- Upgraded credit card terminals for Planning and Development main office, as well as the Satellite 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.

- Provided ongoing technical support for CityView Outlook and Word Add-Ins, including multiple installs.

- Implemented the Quick Fields Module scanning software application.

- Provided support for the CityView Workspace, Mobile, and Public Portal software applications.

- Assisted with Annual Alcohol and Business License Renewals.

- Guided customers in creating custom searches within the CityView software application for reporting purposes.

- Performed multiple map and activity reassignments.

- Assisted with multiple CityView configurations, workflow, and business rule updates.

- Managed the Bluebeam Revu 21 software application installations and licenses.

- Continued to support Cityworks asset management software and applicable workflows.

- Created Planning Commission and Board of Zoning Appeals Dashboards for the public to access information on current cases.

- Provided ongoing support for technology purchases. Orders processed - 1.

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

- Designed and developed Inspection Request Form for BLI.

- Provided service for 13 radios, and 11 MDTs for Code Enforcement.

- Provided service for 4 radios for Environmental Code Enforcement.

- 526 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.
- Compiled and submitted monthly employee wellness reports to Human Resources for payroll processing.
- Compiled ActiveNet reports and supporting documentation to facilitate the Recreation and Parks 2025 audit.
- 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.
- Continued to support Cityworks asset management software and applicable workflows.
- Offered and hosted Cityworks refresher training for all staff, for both desktop and mobile users.
- Provided ongoing support for technology purchases. Orders processed - 14.
- 205 tickets/tasks resolved.

RECREATION CENTERS & PARKS

- Aquatic Center - 25 tickets resolved.
- Bernie Ward – 6 tickets resolved.
- Blythe - 11 tickets resolved.
- Diamond Lakes - 15 tickets resolved.
- Eisenhower Park - 12 tickets resolved.
- Facilities - 154 tickets resolved.
- Henry Brigham - 13 tickets resolved.
- May Park -1 ticket resolved.
- McBean - 8 tickets resolved.
- McDuffie Woods – 30 tickets resolved.
- Newman Tennis Center - 3 tickets resolved.
- Sand Hills - 7 tickets resolved.
- Warren Road - 4 tickets resolved

TAX ASSESSOR'S OFFICE

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Created Thematic Mapping Web App to replace the feature on the old Augusta Maps site.
- Executed multiple DB scripts for Oracle Database.
- Assisted with WinGap Version Update AY2026.

- Assisted with the upgrade to the Enterprise and Assessment Tax Production version 2024.1.46 in preparation for House Bill 581.
- Assisted with 2026 NADA, ABOS Schedule Updates and DNR Download.
- Provided ongoing technical support for the Public application.
- 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 Authoritative Parcel Data for Augusta.
  New Parcels Created: 729
  Plats Processed: 332
  New Subdivisions: 6
  New Addresses: 1256
- 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 the CONNECTExplorer (Pictometry) application.
- Continued support for ArcGIS desktop users in the office.
- Created Tax Digest GIS Parcel Shapefile to TAO for submission to the Department of Revenue.
- Supported the Enterprise Assessment and Tax software application, including the Self-Service Public Access application.
- Supported the Mobile Assessor software application.
- Assisted with the Annual Notice of Assessment Process.
- Provided support for the C
- AMA 2026 Tax Rollover.
- Provided ongoing support for technology purchases. Orders processed - 1.
- 214 tickets/tasks resolved.

TAX COMMISSIONER'S OFFICE

- Maintained No Bid GIS feature class for properties that are no longer being marketed at tax sale.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided technical support for the Security Federal Bank transmissions.
- Supported the DRIVES software application.

- Provided support for the Enterprise Assessment and Tax MAVRO interface.
- Provided technical support for the UCCX/Finesse Call Center system.
- Provided technical support for Qmatic Cloud application and kiosk issues in the main Tax Commissioner`s office, as well as the South and West Augusta Tag offices.
- Provided support for the Government Windows EMV Credit Card Readers for Tax Commissioners and Tag Offices.
- Assisted with the upgrade to Enterprise and Assessment Tax test patch version 2024.1.
- Supported the DRIVES software application.
- Provided ongoing support for technology purchases. Orders processed - 13.
- 434 tickets/tasks resolved.

UTILITIES SUPPORT

UTILITIES – ADMINISTRATION & CUSTOMER SERVICE

- Provided service for 8 radios.

- Upgraded VOIP phone. 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 the Enterprise Database and AGOL data collection maps, offering GIS expertise and troubleshooting when necessary.

- Continued support of a custom public application with a map showing Augusta Utilities projects and service requests throughout the county.

- Maintained sub-organization within the Pictometry CONNECTExplorer application.

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

- Created Crystal Report for AUD of WOs for FEMA Reimbursement for work performed as a result of 2024 Hurricane Helene.

- Continued to provide extensive support for Cityworks asset management software and applicable workflows. Created new accounts, deactivated old accounts, permission changes, Inbox configuration, general modification requests, asset configurations, workflow modifications, template creation, template modification, password resets, and general troubleshooting.

- Provided ongoing support for technology purchases. Orders processed - 22.

- 501 tickets/tasks resolved.

UTILITIES – CONSTRUCTION & MAINTENANCE (WYLDS ROAD)

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Upgraded VOIP phone.
- Provided service for 73 radios.
- Provided ongoing support for technology purchases. Orders processed - 1.
- 159 tickets/tasks resolved.

UTILITIES – FACILITIES MAINTENANCE (CENTRAL AVENUE)

- Provided service for 10 radios.
- Upgraded VOIP phone.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- 29 tickets/tasks resolved.

UTILITIES – ENGINEERING

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided service for 5 radios.
- 248 tickets/tasks resolved.

UTILITIES – FORT EISENHOWER

- Upgraded VOIP phone.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Continued to support Cityworks asset management software and applicable workflows.
- 42 tickets/tasks resolved.

UTILITIES – HIGHLAND AVENUE FILTER PLANT

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Upgraded VOIP phone.
- Provided service for 4 radios.
- 33 tickets/tasks resolved.

UTILITIES – METERING

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Continued support of Cityworks asset management software and applicable workflows, including password resets, account setups, account deactivation, mobile device configuration, permission changes, and general account maintenance.
- Extensive support of Metering/AMI Upgrade Project. New Work Order template creation, configuration and general Cityworks support.
- Extensive support of Metering/enQuesta x,y Project. Database backups, Saved Search creation, and general support.
- Provided service for 55 radios.
- Upgraded VOIP phone.
- 95 tickets/tasks resolved.

UTILITIES – N. MAX HICKS WATER TREATMENT PLANT

- Upgraded VOIP phone.
- Provided service for 5 radios.
- 27 tickets/tasks resolved.

UTILITIES – RAW WATER PUMPING STATION

- Processed multiple network and application security requests.
- 12 tickets/tasks resolved

UTILITIES – WASTEWATER TREATMENT PLANT

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided service for 2 radios
- 28 tickets/tasks resolved.

AUGUSTA RADIO SYSTEM

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The Augusta-owned land mobile radio system continued successful operations in 2025, serving 2,441 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, Warren Baptist, and the U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives.

The following actions were completed for the system in 2025:

- Conducted internal radio committee meeting to brief 2025 radio system upcoming enhancements, review 2025 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

EXTERNAL AGENCY SUPPORT

- Continued to support Cityworks asset management software and applicable workflows for Department of Health.
- Continued support of Mosquito Control.
- 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 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- 3 tickets/tasks resolved
- Completed various Map and data requests
- Provided support for 280 radios for external customers.
- Provided support for 700 radios for mutual aid.