ISC Agenda/Minutes
DATE: June 23, 2021

X	**Joseph Griego** **City Council**	X	**Brian Osterloh** **Dept. of Technology &** **Innovation (DTI)**	X	**Dr. Stephen D. Burd** **UNM**
X	**Timothy P. Thackaberry**		**Jesse Muniz** **City of Albuquerque**		**Tim Skelton** **COA, Planning** **Department**
	Christopher Schroeder **Real Time Solutions**				

WHAT	AGENDA
Announcements	
Call to order	**Brian Osterloh**
Roll Call	**Arleen Parra**
Review and Approve Agendum	*Motion to approve – Brian Osterloh* *2nd-Tim Thackaberry – Joseph Griego* *Joseph Griego-YES* *Tim Thackaberry-YES* *Brian Osterloh-YES* *Dr. Stephen Burd -YES* *Vote Unanimous: Approved by ISC*
Review and Approve Minutes from Previous ISC Meeting	*Motion to approve – Brian Osterloh* *2nd- Dr. Stephen Burd* *Joseph Griego-YES* *Tim Thackaberry-YES* *Brian Osterloh-YES* *Dr. Stephen Burd -YES* *Vote Unanimous: Approved by ISC*
Public Comment	
ISC Actions	***Procurement of an Audit Management System by the Office of Internal Audit (OIA) $ 97,000.00*** 1. Description The purpose of this project is to obtain fully configurable, cloud-based audit management Software 2. Business Case / Justification The purpose of this project is to obtain a fully configurable, cloud-based audit management Software-as-a-Service (SaaS) to improve OIA's productivity, continue to ensure standards are met, bring a systematic, disciplined approach to evaluate and

improve the effectiveness of risk management, controls, governance processes and to efficiently accomplish OIA's mission by: • Improving audit planning and risk assessments; • Improving productivity of work performed and reports generated by electronic management • Ensuring standards are met; • Providing capability to record, track, and report on project schedules, staff resources, and timekeeping efforts; and • Automating current processes and reporting requirements (e.g., business users would be provided access to certain modules of the application, which would allow them to respond directly to the annual risk assessment; findings and recommendations; and requests for updates regarding corrective actions).

3. Maintenance, Training and Other Associated Costs

These costs are included in the total requisition amount. Please see the breakdown below and images from the provided proposal: Maintenance - $0 Training – Included in the SaaS price Other Associated Costs – • Implementation of the product during the first year is $18,250 • Expected ad-hoc assistance (Expert on Demand) is $3,300 per year but again, if not used there will be no charges.

4. Impact to City / Dept Resources

• OIA will not need a server for this software nor an IT liaison to troubleshoot or aid with maintenance and upgrades. • This software will allow OIA to email City departments regarding implementation of recommendations to audit findings, customer service surveys (OIA currently uses SOGO for surveys), ad-hoc surveys OIA needs to disseminate, and input for annual planning. Emails are a functionality of the software and can be enabled if OIA chooses to do so.

Motion to approve – Brian Osterloh

2nd-Tim Thackaberry – Joseph Griego

Joseph Griego-YES
Tim Thackaberry-YES
Brian Osterloh-YES
Dr. Stephen Burd -YES

Vote Unanimous: Approved by ISC

International District Video Wall - $65,925.33

1. Description

The purpose of this request is to purchase a video wall including installation at the New International District Library.

2. Business Case / Justification

The display and control system will be used for artist to display art and information related to New Mexico.

3. Maintenance, Training and Other Associated Costs

Training has been included on the attached proposal.

4. Impact to City / Dept Resources

None

Motion to approve – Brian Osterloh

2nd-Tim Thackaberry

Joseph Griego-YES
Tim Thackaberry-YES
Brian Osterloh-YES
Dr. Stephen Burd -YES

Vote Unanimous: Approved by ISC

General Transit Feed Specifications - Real Time (GTFS-RT) $98,280.00

1. Description

Transit has had real time bus location data since 2013. This real time data has been used internally, then used by AppCityLife to provide a smartphone app for real time tracking of buses. AppCityLife went out of business and Pixegon was hired to create a replacement smartphone app. Pixegon's app is lacking, has software bugs and often breaks. Pixegon does not adhere to GTFS standards. AT&T was also previously contracted to create a texting service for scheduled bus arrival times. AT&T's service does not include real time bus location information. AT&T's service is also not very tolerant of data changes. AT&T' service filled the gap but does not fully adhere to GTFS standards. This request is to purchase services that will replace Pixegon and AT&T. New services will replace scheduled arrival times with predicted arrival times that is based off of real time bus locations. Services will also include broadcast capabilities to passengers such as transit alerts, detours and delays. Services include a voice response component for the ADA community. Regarding the proposed replacement to AT&T's Text-2-Ride service and the proposed voice response service, a proof of concept was created for Albuquerque using 505-390-8787. Text a bus stop number to this telephone number for next bus arrival times. For the ADA community, call this telephone number and enter the bus stop number. For example, bus stop number 7532 is ART Bio Park Station westbound or bus stop number 1575 is 2nd at Marquette (convention center) to ATC.

2. Business Case / Justification

	AT&T provides scheduled arrival times and cannot provide predicted arrival times. AT&T's current cost is approximately $25,000 annually. Pixegon has stated that their smartphone app stops working when Transit adds a new bus stop or deletes an existing bus stop. Pixegon has to be notified prior to these changes so that they may rebuild their data. I do not know exact annual cost for Pixegon at this time. Transit prefers tools that are geared more towards the passenger experience. Swiftly also include additional services and features stated above. 3. Maintenance, Training and Other Associated Costs Training is included. A small fee is anticipated for the transfer of the current short code (2-RIDE or 27433) to from AT&T to Swiftly. 4. Impact to City / Dept Resources Higher passenger experience. *Motion to approve – Brian Osterloh* *2nd – Tim Thackaberry* *Joseph Griego-YES* *Tim Thackaberry-YES* *Brian Osterloh-YES* *Dr. Stephen Burd -YES* *Vote Unanimous: Approved by ISC*
General Information	
Adjourn	45:14