

**CITY OF LA VISTA
MAYOR AND CITY COUNCIL REPORT
OCTOBER 1, 2013 AGENDA**

Subject:	Type:	Submitted By:
APPROVAL - DIRECT INLAND DIALING (DID) PHONE SYSTEM CONVERSION	◆ RESOLUTION ORDINANCE RECEIVE/FILE	CHRISTOPHER SOLBERG CITY PLANNER

SYNOPSIS

A resolution has been prepared to approve the conversion of the City's current telephone system to allow for direct calling.

FISCAL IMPACT

The FY 2013/14 City-Wide IT Budget provides funding for the proposed conversion.

RECOMMENDATION

Approval.

BACKGROUND

An IT subcommittee was formed to review the possible conversion of the current phone system to allow for Direct Inward Dialing (DID), a recommended goal within the IT Strategic Plan. This would enable individuals and/or internal divisions to have telephone numbers assigned to them, which would result in the ability to dial those individuals and/or divisions directly. It is not an automated answering system.

The subcommittee held numerous meetings to review the process and the costs associated with converting the system. There would be one-time costs in the amount of approximately \$1,600 for reprogramming the system and for two replacement IP telephones at Fire Station #1. Ongoing phone service costs would be \$541 per month once the Public Works building is converted.

It is anticipated that this system will increase efficiency and save staff time by creating the opportunity for citizens and other callers to have easier quicker access to the person or division they are trying to reach and, in many cases, eliminating the "middle-man" for callers while still maintaining the City's desire to have phone calls answered by a person rather than a machine. (Additional information is attached)

RESOLUTION NO. _____

A RESOLUTION OF THE MAYOR AND CITY COUNCIL OF THE CITY OF LA VISTA, NEBRASKA APPROVING THE CONVERSION OF THE CITY OF LA VISTA PHONE SYSTEM TO ALLOW FOR DIRECT INLAND DIALING (DID).

WHEREAS, the City Council of the City of La Vista has determined that the faster and easier access to persons or divisions is necessary; and

WHEREAS, the City Council of the City of La Vista has determined that the Conversion of the City's current phone system to allow direct inland dialing is necessary; and

WHEREAS, the FY 2013/14 City-Wide IT Budget provides funding for this conversion; and

WHEREAS, Subsection (C) (9) of Section 31.23 of the La Vista Municipal code requires that the City Administrator secure council approval prior to authorizing any purchases over \$5,000.

NOW, THEREFORE BE IT RESOLVED, by the Mayor and City Council of La Vista, Nebraska approving the conversion of the City of La Vista phone system to allow for Direct Inland Dialing (DID).

PASSED AND APPROVED THIS 1ST DAY OF OCTOBER, 2013.

CITY OF LA VISTA

Douglas Kindig, Mayor

ATTEST:

Pamela A. Bueth, CMC
City Clerk

Memorandum



To: Brenda Gunn, City Administrator
From: IT Committee – via/Christopher Solberg,
City Planner
Date: 9/27/2013
Re: IT Plan Subcommittee Analysis: DID Line Switchover

Overall, the switchover to DID lines will cost \$173 per month more than we are currently paying. This will be reduced by \$24 when Public Works has been switched over.

All costs will be spread amongst the departments on a per-phone basis.

Please note that there are also one-time costs related to the switchover, including:

- Reprogramming of the system – Huntel \$1,193.64 (see attached)
- IP phones (2) to replace existing lines at Fire Station #1 - \$400

Full Cost Breakdown

	Extensions	Current Approximated Cost	Final Approximated Cost
Public Works	14	\$80.00	\$101.69
Fire Dept.	35	\$144.00	\$130.22
Police Dept.	40	\$160.00	\$170.54
City Hall	29	\$56.00	\$102.64
Community Development	Inc. City Hall		19.58
Recreation	5	\$32.00	\$16.32
Total	129	\$472.00	\$540.99

There is also a ROI based on the time savings of not having to transfer calls. As shown in the statistical count conducted by the front office (attached), a total of 177 calls were transferred in one week's time. This would be approximately 708 in one month.

Although the primary function of the receptionist for each department is to receive visitors and direct phone calls, the volume of visits and phone calls can sometimes be problematic, leading to possible customer service issues. Additionally, the receptionists have numerous other duties assigned to them outside of greeting incoming traffic. The implementation of direct dial lines would create fewer interruptions in the completion of these duties and improve overall efficiency.

One example of the efficiency that direct dial lines can provide relates to the Community Development Department.

A separate phone number would be published for this department to receive calls specifically related to that department's activities, thus reducing the call volume of the main inbound phone line. If the Community Development Secretary does not answer the phone, the call would "roll over" to the main line to ensure that that call is answered.

Additionally, the Community Development Director, the City Planner, or the Chief Building Official could provide their direct phone numbers to developers, architects, or consultants that they work regularly with to increase efficiency by eliminating call transfers.

In closing it is important to point out the following aspects of this proposed project:

- The typical citizen calling in to the City would have no noticeable change in how they are received. They would still call the main phone number and be forwarded, if necessary, to the appropriate personnel.
- Extensions will remain in use and it is highly likely everyone who has an extension now will be able to keep the same extension number. When office staff forwards a call, they forward it to the person's extension number, the same setup as it is now.
- Every line will have a DID phone number. Only certain numbers will be "published" on the website or business cards.
- The PRI line that would be installed allows the use of 23 lines at one time, spread amongst the city offices which is an increase in capacity over the existing system.