



# Bexar County IT News

March 2014



## Manage Your iPhone Battery and Data Plan



While the newly released iOS 7 offers several advanced features, one of the drawbacks is diminished battery life and the potential for quickly exceeding the limits of your data plan. Here are a few easy ways to conserve battery life and data usage:

- 1. Turn off Background App Refresh.** Some apps will sit in the background and drain your battery or data plan automatically, by either updating the app or downloading new data. This feature has a huge effect on battery usage and can potentially chew through your data plan. Conserve in both areas by manually updating your apps at home while connected to Wi-Fi. Go to Settings, General, and Background App Refresh. Turn it off or choose the apps that you do not want to automatically refresh.
- 2. Turn on Wi-Fi.** In addition to its obvious benefit to your data usage, enabling Wi-Fi helps your iPhone use less battery power when using apps or features that access data. Go to Settings, Wi-Fi and choose a Wi-Fi network. The iPhone automatically shuts down Wi-Fi when your phone is asleep, so leaving it on is generally better than shutting it off when trying to conserve either battery life or data.
- 3. Turn off "moving wallpaper".** iOS 7 comes with a 3D effect that makes home screen items float when you jiggle the phone or move apps around, known as "moving wallpaper". Visually interesting? Sure, but it's another feature that can easily be turned off to save on battery power. Go to Settings, General, Accessibility, then Reduce Motion, and select "On."
- 4. Adjust screen brightness.** Dimming your iPhone screen or turning on Auto-Brightness can extend battery life. Go to Settings, Brightness & Wallpaper, and set Auto-Brightness to "On."
- 5. Turn off Siri's "Raise to Speak".** If you're not a serious Siri user, you can save battery life by turning off the "Raise to Speak" feature, which is constantly sensing the iPhone's proximity to your face. Go to Settings, General, Siri, then turn off Raise to Speak.
- 6. Turn off Location services.** When location services are turned on, your iPhone is constantly using GPS to determine your current location in order to update mapping software and even mobile advertising. This uses battery power and taps into your data plan. Go to Settings, Privacy, then Location Services and choose the apps you want to turn on and off, or toggle Location Services off entirely.
- 7. Fetch data and notifications manually.** Adjust how often, and in what manner, you receive emails and notifications from various apps. To adjust email alerts settings, Go to Settings, Mail/Contacts/Calendars, then Fetch New Data and select manually. You can also turn off push notifications from various apps to save battery power. Go to Settings, Notifications, review the list of apps and disable push notifications by changing the alert selection to "None."

## Bexar County Releases Inmate Video Visitation RFP

Bexar County Information Technology, in conjunction with the Sheriff's Office and other Bexar County stakeholders released a Request for Proposals (RFP) to solicit proposals for an inmate Video Visitation System (VVS) for the public, attorneys, and approved officials to remotely visit inmates held in the Bexar County Jail. As part of this project, Bexar County plans to renovate part of the former Toudouze building on South Comal Street to include a state of the art Visitation Center for the public.

The use of video conferencing and video streaming has become quite popular nation-wide. The RFP team has demonstrated innovation in the development of a comprehensive requirements document to include state of the art video equipment, a very robust software package that includes modules for scheduling, monitoring, recording, tracking and reporting.

The Bexar County Jail has a capacity of 4,563 detainees with an average daily population of approximately 3,500. Currently, detainees are allowed a minimum of two (2), twenty (20) minute visits per week as regulated by the Texas Commission on Jail Standards. Jail statistics show that there were over 185,000 inmate visits in 2012, between the Main Jail and Annex.

Currently, Sheriff's deputies are required to escort inmates to one of four visitation areas when they have a visitor, or to an attorney booth if their attorney visits. With over 185,000 visits per year, visitation escorts are time consuming and costly for the Sheriff's Office. The plan is to install video visitation monitors in the inmate living units. Inmates will no longer have to be escorted, thus saving on staff costs. The Sheriff can utilize escort positions elsewhere in jail.



Another great benefit of video visitation is to the citizens of Bexar County who have loved ones in jail. There have been many complaints over the years about long waiting periods for visits, problems parking at the jail and the safety of visitors and family members. The County's vision is to afford the public a safe place with free parking to visit inmates in the Jail. Video visitation will also allow professionals to conduct business with inmates remotely without long waiting periods, such as attorney/client visits, Probation/Parole Officer interviews and medical assessments and treatment.

The new system will allow visitors to schedule and cancel visits on-line and receive notices and reminders when their visit is scheduled and/or cancelled. This feature alone will save waiting time for the public and will help deter them from driving all the way downtown to find out a visit has been cancelled.

Implementation is expected to be completed within approximately 12-18 months after a contract has been awarded.

## A Review of E-Truancy

In 2012, Bexar County had the second-highest school truancy rate out of Texas's 10 largest counties for its children. There were nearly 10,000 truancy cases filed in the County's Justice of the Peace Courts. The process for school districts to submit truancy cases was costly and time consuming. The school districts would have to manually enter the information into their system. Then they would print out the forms required for a Truancy submission, drive over to the County Justice of the Peace Court in their district, and wait in line to hand deliver the paper work to the court. The JP courts would then have to re-type the information into their system before setting up a court date. The school district had to then wait to hear back about the case. Speed is critical in order to intervene effectively before it is too late. The schools needed a more efficient way to process truancy cases, so they could help their students and families correct the issue. Not only was this hurting the school districts but the county as well.



Since 2010, the Justice of the Peace Courts have been utilizing the AiCMS case management system. Instead of creating a whole new system for the school districts to submit truancy cases, the County wanted to incorporate the school districts into AiCMS. Bexar County collaborated closely with AMCAD and the school districts of Bexar County to come up with a system that would be beneficial to both entities. On September 24, 2012, the eTruancy portal was deployed. It's the county's first ever online Truancy portal and was developed as an extension of the AiCMS case management system to allow schools to file directly to the courts without the need for manual processes and paper. The new system has reduced delivery cost and efforts. The schools are saving money on the costs associated with paper filing, preparation, and delivery. Filers can submit truancy cases via the internet 24 hours a day, 7 days a week. The time the courts spent entering truancy data is nearly eliminated, since the schools are entering the truancy case information directly into the system, allowing the courts to focus more on processing the cases.

When eTruancy was first deployed schools districts were apprehensive about the new system. Traffic on the new system was very low. As some districts started using the system, word spread on its effectiveness and intrigued others. Currently, we have 11 of the 12 ISD's that file to Bexar County and 9 of 24 charter schools using the application. To help out the schools our BCIT training staff set up training sessions as each school district came on board. They also conduct refresher and new hire training as requested. The training staff is also in the process of developing training videos for on-line training. eTruancy has been another successful way that BCIT has helped to improve not only the offices but the county as a whole. To top things off, last year Bexar County won an award for Best of Texas 2013 for "Best Application Serving the Public."

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## BCIT – Strategic Plan for 2014-2019

The mission for BCIT is “To support the mission of Bexar County with high quality, innovative and cost effective information and communication technology solutions.” The vision that BCIT focuses strongly is to provide “an efficient County government supported by an integrated information environment created through strong departmental partnerships and provided by a highly trained and diverse workforce deploying effective technologies.”

BCIT is led by the Chief Information Officer and Deputy Chief Information officer. It is managed by Technical Support Manager, Enterprise Data Center (EDC) Manager, County Integrated Justice System (CIJS) Manager, Database and Security, Application Development Manager, eServices and Innovative Technology Manager and Enterprise Resource Planning Manager.

As new technology becomes available BCIT concentrate strongly on ensuring that the customer’s requirement and needs are met. The values that BCIT focuses on while evaluating new technology is:

- ◆ Customer Focus
- ◆ Leadership
- ◆ Stability
- ◆ Employee Centricity
- ◆ Empowerment and Self Service

The objectives that BCIT focuses as BCIT strives for provide the best customer service and latest technologies are:

- ◆ Customer First
- ◆ Green I.T.
- ◆ Workforce Effectiveness & Efficiencies
- ◆ Anytime, Anywhere access
- ◆ Innovation / Transformation
- ◆ Transparency

BCIT works closely with County Offices and Departments to provide the best available service to the citizens of Bexar County. It is our goal to ensure data sharing and interoperability as required by the Court business operations. BCIT concentrates on Public Safety as we remain focused on leveraging technology to effectively and efficiently address core law enforcement and public safety needs. BCIT also directs our attention to Community Resources, Constituent Services, Finance and Infrastructure.

The County’s future IT Vision can only be achieved with a careful, building-block approach. Significant improvements have been made in all layers of the model, with substantial future improvements planned.

For more information on the Bexar County Information Technology (BCIT) Strategic Plan 2014 - 2019 and other BCIT information visit the BCIT website: <http://www.bexar.org/IT/IT.html>

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