

An aerial photograph of a city street, likely in a mountainous region. The street is multi-laned and filled with cars. On the left, there's a building with a sign that says "BANK OF THE WEST". On the right, there are several commercial buildings, including one with a "citibank" sign and another with a "WELLS FARGO" sign. In the background, there are large, rugged mountains under a clear sky. The text "Support Services" is overlaid in the center of the image in a large, black, serif font.

Support Services

Technology Services

Human Resources

Overview

- **Technology Services and Human Resources are vital to the successful implementation of the Measure plan**
- **Human Resources**
 - Provide guidance, consultation and support in the selection, retention, and development of a well-qualified City workforce
- **Technology Services**
 - Develops, implements, operates, and supports hardware and software systems in order to improve the operational efficiency and effectiveness of all departments

Technology Services

- Existing complement of 37 supports:
 - 8,000 devices
 - 2,300 two-way radios
 - 1,100 computers
 - 430 public safety mobile data computers
 - 356 software applications
 - Security for over 400 terabytes of data on an ongoing basis

Technology Services

- No new staffing since 2008
- 8,300 calls for service in 2018 vs. 7,000 in 2013
- Have been critical to implement:
 - Police body-worn camera pilot program
 - High speed wireless communications at fire stations
 - Bakersfield Mobile, the City's smartphone reporting application
 - Push-to-talk (PTT) system for non-public safety staff communications

Technology Services

- Adding 126 positions in FY 2019-20
- Most will require computers, phones, mobile platforms, radios or a combination thereof
- Public safety makes up majority of Technology Services support calls and projects

Typical Police Officer Equipment

- Handheld two-way radio
- Vehicle-based two-way radio
- Mobile Data Computer and vehicle docking station
- VPN remote access
- GPS unit for vehicle
- Body camera
- Police specific software:
 - Afaria
 - Versaterm MDT
 - Versaterm MRE
 - Versaterm RMS
 - RadioIP MultiIP (MDC connectivity)
 - Defender (2-factor Authentication)
 - Crossroads Report Writer (Accident Reporting)
 - CJIS Reflections
 - Bosch Crash Data Retrieval (Accident Reporting)
 - Autodesk AutoSketch (Accident Reporting)
 - Vigilant Video (License Plate Reader)
 - Telestaff (Shift Scheduling)
 - Coplink (Arrest data sharing between agencies)
 - Arietis (County arrest records system)
 - Cogent Mugshots
 - Copware (California Police Officers Legal Sourcebook and California Codes)
 - Lexipol (BPD Policy Manuals)
 - ShotSpotter Respond
 - WebID Bluecheck Fingerprint Scanning

Technology Services

- Joint Regional Public Safety Digital Radio System Upgrade
- Police full scale deployment of body worn cameras
- E-permitting project
- Enhancements to mobile reporting systems for rapid response teams
- All technology needs for all new or expanded City facilities

Technology Services

- Supervisor – 1
 - Radio system/infrastructure
- Analyst – 4
 - Research, implementation and support of many technology/software initiatives for police, fire and all other departments
- Technicians – 5
 - Direct support staff for all new personnel
- Engineer – 1
 - Data security
- Total new proposed positions: 11
- Total cost \$1.023 million