ADMINISTRATION AND FINANCE COMMITTEE

DATE: September 3, 2024

CALLED TO ORDER: 5:30 p.m.

ADJOURNED: 7:30 p.m.

ATTENDANCE

Attending Members Absent Members

Frank Mascari, Chair

Rena Allen

Paul Annee

John Barth Dan Boot

Derrick Cahill

Michael Dilk

Maggie Lewis

Brian Mowery

Andy Nielsen

Nick Roberts

AGENDA

PROPOSAL NO. 254, 2024 - reappoints Doug Huntsinger to the Equal Opportunity Advisory Board

Budget Hearing

Office of Minority and Women Business Development
Office of Corporation Counsel
Information Services Agency/Chief Information Officer's Office/Telecom & Video Services Agency
Office of Audit and Performance

Administration and Finance Committee

The Administration and Finance Committee of the City-County Council met on Tuesday, September 3, 2024, in Room 260 of the city-County Building. Chair Frank Mascari called the meeting to order at 5:30 p.m. with the following members present: Paul Annee. Rena Allen, John Barth, Dan Boots, Crista Carlino, Derek Cahill, Michael Dilk, Maggie Lewis, Andy Nielsen, and Nick Roberts. General Counsel LeAnnette Pierce Chief Admin/ Policy Director. Greg Stowers represented Council Staff.

PROPOSAL NO. 254, 2024 - reappoints Doug Huntsinger to the Equal Opportunity Advisory Board

Councilor Boots asked do sexual harassment claims coming out of the enterprise comes to the board's attention and if not, where does the claim go. Mr. Huntsinger answered No it does not come to their office but he does believe that any claim against any enterprise within Marion County or the city those get judicated either at the state or federal level and would not come to his board because it's a conflict of interest.

Councilor Lewis asked how his attendance over the last few years is. Mr. Huntsinger answered since covid they had some challenges. The chair resigned and he has been acting as the active chair for the last year. They are working on getting people reappointed and find a permanent chair.

Councilor Lewis moved, seconded by Councilor Boots to send Proposal No. 254, 2024 to. The motion carried by a vote of 12-0.

Office of Minority and Women Business Development

David Fredricks, Director of Office of Minority and Women Business Development, reviewed a PowerPoint presentation in detail attached as Exhibit A

- Budget Breakdown Character 1
 - o Increase in budget due to a cost-of-living adjustment (COLA) of 2.9% raise for all positions and fully funding all health insurance plans.
- Budget Breakdown Character 2
 - o No variance from 2024 adopted budget
- Budget Breakdown Character 3
 - \$300K removed due to the disparity study no longer being conducted and an increase of \$150K due to ISA chargeback
- Budget Breakdown Character 4
 - o No variance from 2024 adopted budget
- Budget Breakdown Character 5
 - o Increase in Office of Corporation Counsel (OCC) fund allocation
- Budgeting for Equity Successes
 - **OMWBD** has implemented the following:
 - XBE Participation Plan for Construction, Goods, Professional Services and Services

- XBE Good Faith Effort
- Inclusion Plans for Public Private Partnerships (P3)
- Preferred Diversity Consultant Program
- Annual City, County, and Municipal Agency DE&I Plan
- Subcontractor/Supplier list with bid(s)
- Letter of Intent (LOI) to perform as an XBE
- XBE Substitution Request Form
- Subcontractors Payment Report

• Budgeting for Equity- Population

- o OMWBD Population Segment: Minority, Women, Veteran, and Disabled-Owned Businesses in Indiana
- o **Businesses outside the nine (9) counties we certify:** These businesses require physical onsite visits by IDOA or INDOT, creating a service gap.
- **Veteran certification issues:** The shutdown of the Federal Vet Biz program has led to a decrease of veterans seeking certification across the state.
- o **Lack of an e-certification portal:** The absence of an online portal makes the certification process less accessible and cumbersome.
- Language barriers: While certification applications are available in Spanish and English, we lack applications in languages of emerging cultures and do not have staff who speak these languages.
- o Example: Burmese, Haitian Creole, French

• Budgeting for Equity – 2025 Budget

- The results of the most recent Disparity Study and Utilization Plan were used to shape the 2025 budget policies
- o The 2024 Disparity study is underway, with results expected in spring of 2025
- o OMWBD will continue to utilize the most recent Disparity Study, Utilization Plan, and Inclusion plans to best serve our vendors and community
- OMWBD will continue to expand our digital media presence and related analytics
- o Continue to work with ISA to automate XBE data collection
- o By enhancing our XBE directory for efficiency and accessibility we are working to eliminate one of the barriers outlined in the Disparity Study
- o E-certification is predicted to relaunch in the winter of 2025

• Budgeting for Equity – Staffing

• We will carefully consider individuals who reflect the community we serve as we hire for the three (3) open positions on the OMWBD team

• Budgeting for Equity – Community Engagement

- Utilizes Salesforce to streamline electronic bid and event notifications to XBEs and partners
- o Attends and actively participates in pre-bid meetings
- o Partner with CDCs and other local organizations to host on site certification workshops
- o Certified Vendor of the Month Initiative to bring additional attention to XBEs
- Developer and Contractor Webpage to provide guidance on including XBEs in publicprivate partnerships
- Host Good Faith Effort Workshops to assist contractors/developers with OMWBDs policies and practices for implementing XBE participation in projects

• Certification Overview – August 2024

- O Total firms certified in City's repository (YTD) = 836 (+19)
- \circ Current number of pending certification applications = 148 (+23)
- O Business Consultations in 2024 (YTD) = 167 (-32)
- o On-Site Commercial Useful Function compliance visits in 2024 (YTD) = 7 (+4)

- \circ Total City & County Bid Reviews in 2024 (YTD) = **373** (+48)
- \circ Total new & re-certification applications completed in 2024 (YTD) = **254** (+77)
- \circ Certification related on-site visits 2024 (YTD) = **50** (-13)

Councilor Mowery asked When an XBE is registered with the state do they still have to register with the city. Mr. Fredricks answered Yes, they have a reciprocal relationship with the state that helps lessen the paperwork that they have to provide to their office, but they still have to directly have to apply for certification to the Office of Women and Business Development.

Councilor Mowery asked why they don't honor the state's certification and make XBE vendors go through two different processes. Mr. Fredricks answered that the state does not have some of the resources that they have. Sometimes vendors that are certified with the state don't meet the qualifications that are needed for a city certification.

Councilor Lewis asked Where are they at with the disparity study. Mr. Fredricks answered that in the ordinance for the disparity study it is supposed to be performed every 5 years therefore they are on time. The last one was completed in 2019 and now it is 2024.

Councilor Lewis stated that she saw smirks in the audience when speaking about the Good Faith Efforts and how do they feel things are going with that. Mr. Fredricks answered that he believes that they are following the rules that have been set in place when reviewing Good Faith Efforts. Also the fact that they work so closely with developers, if they had a stand off relationship with developers he could see and understand where people are coming from but they work very closely with these developers as they go through this process. When they get to the point of submitting the Good Faith Efforts statement, they can say they done all they could to get engagement. They want process in place to continue to engage diverse business during the life of the project. This is a process that is continuous through the life of the project.

Office of Corporation Counsel

Brandon Beeler, Chief Corporation Counsel Office of Corporation Counsel, reviewed a PowerPoint presentation in detail attached as Exhibit B

- Office of Corporation Counsel Structure
 - OCC Administration manages the office's daily functions and contains senior leadership and administrative staff
 - Three principal divisions:
 - Litigation
 - Counseling
 - o Office of the City Prosecutor (OCP)
 - o OCC also administers the Office of Equal Opportunity (OEO)
- OCC's Role
 - Litigation manages a large docket of lawsuits to which the City-County or its employees are parties
 - o Last year, 108 cases filed and 118 resolved. This year so far, 72 cases filed; 93 resolved
 - Counseling provides full-service legal support to City-County agencies and 26 boards/commissions
 - o Processed more than 1200 contracts last year

- o **OCP** is responsible for enforcing ordinances
- o More than 1,035 matters handled last year: more than 714 YTD
- Budget Breakdown Character 1
 - o Ch 1 budget includes a cost-of-living adjustment (COLA) of 2.9% for all positions and fully funding all health insurance plans
- Budget Breakdown Character 2
 - o Constant with 2024 adopted budget
- Budget Breakdown Character 3
 - o Increased budget for professional services by \$250,000
 - Decrease in chargebacks
- Budget Breakdown Character 4
 - o Constant with 2024 adopted budget
- Budget Breakdown Character 5
 - o \$5,177,378 charged back to other city and county agencies and departments
 - o The increase of \$110,105 is proportional to OCC's increases in Ch 1 and Ch 3 for 2025
- Budgeting for Equity Successes
 - Continued to contract with MBE and WBE law firms for litigation conflict services. Throughout the past year, OCC has continued to expand and extend our ongoing relationships with other WBE and DBE firms.
 - o Expanded the diversity among our attorneys, including in leadership positions.
 - o Achieved victories for equity in our opioid and tenant's rights litigation.
- Budgeting for Equity- Population
 - o OCC should expand its educational outreach to all levels of the city-County workforce.
 - o OCC will engage in the following opportunities to serve the city's population directly:
 - Helping underserved communities victimized by violence through the Special U.S. Attorneys Program
 - o Holding problem property owners accountable through the work of the nuisance properties working group and OCP.
- Budgeting for Equity 2025 Budget
 - OCC seeks to recruit and retain employees who are reflective of our community and to identify additional opportunities to contract with XBE law firms.
 - Character 3 budget includes participation in the IndyCar Diversity Job Fair, which connects us directly with law students of color. Our 2025 request includes additional resources for outreach, training, and professional development.
 - Additional funding for outside counsel will allow us greater flexibility to engage with diverse counsel where feasible and appropriate.
- Budgeting for Equity- Staffing
 - o Adjustments in 2024 and 2025 have significantly increased pay levels for non-attorney staff.
 - o 2025 budget includes maintaining adjustments in the "floor" salary for starting attorneys in our office.
 - Specialization in the counseling division may offer greater flexibility to secure competitive candidates.
 - o Expanding our internship program to develop early interest in public service work.
- Budgeting for Equity—Barriers
 - o Contracting diversity barrier: most larger law firms cannot qualify as XBEs due to their ownership structure.
 - Nonetheless, we have had success in seeking out WBE firms, and actively looking for more XBE firms.

- O Staffing diversity barrier: public-sector salary level for attorneys makes it difficult to compete for top-level talent especially attorneys of color.
 - Maintaining salary increases and greater emphasis on pipeline development are intended to help.
- Budgeting for Equity Community Engagement
 - OCC worked with several grassroots and advocacy organizations in conjunction with its decision to pursue tenants' rights litigation over the past year.
 - The creation of OBEI presented an opportunity to restructure and expand the reach of the Office of Equal Opportunity (OEO), which operates under OCC.

Councilor Nielsen asked can be touch basis on the wins in tenant's rights. Mr. Beeler answered the primary focuses on this point is nuance statue and try to get some good law there. They are limited because they're not a non-profit, so they don't get individual citizen clients. They have been trying to take holistically finding statues that they can have a government standing to bring into the force.

Councilor Nielsen asked how the agency's coordination with the Marion County Health Department is, HHC, and other efforts. Mr. Beeler answered that my former director is now the head over at the Health Department. They talk about how to coordinate to use resources to make sure they are not completing the same tasks. OCC charge is to site problem property and problem property owners. They have talk about having a database. Public Health & Safety they are the ones who house the TLAP and TAP programs.

Councilor Barth asked when the agency is doing chargebacks are they based on the budgetary needs of your department or based on the assessment of the value of the service to the departments. Ms. Henson added that they take OCC budget, and they determine how much they need for the next year. From that they split the cost between all internal agencies. OCC will provide much times individuals spent on services in the previous year and that how they allocate personnel cost across the agencies and departments then use the rest and charge it across as overhead.

Information Services Agency/Chief Information Officer's Office/Telecom & Video Services Agency

Colin Hill, Chief Information Officer of Information Services Agency, reviewed a PowerPoint presentation in detail attached as Exhibit C

- Budget Breakdown Character 1
 - o Total increase: \$259,616 (5.71%)
 - o COLA
 - Restructured positions for emerging technology (AI)
- Budget Breakdown Character 2
 - o Total decrease: -\$155 (-0.17%)
 - Fleet Gasoline Decrease
 - o Used for Office Supplies, Audio/Visual, Wiring etc.
- Budget Breakdown Character 3
 - o Total increase: \$ 5,808,738 (16.94%)
 - Microsoft contractual increases \$800K
 - Managed Service Providers contractual increases \$1.6M
 - Network Equipment Leases \$2.2M
 - Mobile Device Management 250K
 - PC Refresh \$765K
 - Webex Calling \$250K

- Budget Breakdown Character 4
 - o Total increase: \$0.00 (0.00%)
 - o Used for monitors, docking stations, TVSA equipment.
- Budget Breakdown Chargebacks
 - o Chargeback revenue increased in relation to increased expenses
- Budgeting for Equity Successes
 - Completed Public Wi-Fi upgrade for 30 City Park facilities to provide broadband internet connectivity for people using City Parks facilities
 - o Participated in HR Talent Showcase, June 12, 2024, on Lugar Plaza
- Budgeting for Equity Successes
 - o Hosted an XBE IT Vendor Open House on Sept. 20, 2023, in Riverside Park to build or re-establish relationships with IT and Technology focused XBE vendors
 - Outcomes:
 - Increased awareness of ISA's XBE IT procurement opportunities
 - Direct relationship-building between IT and technology-focused XBE vendors
 - Opportunity matchmaking
 - City-County vendor registration and certification promotion
 - Recommended 144 XBE IT vendors for certification, an increase from 31 recommendations in 2023
- Budgeting for Equity Successes
 - ISA's Apps Team and City Base, our website platform vendor, improved ADA compliance throughout indy.gov
 - Items addressed include:
 - a. Contrast ratios to ensure text readability
 - b. Heading tags and titles for increased accuracy of content descriptions
 - c. Form labels and content to allow screen readers to read form pages
 - Compliance increased from 83.44% to 91.58% complete
- Budgeting for Equity Opportunities
 - o Non-English-speaking residents are underserved by ISA programs.
 - We are working with City-County leaders to establish a digital access program
 that includes translation services and accessibility. An RFP is planned for 2025
 that will cover web and digital government services.
 - Cultivating new training and apprenticeship programs focused on historically undervalued groups in technology.
 - ISA is planning to conduct an equity and accessibility study on City-County Enterprise public-facing and internal digital applications.
 - Our strategic plan envisions a future where every staff member and the public have equitable access to City-County services and the opportunity to learn and up skill on technology.
- Budgeting for Equity Opportunities
 - Accessibility
 - Creating a digital space accessible for people of all population groups, including accessibility to public Wi-Fi in City-County government buildings and city parks
 - Providing digital solutions that are usable by people of different abilities and social factors
 - Digital Equity
 - Offering a digital experience that is accessible to all through language translation options, public Wi-Fi, and increased connectivity speeds
- Budgeting for Equity 2025 Budget

- o ISA is actively working to cultivate, establish and strengthen talent pipelines within all population groups, especially those historically undervalued in IT.
 - Providing technology intern-and externships for Central Indiana high school students through Employ Indy's Modern Apprenticeship Program (MAP)
 - Building the framework for an ISA technology apprenticeship program, focused on attracting and retaining talented young technology professionals
 - Developing an Enterprise Technology Upskilling Program for City-County staff*
 - Developing a female-focused leadership/management technology training program*
 - * There is funding within the 2025 budget that supports both endeavors
 - ISA will continue to offer and support technology and phone lines for Employee Resource Groups (ERGs) at no cost, if desired
- o In what ways are you addressing disparities including, but not limited to race, ethnicity, gender, sexual orientation, and ability or disability.
 - Cultivating relationships with local secondary and post-secondary institutions, professional organizations, and community partners to attract and recruit young IT talent.
 - Actively networking with other IT professionals facing similar staffing challenges by attending and participating as moderators in IT conferences, organizations, and events
 - Working closely with City-County Human Resources to advertise IT job openings on City-County and ISA social media accounts.
- What costs associated with DEI training and professional development are included in this year's budget proposal?
 - There are no specific costs associated with DEI training and professional development in our budget; however, we have an unallocated training budget and would be happy to send our leadership (executives and managers) to participate in suggested trainings. ISA staff has participated in the Government Alliance on Race and Equity (GARE) conference in the past.
- o In addition to your XBE goals, in what other ways is your department advancing equity within our community?
 - ISA is cognizant of gaps in technology services both within the city-County enterprise and with the public. In our earlier responses, we touched on projects that will provide increased public connectivity, including Parks Wi-Fi, Hiring and Training efforts and our RFP for Web and Digital Front Door Services. We also strive to achieve vendor diversity through hosted events such as the 2023 XBE Open House.
- Please identify the specific disparities your department's efforts are designed to address, including a brief description of the internal data, external data or processes used to identify those disparities and inform future budget decisions.
 - Accessibility creating a digital space that is accessible for people of all population groups, including accessibility to public Wi-Fi in City-County government buildings and city parks. Providing digital solutions that are usable by people of different abilities and social factors.
 - Digital Equity offering a digital experience that is accessible to all through language translation options, public Wi-Fi, and increased connectivity speeds
- o If applicable, describe how your department is administrating and implementing equitable fines and fees.
 - This question is mostly not applicable to our agency. However, ISA continues to negotiate for fee reductions on behalf of the city-County's ecommerce platform, so we can provide equitable access for all population

groups. The more City- County departments and Agencies use a shared e-commerce provider, the more we can reduce these fees.

- Budgeting for Equity Staffing
 - o In what ways does your department's overall budget for the next fiscal year advance equity? What equity goals has your department identified since the last budget cycle (if applicable)? Have they changed from previous years?
 - ISA is planning to conduct an equity and accessibility study on City- County Enterprise public-facing and internal digital applications. We will use dollars set aside in our application services contract to accomplish this goal.
 - ISA will also offer an RFP for Website, Digital Front Door services and E-Commerce in 2025. ISA released its 2024-2027 Strategic Plan in April that outlines these and other intentional goals.
- Budgeting for Equity Barriers
 - o If any, what barriers exist that might prevent your department from achieving your budgeting for equity progress? Is there incomplete or missing data that would better inform your budget strategies? What is your department's plan to ensure progress?
 - ISA's budget has continued to increase over the last several years due to expanding technology infrastructure and cybersecurity needs. The supportive funding for our EBI and Accessibility goals are based mostly from policy requirements and passion projects. Our strategic plan envisions a future where every staff member and the public have equitable access to City-County services and the opportunity to learn and upskill on technology. This is a worthwhile and considerable investment that is not necessarily viewed as a need when allocating budget funds.
- Budgeting for Equity Community Engagement
 - o If applicable, have you worked with external community groups, neighborhood organizations, nonprofit organizations, grassroots organizations, etc. to inform department programs or budget decisions?
 - o ISA traditionally works with City-County agencies and departments to provide public-facing technology services and hardware to support the enterprise's daily operations and initiatives. However, we are working on cultivating stronger community-based relationships with Marion County's secondary and post- secondary institutions and non-profits, specifically in training and apprenticeship, that will enable us to establish a future IT talent pipeline.
 - o We are planning another event like our XBE Open House in 2025. The focus of that event is still being determined

Chair Mascari asked how safe are the City-County agencies from hackers and how possible is it from them to hack our system. Mr. Hill answered that it is possible. There have been three counties in the last month that have been impacted by a cyber-attack They are dealing with threats daily. They are training city-county employees on fishing campaigns and security awareness.

Councilor Barth stated that there is a charge above for a million-dollar fund what is the purpose for this. Davis answered that it remains in their fund balance, it is above and beyond our expense budget in order to fund the Technology Improvement Fund. Mr. Hill added that with the fund balance, ISA being the technology infrastructure of the environment. There are things that are in their budget and things that are not. In 2020 they borrow heavily borrowed from the fund balance to get things off the ground and now they are trying to build the balance back up therefore in the event that something terrible happens they would have a fund balance that they could go to and be able to restore services.

Councilor Barth asked why they don't have designated funds specifically for those very important purposes rather than having them in fund balance. Those are very intently budgeted items, so how come they are not intently budgeted items. Mr. Hill answered within the City-County constraints of building that out and making everything work that's the direction that they have gone to until this point. There is an ability to mature and understand what that risk looks like and quantify but in looking at those numbers and depending on what systems are impacted. He can put out very large numbers on what it would take to completely restore City-County services across the technology landscape. He doesn't believe that's the best option to go for, they are putting in cyber security practices to mitigate things and separate out different applications. In the event of something happening it is a challenging piece to calculate but that is the next maturity step for them.

Councilor Cahill stated that on their character three expenses, they have listed network equipment leases and referenced increased cost related to new IACS and Firehouse facilities. Do they lease that equipment primarily or do they buy it. Mr. Hill answered that ISA is primarily leasing all of their equipment. Councilor Cahill asked will this be a new normal procedure going forward. Mr. Hill answered how those leases work within the network environment, it is lease cost year over year. It is a 5-year lease on those once the lease is up they will put in new equipment and a new lease and it will be year over year from then on out that way things remain in warranty and up to date on their firmware and it is a continuing cost. There are opportunities through enterprise agreements where they can reduce some of the warranty cost. They are having active conversation with primary vendor on that, but it is basically a line item that councilors will continue to see.

Office of Audit and Performance

Wesley Jones, Director-Audit of Office of Audit & Performance, PowerPoint presentation in detail attached as Exhibit D

- Budget Breakdown Character 1
 - o 6% increase in Ch. 1 for COLAs (2.9%) and benefit cost increases
- Budget Breakdown Character 2
 - o No change from 2024 budget
- Budget Breakdown Character 3
 - o Decrease attributable to reduced chargebacks (controlled)
- Budget Breakdown Character 4
 - o No change from 2024 budget
- Budget Breakdown Character 5
 - Reduction in OCC chargebacks
- Budgeting for Equity Successes
 - o In collaboration with OEBI, ISA, and HR, OAP helped implement the City's first publicly facing Equity Dashboard
 - o Demographical and compensation data is updated daily
- Budgeting for Equity- Population
 - Which segments of the city's population, or the city-county enterprise workforce are underserved by your policies and programs?
 - Which parts of the city-county enterprise are underserved by your policies and programs?
 - Ongoing focus on interacting with departments across the enterprise:
 - Indy Performs (Performance & Innovation)
 - Revised audit approach (Audit)

- OAP's work can reinforce the need to be mindful of equity concerns and how to best measure and evaluate related data
- o Opportunities for growth:
 - Road to Resources (public availability via Mayor's Office community events)
 - Language access for OAP reports
- Budgeting for Equity 2025 Budget
 - o In working closely with OEBI and HR, OAP's influence on data integrity and analysis is the primary tool to advance equity initiatives
 - Monitoring and handling of Whistleblower reports provides insight into any equityrelated concerns
 - Sufficient budgetary resources are available for staff to pursue professional development opportunities and relevant offerings that include equity elements will be presented for selection
 - o In addition to regular performance management work, OAP will continue to highlight equity impacts when engaging with internal stakeholders
- Budgeting for Equity- Staffing
 - o In 2024, OAP made 5 new hires, and interviewed a diverse pool of candidates
 - OAP Staff by Ethnicity (9 total FTEs, 4 Managers):
 - 5 White (56%), 1 Manager (25%)
 - 4 African American (44%), 3 Managers (75%)
 - o OAP Staff by Gender:
 - 5 Women (56%), 3 Managers (75%)
 - 4 Men (44%), 1 Manager (25%)
- Budgeting for Equity—Barriers
 - OAP has limited contractual opportunities and diverse options are limited due to the specialized nature of our work
 - Visibility into public consumption of OAP work
 - OAP manages the external audit contract (currently out for bid) and explicitly requires diverse business participation as part of the \$700k+ annual spend
- Budgeting for Equity Community Engagement
 - OAP did not engage with external parties in the creation of the 2025 budget given the internal nature of our work.

Councilor Boots asked can they describe the performance auditing and what they can do for various agencies at the bequest of the councilors. Mr. Jones answered they are happy to take things by a case-by-case basis our workflows throughout the year and having a full staff gives them the capacity than they had in the past. They are still getting up to speed and comfortable. They would like to find ways to help as many people as possible a possible including councilors. They can find way to address the situation, it may not be immediate but if there are things of interest, they are willing to help.

Councilor Boots asked Is it a process that certain agencies are on calendar for performance review on a rotating basis. Mr. Jones answered Somewhat, with their revised approach they are looking at more of a issue based approach. They have a historical record of who has been audited at various times and that will help dictate what agencies they select for the performance audits.

There being no further business, and upon motion duly made, the meeting was adjourned at 7:30.

FM/KB	Frank Mascari