CITY OF CLEVELAND
Mayor Justin M. Bibb

City of Cleveland

2026 Budget

*Budget Hearings
February 2026*

AGENDA

Department of Innovation & Technology Overview and Responsibilities

- Mission statement: To promote, develop, enhance, and substantiate the City of Cleveland's government services and community programs through effective use of technology, including information systems, digital and mobility devices, and modern, innovative industry solutions

- Office responsibilities:

  - **Office of Information Technology and Services**: technology planning; acquisition, testing, deployment, integration, and management of systems including applications, telecommunications, and video solutions; network infrastructure; cyber security; user training and ongoing support

  - **Office of 311**: resident non-emergency call center

  - **Office of Urban Analytics and Innovation**: data analytics; process improvement and innovation; data management and warehousing

Department of Innovation & Technology
Office of Information Technology Services

Top Priorities - Office of Information Technology and Services

- Implement an Enterprise **AI Adoption strategy**
- Continue to harden the **Cybersecurity program**
- Implement core systems: **Workday**
- Continue to **optimize IT infrastructure**

2025 Wins

- Implemented **New CAD/RMS system** for Public Safety
- Completed a **citywide M365 Training** Series
- Resolved **17,671 Helpdesk tickets**
- Implemented **New Case Management system for Law**
- **Partnered with Cleveland Municipal Court to enhance their Cybersecurity posture**
- **Collaborated** with Integrated Development Cluster **with launching the New Permit Portal**
- **Worked jointly with Cleveland State University**-Monte Ahuja College of Business to **pilot a Career-Readiness Workforce program, "Classroom to the World of Work"**

Department of Innovation & Technology
Office of 311

Top Priorities

- Improve customer service and call quality by implementing new **Quality Assurance** process
- Develop measures of **resident satisfaction** with 311
- Streamline **operations** for more efficiency

2025 Wins

- Established new leadership in October, 2025 (Director Kate Warren)
- Handled **147,866 phone calls** (up 5% over 2024)
- Created **51,770 Service Tickets** over the phone (up 34% over 2024)
- Residents created **15,752 Service Tickets** using our online portal (up 400% over 2024 – portal was launched in September, 2024)
- Top 6 service request types were: Waste Cart Concerns, Missed Waste Pick-Up, Illegal Dumping, General Exterior Maintenance, Vacant Property, Waste Cart Pick-up

Department of Innovation & Technology
Office Urban Analytics and Innovation

Top Priorities - Office of Urban Analytics and Innovation

- Develop departmental **Key Performance Indicators (KPIs)**, including auto-refreshing dashboards
- Promote government transparency through **Cleveland Open Data** portal
- Launched **ElevateCLE**, the City's Innovation Accelerator program

2025 Wins

- 141 items now on Open Data (dashboards, datasets, maps, StoryMaps)
- 110,800+ visits to Open Data Website
- 28 departments/divisions supported in using analytics tools (Power BI, GIS)
- 18 Process Improvement Bootcamps completed through ElevateCLE
- 27 Data sources ingested into Enterprise Data Warehouse
- Launched The Hub, employee Intranet to support internal communications (with Office of Communications)

Staffing Levels

	ITS	311	UAI
2025 Budget Head Count	92	12	16
FT headcount as of Sept 30, 2025	85	10	15
Current Vacancies	7	2	1
2026 Approved Positions	99	13	16