

**Council Technology Application Committee (CTAC)
Meeting Minutes of December 5, 2007 (Revised)**

Council Members Present: Olden Henson, Bill Quirk and Bill Ward (Conference Call)

Staff Present: Fran David and Clancy Priest

Others: None.

The meeting was called to order at 5PM.

Public Comment: None

I. Approval of Minutes

The Committee accepted the minutes of September 19, 2007.

II. Status of PD Laptop Upgrades

Technology Services Director Clancy Priest reported a bid went out for laptops to replace obsolete Police Department laptop computers. Last month, the Police Department received 50 new Panasonic Tough Books and 5 units were handed out to the Police Department. Officers were to take the Tough Books out to the field to test and to give feedback so that the image can be adjusted before deploying the entire 50 units. Technology Services received positive feedback from officers and adjusted the necessary images. The reimaging process of the 5 units started 12/4/07 and should have the remainder 45 units completed by 12/7/07. The existing puck antenna mounts were included in the initial purchase and the vendor wired antennas to connect to new units. There are a total of 76 computer systems, 50 new computers, approximately 20 previous generation computers. Full deployment expected by end of December. The Assistant City Manager Fran David explained that one of the significant differences that will add to the functionality of the laptops is that they are now going to lock down these units in the vehicles, which is common practice in surrounding jurisdictions. Verizon, our broadband cellular provider, upgraded their cellular modems to a revision "A" type of modem and is testing it with the 5 units that were deployed. GIS, Street View, and Pictometry are installed on the new units and there is a 3-year maintenance contract

III. Packetbase Protest Response

The Technology Services Director reported that he received a protest on VoIP bid from Packetbase. On September 11th, Packetbase addressed Council and asked Council that they respond. Technology Services is working with the vendor and asked them to identify their specific concerns. Technology Services is working with the Purchasing Department, City Manager's Office, and City Attorney's Office to formulate a response, which will be ready to send out this week. Technology Services attempted to have meetings and phone calls with the vendor to discuss the issues but, was unsuccessful.

IV. Council Chambers Technology Update

The Technology Services Director reported both projectors in the Council Chambers have been replaced: they were aging and dying. The two new projectors are up and running and have been configured and are working well. The overflow room (Room 2A) has a new projector and all three are the same unit, and can be controlled from the back room. All three are DLP units, which do not out, but which do require frequent bulb replacements.

V. Online Payment System Discussion

The Assistant City Manager reported that the City's Financial Enterprise System will be brought to the committee next spring that would include online payment capability. Councilmember Quirk commented that he would like to see the existing system expanded.

Councilmember Henson reminded everyone that a survey was done a while back involving the Chamber of Commerce to see if their members would actually participate in their dealings with the City, the responses were overwhelming.

Technology Services Director reported that the cost of implementing online payments for Water Billing to our existing system was approximately \$75,000, which includes discounting the existing Teleworks System, and has been in place for about 18 months. Approximately 200,000 utility bills are put out in a one year period.

There is also \$10,000 in Library fees/fines. The Library online system has a modular that snaps in at a fairly economical rate for that upgrade, the Library Director Lisa Rosenblum is pursuing that. The Eden Permit System will be able to accept online payments, but, there needs to be some work done by the building permit staff. The Finance Department is already setup. Parking tickets are \$6.00 and the cost to process is approximately \$5.00, we will need to revisit this for cost effectiveness.

VI. CRM Update "Customer Response Management"

The Assistant City Manager explained the CRM system is a way to keep track of all the referrals and inquiries that come into the City. It changes the way the organization does business. Customer effectiveness is phenomenal, the cost is \$800,000 to 1.2 million if fully implemented. The Technology Services Director is looking at implementing a system in limited steps to see if it's cost effective to do that. The City is looking to see if purchased incrementally, if it will keep up with the technology and will the City be able to hook back into each pre-purchased module. Technology Services will identify a functioning CRM site that Council Members can visit sometime in the late spring.

VII. VoIP Update

The Technology Services Director reported that all of the equipment for the project has arrived, all the network infrastructure upgrades and routers/switches have been replaced. No major outages to report. The servers for email, which will become our voice mail system and the new service has arrived and been upgraded. MS Exchange version 2007 is in place and configured, the migration of all email boxes from the old server to the new server is completed. VoIP managing servers are ready to be configured. Training will begin on January 2nd, for approximately 900 employees.

VIII. Meeting Times

The Technology Services Director informed the Committee that he would like meetings to be held every other month at 3:00PM. He requested approval from the committee and everyone is okay with it.

IX. Member Comments

Councilmember Quirk reminded the Committee that he and Councilmember Ward, at the last meeting, informed the committee that they thought Councilmember Henson would support spending \$50,000 on the 911 reverse system.

Councilmember Henson agreed with them. The Technology Services Director will send information to the City Manager's Office.

Councilmember Quirk reported that at the last meeting, he requested that he would like to access Street View and other programs from home. The Technology Services Director will send Councilmember Bill Quirk and Councilmember Henson an email with the information.

Councilmember Ward requested that at the next meeting, he would like confirmation/feedback on the items that were discussed in this meeting.

The meeting was adjourned at 6:21PM

Next Meeting

To Be Determined: Wednesday, April 16, 2008 at 5:30pm

Agenda Topics: VoIP Update, Report on Radio Project