Shared Services
311 and IMC Management

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About me..

In Middletown since 2003

Graduated from UConn, Storrs, CT in 1992

Founded RI-GMIS to bring IT resources together in the state of Rhode Island

Been working for collaboration across the state since I stepped foot in Middletown 12+ years ago

311

Access to important non-emergency services through a central, all-purpose phone number.

"Burning building? Call 9-1-1. Burning Question? Call 3-1-1." – Akron, OH

In Rhode Island economies of scale in a 311 system are achieved when ALL 39 communities participate.
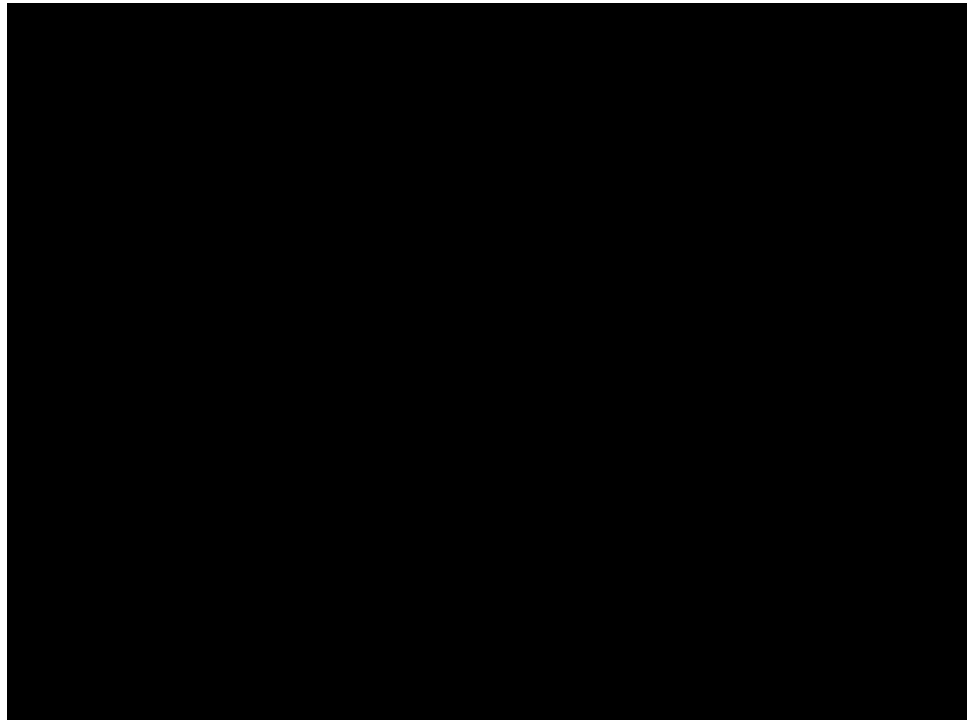
311 Stats

Consolidation of 911 and 311 in some areas – same people picking up the phone in some cases.

Wes Smith

Albany, GA, Assistant

City Manager

Population ~80,000

311 Challenges

Actually obtaining the 311 number

Getting the cell carriers on board

"Mapping the polygon"

http://www.911dispatch.com/3-1-1-systems/
"President Bill Clinton endorsed the idea during a 1996 Sacramento (Calif.) campaign speech as part of his community-involved policing program.."

IMC (now known as Perform)

Acquired in 2007 and now supported by TriTech

Nearly 50 IMC servers exist state-wide and possibly up to 100. This is not good given available and mature modern technology.

What does IMC do?

Incident and Records management

Mobile data availability for Public Safety

Statistics reporting, crime reporting

A fairly large percentage of Fire Departments use IMC as well.

What IMC doesn't do...

Operate in a web browser like Internet Explorer

20 year old database architecture lends to high maintenance (flat file database)

I personally have tried, with the Police Chiefs IT Subcommittee, to help TriTech evolve IMC.

Used by 37/39 towns state-wide (New Shoreham, Providence), Universities, and State Police.

Where do we go from here?

Support <u>just for towns and state</u>, $1M+

The Police Chiefs Association, including State Police Colonel O'Donnell, voted unanimously in 2013 to allow the IT Subcommittee to explore other software options for Records Management.

Mission: Rhode Island becomes the first state in the country with statewide RMS.

Overarching problem statewide

Contrary to roads, bridges, sewers, and water lines we lack useable network infrastructure resources statewide.

Analogy I like to use is building the house (deploying applications) before we construct the foundation (first layer network infrastructure).

LAYER 1: The Physical Layer

It's more than 311 and IMC

STEM/STEAM and Cybersecurity equals economic development.

The United States ranks 32nd in Internet speeds
http://www.netindex.com/download/allcountries/

Rhode Island needs an open network to retain business, improve real estate, and most importantly to accommodate our children.

Special thanks to…

Joint Municipal Shared Services Study Commission – sincerely, this is a very important topic

The Aquidneck Island Broadband Project (AIBP)

Middletown Taxpayers, Newport, and Portsmouth – and everyone who has supported me statewide, including Middletown's leadership