



# Broadband/Smart City Ad-Hoc Committee Regular Meeting Minutes

June 19, 2022 at 9:00 a.m.

Commission Chambers  
401 S. Park Avenue Winter Park, FL

## Present:

Richard James, Paul Conway and Chris Johnson and Janelle Zurek. Absent: James Everett, Michael Poole and Wes Naylor.

## Also Present:

Director of Information Technology Parsram Rajaram; and Recording Secretary Kim Breland.

## Call to Order:

Mr. Rajaram called the meeting to order at 9:03 a.m.

## Consent Agenda

Approval of May 19, 2002 meeting minutes. Approved by consensus.

## Staff Updates

- a. RFP Process.

Mr. Rajaram stated that staff is waiting on responses to the RFP and will continue with department interviews.

## Public Comment (for items not on Agenda)

Terry Bryant, 1831 Windsor Drive, Winter Park, FL, spoke about technology advancements and how they can benefit the city.

## Non-Action Items

- a. Technology discussion with Planning and Zoning

Mrs. McGillis explained that the Planning Dept. is using Energov for business licenses and to apply for variances that will be reviewed by the Board of Adjustments. She stated that this time, Energov is not being used for planning applications (i.e. lakefront, subdivision/lot split and conditional use requests, etc.) and added that it would be advantageous to have public facing web maps of the city online to help applicants understand zoning and other required criteria needed for applications.

Mr. Rajaram stated that part of the digital transformation of city hall is to make everything accessible from any device. He explained that Energov is part of the ERP system the city has been implementing and noted that the utility billing portion will be added soon. He stated that part of his individual department interviews is to understand how to make software better by looking at digital documents, digital sign on for remote work access, simple permits and online payments. In addition, staff is seeking software for digital plans submittal an application and to have everything integrate into one system.

In response to questions, Mrs. McGillis explained that digital applications can expedite the process because the system requires all necessary documents to be submitted before the application process is complete. In addition, the system would allow for virtual communication between staff and the applicant.

Mrs. McGillis stated that creating a 3-D model version of the city would be helpful and stated that other cities and counties are requiring "as built" surveys with building permits. She noted the city does not require the surveys at this time and explained that it would benefit staff to have a 3-D replica that indicates where buildings are located. She stated having this type of requirement for permits would be help going forward as well as show the commission how projects would look next to the existing environment.

Dr. James stated that City of Orlando is working on a 3-D model for the entire Central Florida region and wonders if their model would capture a portion of Winter Park. Discussion followed on types of data contained in the 3-D model and how it can be used. Mrs. McGillis added that the Planning Dept. requests 3-D perspectives for larger applications, but at this time the perspectives are static images. Mr. Rajaram will reach out to the City of Orlando to get more information

Mrs. McGillis talked about technical urbanism and smart technology and ways to integrate data with the CRA such as smart trash cans, way finding/web maps and suggested an app for touring historic properties. Mr. Rajaram state that there is a lot of data in GIS and feels staff is close to creating web maps. Discussion followed on ways to use the GIS data for zoning maps, building an app for self-guided historic homes tours and resources/internship options to develop the technology.

In response to questions, Mrs. McGillis stated that a current need for the Planning Dept. is online applications and would like to have the functionality as soon as possible. She added that a long term want/need would be to have a 3-D model of the city and reiterated that the model would help staff drop applications into the existing environment to determine feasibility.

Mrs. Zurek asked if there about the any benchmarking processes for the Planning Dept. where staff would look at other cities for different ideas. Mrs. McGillis noted that the City of Coral Gables has a number of web apps and an interactive website. Mr. Rajaram pulled up the website for the committee to review. Discussion followed on the smart functionality and features of the Coral Gables website. Mr. Rajaram stated that the city's GIS has the same data and can create the same functionality.

Mr. Conway asked how Planning works with Transportation to address traffic related issues. Mrs. McGillis explained that both divisions work together on the planning applications. She added that the Transportation team reacts to transportation studies and investigates traffic issues throughout the city. The team is currently working with FDOT to implement smart signals to improve traffic management and working to create a traffic management hub.

Mr. Conway noted that some residents formed a group in an attempt to address the traffic issues on Phelps and Brewer. Mrs. McGillis stated that the city is engaged in trying to address the issues. She explained that Brewer Curve is an FDOT road and the city is limited on what

they can do to make improvements. She said that FDOT is doing a study on the section of Fairbanks and Brewers Curve to understand what is happening at the intersection and what improvements can be made. She added that FDOT interested in traffic safety and is she is hoping solutions will result from the FDOT study. Discussion followed on integration of FDOT and city traffic signals.

b. Building Department

Mrs. Minoga explained that the Building Dept. issues 800 permits and performs 1400 inspections monthly. There is a lot of public interaction through the self-service portal, by phone and in person requests. The department is working to increase remote access which allows customers can make request which will reduce paper consumption and foot traffic.

Mrs. Minoga explained that the department has worked diligently with IT over the past two years to build a user-friendly working frame for the near future. She explained that the current working frame relies on a call center team to support users and average 160 calls daily of various complexity. She stated that the department has come up with a strategy to get service to a good level of interface.

Mrs. Minoga stated that for the future, there is a degree of information integration needed from the city's GIS system as well as the Orange County's system. For permitting there is a lot of legal info that comes from the county i.e. ownership, parcel numbers, etc. She stated that having this information available in the city's GIS system makes it easier to do inspections, and allows Orange County to update their records once permits are completed. Currently a report is generated and provided to the county when permits are completed.

Mrs. Minoga explained that there are different layers in the city's GIS system that come from other departments, such as utility easements and undergrounding locations that could be helpful for permit review if they were part of the same interface. At this time permit reviewers use multiple interfaces to gather information. She stated that it would be more efficient to have all of the information in one place.

Mrs. Minoga explained that permits are required to fulfilled in a 30-day period and the department averages a 70% permit fulfillment rate in less than 30 days. Mr. Ong stated that the permit application process is completely online and explained most permits can be turned around within 48 hours if all required information has been obtained. He explained the residential submittal process and talked about challenges with contractor licensing. He stated that the department's main goal is to reduce the number of calls received on a daily basis.

Mrs. Minoga spoke about the call center process and challenges during COVID. She stated that the department has a new system that can handle a high call volume and can collect data on call type, response time, complexity of issues, etc. Mr. Rajaram added that the same system was implemented in the customer service dept. in April and explained the functionality. Discussion followed on how and when the data will be analyzed and distributed. During the discussion it was noted that the department's call center is a team of four people responding to 160 calls a day. Mr. Rajaram stated that a great number of these calls are for permit status and stated the new system may have functionality that allows for updates via text. Mr. Ong clarified that the

system allows for email updates and added that the long-term goal is to have a system that will provide permit status updates, schedule/confirm inspections and give inspection results by text. Mrs. Minoga stated that the department is currently reviewing all of the new system functionality. Discussion followed on how the new system works and integrates with IVR.

Mr. Ong noted that another long-term goal is the ability to perform virtual inspections. He stated that is a wide range of platforms offering this functionality and during COVID the city used Go-To-Meeting to perform inspections. Mrs. Minoga explained that the city has five inspectors who perform 1400 inspections monthly, and explained that virtual inspections would help with efficiency. She stated that inspections are done within 24 hours and there is no current backlog. Mr. Ong added that while the team is very organized, it is very taxing on the inspectors when they have more than 20 inspections a day. He stated that having the option to perform simple inspections virtually will help the inspectors with quality of work. Discussion followed on drone use for roof and other types of inspections and how virtual inspections are conducted.

Mr. Ong talked about record retention and explained that state statute only requires certain documents to be kept for 10 years. Mrs. Minoga added that the department is transforming paper records to digital and should have all documents converted by August 2022. Further discussion was held on records retention.

### **Action Items**

None

### **Board Comments**

None.

### **Adjournment**

The meeting adjourned at 10:22 a.m.

The next committee meeting will be held Thursday, June 30, 2022 at 9:00 a.m.

Minutes approved the board on 06/30/2022

/s/ Recording Secretary Kim Breland