



CITY OF BLOOMINGTON

Information & Technology Services

BDUAC Meeting

Thursday May 21, 2020 4-5:30pm

Location: Zoom

Facilitator: Rick Dietz

Board Attendance: Chris Robb, Michelle Cole, Mike Allen, Mike Sullivan, Tim Pritchett

Staff Attendance: Alex Crowley, Cassie Werne, Rick Dietz

I. STAFF REPORTS

A. Administrative Updates

1. [Rick] Partial reopening on 5/26/20. Will be opening front doors/atrium area to public, but the rest of City Hall will be open only to employees. There are 4 tables/kiosks set up - social distancing will be observed. Receptionist would alert department that someone is there that needs their services and they would come to the atrium. ITS will have 2 onsite staff to support City Hall reopening.
2. [Alex] Trades District moving along. One of the key goals for the Trades District is parking. The Kiln went through plan commission and historic preservation successfully. Nice design. Just a brick oven right now - plan will turn that into something that is habitable and vibrant will be great. Admin building is in progress. Slowed down a bit because of COVID-19. The Mill is reopening which is great and will revitalize the area. Strangely and pleasantly getting some interest in the Trades District itself. Contemplating an economic development grant application. Goal would be accelerator building in the Trades District - business, lab space, office expansion spaces for Mill, temporary office space for business moving to Bloomington. Federal Government would pay 80%. Would really help to stimulate. ITS, Parks, ESD, OOTM, etc. worked together to stand up the online Farmer's Market - an asset that comes out of a horrific moment. There was stuff that we had to do, but some will have long term benefits post-Pandemic. Point about childcare - other people have been living this reality pre-pandemic. It isn't a theoretical problem, it's a real problem. This is really really important. [Chris] Have seen overt empathy toward colleagues struggling with childcare. [Michelle] What is going on with 4th Street Garage? [Alex] Pull back and redesign and get that approved and then gone back out for bidding process. Start date of July.

B. ITS Updates

1. [Rick] Infrastructure projects:
 - a) Not a lot happening currently.
 - b) Parking Garages - We have completed what we needed to do on parking garage projects. Won't be needed again for a few months.
 - c) Switchyard Park - Wireless is connected and working during park hours.
 - d) Don't have any other planned infrastructure projects right now. However, last night City Council approved new position for ITS -

Network and Security Administrator. This is great news! Someone to support our metropolitan scale infrastructure.

2. [Rick] Digital Equity Survey:

a) Launched the survey about a month ago. As of 5/12/20, had hit our target response rate. Great! We'll have even better than that since cutoff was yesterday 5/20/20. Don't have data yet, but will be coordinating with team next week on results. Was a successful survey. Only a couple of phone messages related to survey and were able to respond. Email arrived this morning with photos of all pages of survey - may or may not be able to include this one. Looking at rough schedule for how all of this was going to play out, but onsite meeting with CTC may not happen in person. Will probably shift some of that to Zoom. Did want to pull in major stakeholders, but also reach out to the broader community. We'll have to game out how that will work. [Mike came to talk to me.]

(1) [Tim] May be telling of what targets may need to be. Can provide MCCSC data that will hopefully align with survey results.

(2) [Chris] Good that we received a decent response rate. Hoping this was motivated by a recognition that home broadband is an essential utility i.e. I should respond to this.

II. MEMBER REPORTS

A. [Rick] What is everyone else doing?

1. [Chris] Everyone working remotely. Doesn't seem to effect productivity, they are tracking. More concerned about employee wellness. Do daily check-ins and have added some social events. There will be a debate about which parts of this to preserve. Do we need to do this long-term? How do we measure employee productivity - time in the office? Or is it results based? [Rick] ITS is in better position to transition and maintain remote work. Majority feel they are able to be productive at home, but also an interest in having a more direct engagement with colleagues. [Chris] Health conversation internally about privilege with which everyone on his team can work remotely due to having high speed internet connectivity and this has really highlighted that digital divide. Hope that there is a healthy dialogue about creating universal programs that support bringing high speed broadband to everyone. [Rick] Identify targets that address this and be positioned to inject proposals into whatever kinds of programs that may come out of this.
2. [Tim] Started rolling back 8000 student devices on Monday. Usually have around 4000-4500 out. All of our teachers' contracts and other school-year-based contracts end tomorrow. Year round staff including IT are returning to the office next week. Preparing for all possible future scenarios i.e. 1 kid/row on every school bus, etc. All anxiously awaiting guidance from Governor Holcomb and the state's superintendent. If it is every district making its own decision, RBBSC and MCCSC could choose different approaches and that would have impacts. Looking for opportunities with Cares grant.
3. [Mike Allen] Courts kicking the can down the court. Looking at end of May to start doing stuff. State doing things differently than County. Federal courts are acting like nothing has changed. Alternate staffing for office. Some folks need to stay home all the time. Didn't make sense for them to come in. Trying different schedules. Driven mostly by childcare. As a firm, childcare has been a driving factor for most of this. Until there is something that addresses what the kids can

do, that will effect what parents can do i.e. summer camps, etc. Highlighting how important childcare is for families. You really see how much of the load those places carry. Trying to remain flexible.

4. [Michelle] Empathize with Mike. She has a teenager. Wrapping up AP exams tomorrow. As a parent, I had to decide, am I going to run my business or make my child do my school work? MCCSC decided there would be no penalty, made summer start. We will come back when childcare is available for employees. We don't typically work from home so this is very unusual. Infrastructure in Bloomington has been amazing. I have been surprised. Was being dropped from calls, Xfinity out next day and best service received. Security sensitive - don't want to be buying webcams from China. Not enough webcams available. Out of 125, 10 don't have webcams. Microsoft Teams has been amazing in comparison to Zoom, Webex, etc. Sold on Teams. Mostly work is good. Metrics are done, # of development points produced, config tickets closed, sales in the toilet, pushing out deals, etc. Lots of our customers are surprising me - Texas example, still training employees in person. States are taking very different approaches. Other customers stopped implementation because they had to deal with COVID-19. Feds are still on track as if nothing happened. They expect us to have same level of service. Doing videochat with employees - seen a lot of people crying, dealing with stress, the human toll this is taking is incredible, compartmentalizing work and home - can't do this like we used to. Often share good news, birthdays, anniversaries, etc., but when we are in community we often share bad news, sorrows, etc. and people don't have an outlet for that. Encouraged to share in chat at all staff meeting. Good to know that was going on with people, but important to recognize that was going on and gave a free vacation day to employees. You must take it off and cannot work. In many ways feeling very blessed - business is doing great. Incredible how smooth this has been.
5. [Mike Allen] Question about Pulse Point - tied into CAD for multiple departments? Concern it is being used for ambulance chasing and gawking. Some issues with Bloomington Fire vs. EMS. Purpose was to get first responders/AED to incident first. Stopped seeing Fire reported through it.
6. [Mike Sullivan] Using videoconferencing a lot for professional purposes, but now for personal reasons with friends and family. [Alex] Had a makeshift gathering with childhood friends - really took off. [Chris] Did a virtual easter dinner with 92 year old grandmother. Very fascinating event. [Mike Sullivan] Member of science fiction book club - has changed the nature of the club - people from all over the world participate. In a way it has made it kind of better. [Rick] Looking at the silver linings of this situation - there are a number of positive things that will stick around. Example of Cardinal Spirits - story of adaptation - making hand sanitizer. Other businesses may not have those options to supplement lost revenue. Alex is looking at this. How can we support restaurants? Local businesses? Etc.

III. ADJOURN

A. *Next meeting:*

1. Thursday June 2, 4-5:30pm