

TELEPHONE SYSTEM UPGRADE

The current system is obsolete with maintenance issues due to the failing system. The maintenance and equipment costs are increasing each year, and they limit the City's ability to keep the system up-to-date. Inaccessibility to parts or costs for refurbished parts can at times exceed the cost of new equipment (1 refurbished handset with no warranty can cost more than a new one).

The more the system fails, the more the City has to rely on outside vendors for support. In addition, the City has run out of capacity for additional extensions.

The proposed system will allow the following capabilities:

- Reliability of voice and voicemail systems
- All switchboard functions are through a PC instead of dedicated proprietary switchboard equipment, which allows easier and more efficient call handling.
- Unlimited expansion possibilities because the system software is easily upgraded for additional capacity.
- Converts Public Works from tie-line to fiber optics which increases the reliability and the capacity from 2 lines to 24 lines
- Allows for Caller ID essential for Public Safety as well as citizen communication.
- Allows the ability to redirect phone calls to another location if City Hall is inaccessible.
- Allows for administration and support by City personnel instead of outside vendors.
- Allows for the ability to build a better infrastructure including the capability of migrating to an IP based telephone system in the future and reducing cost by consolidating copper lines.
- Unified messaging system increases the effectiveness of the communication with the public, such as the ability for personnel to get their messages remotely via email or PC as a "soft phone"
- The auto-attendant allows ability to build better menu structures for citizens to communicate more effectively and allows to set-up emergency and news bulletins during power outages and emergency situations.
- Ability to audit the system for possible cost reductions.
- Allows for future capability of recording calls for public safety purposes.
- Allows for future capability of utility account management including citizens checking balances and paying over the telephone.