

<b>INFORMATION TECHNOLOGY</b>							
ICMA Measures are measures of mean response limited to Cities with population of greater than 100,000 residents	Bridgeport CT	ICMA Mean	Bridgeport CT	ICMA Mean	Bridgeport CT	ICMA Mid-year Report	
	2006	2006	2007	2007	2007	2008	2008
<b>10.1</b> Central IT FTEs	8.6	62.5	18.6	53.7	12.5	55.2	
Central IT O & M	\$2,652,958	\$9,585,279	\$2,061,198	\$11,365,247	\$2,446,185	\$9,763,236	
Total Capital (add departments)	\$2,652,958	\$7,715,761	\$153,620	\$5,777,235	\$2,654,933	\$1,586,081	
<b>10.2</b> Central IT Expenditures per workstation	\$ 2,778	\$ 3,088	N/A	\$ 2,989	N/A	\$ 3,066	
number of workstations	955.0	\$2,875	N/A	\$3,113	N/A	\$3,306	
O & M expenditures per workstations	N/A	\$560	N/A	\$505	N/A	\$390	
Total expenditures per workstations (includes capital expenditures)	N/A	\$3,589	N/A	\$3,621	N/A	\$4,145	
<b>10.3</b> Total IT O & M expenditures for jurisdiction	N/A	\$7,715,761	\$2,214,818	\$5,397,491	\$ 2,446,185	\$2,272,183	
Total municipal operating expenditures	N/A	\$539,477,201	\$450,011,461	\$607,535,154	\$472,619,543	\$318,942,806	
O & M expenditures as % of total jurisdiction operational expenditures	N/A	1.45%	0.30%	1.72%	0.40%	1.42%	
<b>10.4</b> Total city employees	1,977		1,943		1,460		
Number of intelligent workstations in city	953	3,088	N/A	3,173	N/A	3,705	
Dumb terminals citywide	2	43	0	26	0	1	
Ratio of total workstations to total employees in city	0.99	0.78	N/A	0.85	N/A	0.87	
<b>10.5</b> Workstations	955	3,348	N/A	2,989	N/A	3,066	
Central IT O & M expenditures per workstation	\$ 2,778	\$2,864.00	N/A	\$3,113.24	N/A	\$3,306.00	
Central IT capital expenditures per workstation	-	\$556.00	N/A	\$501.78	N/A	\$390.00	
Central IT expenditures per workstation (capital & O & M)	\$ 2,778	\$3,589.00	N/A	\$3,621.37	N/A	\$4,145.00	
<b>10.6</b> Radio System Problems % corrected w.i. 24 hours	N/A	68.30%	N/A	74.10%	N/A	54.70%	
<b>10.7</b> Telephone repair calls resolved w/l 24 hours	N/A	84.70%	N/A	77.40%	15.62%	68.60%	
<b>10.8</b> % Internal Customers rating telephone service excellent	N/A	44.10%	N/A	38.00%	N/A	59.00%	
Network problem/resolution: % corrected w/l 24 hours	N/A	81.49%	N/A	71.45%	55.55%	72.40%	
<b>10.9</b> Moves, adds, changes completed as scheduled					100.00%	79.80%	
<b>10.10</b> network # moved	N/A	238.00	N/A	282	139	235.00	
moved w/l time frame	N/A	94%	N/A	98.00%	100%	85.80%	
number devices moved	N/A	1067.00	37	718	35	908.00	
% completed within scheduled time frame	N/A	93.3%	N/A	95%	N/A		
Applications problem resolution/ repair % corrected in 24 hrs	N/A	60%	N/A	66%	N/A	75%	
<b>10.11</b> GIS: Used outside land development: yes/no	NO		YES		YES		
<b>10.12</b> GIS: Number of users: Mapping	N/A	949	N/A	1,895	6	133	
GIS Number of users: Query	N/A	48,648	N/A	51,965	20,898	2,227	
parcels in GIS database	N/A	179,031	30,186	173,737	34,810	184,726	
square miles in GIS database	N/A	989	20	805	16	1,714,526	
GIS data themes	N/A	260	88	336	30	270	
gigabytes in GIS database	N/A	705	50	677	44	896	
<b>10.13</b> help desk calls received	3,481	26,190	2,038	20,413	5,163	16,164	
help desk calls resolved at time of call	N/A	48.10%	8.29%	41.00%	N/A	40.82%	
w/i 4 hrs	N/A	23.00%	14.72%	23.40%	N/A	21.77%	
w/i 8 hrs	N/A	12.30%	5.44%	5.70%	N/A	10.84%	
<b>10.15</b> % excellent, internal customer relations	N/A	46.00%	N/A	43.00%	N/A	60.00%	