



# STAFF REPORT

CITY COUNCIL OF THE CITY OF SAUSALITO

## AGENDA TITLE

Receive Update on the ShoreTel Voice over Internet Protocol (VoIP) Telephone System Deployment

## RECOMMENDED MOTION

Receive and file

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## SUMMARY

On March 16<sup>th</sup>, 2010, the City Council authorized staff to move forward with the purchase of a ShoreTel Voice over IP (VoIP) telephone system to replace the costly and inefficient Centrex telephone service from AT&T and to coordinate the installation of the VoIP system with the completion of the new Police and Fire buildings; retrofitting City Hall and the Corporation Yard as needed.

Staff and Council had identified this procurement as a priority project in both 2008 and 2009 under the City's goal to *improve the Infrastructure*.

In July of 2010, City Hall and the Corporation Yard were rewired with CAT6E cabling and additional network switches to support the increase in network bandwidth and to provide enough data connections to accommodate the additional network jacks required for the VoIP telephones. In August, the Police and Fire buildings were outfitted with additional network equipment and the VoIP system was installed at all four locations; configured to operate across the fiber network with traditional analog lines installed for failover, should the fiber network ever go down. In late August, City staff was trained in its use.

The amount budgeted was \$158,200.00

The total amount spent was \$157,854.89

Because both Police and Fire departments are increasing service to the community with the addition of the two new buildings, additional phones, extensions and programming were required.

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To date, staff has:

- Designed and installed two brand new networks for the two new buildings
- Designed a retrofitted network infrastructure in two existing buildings and installed them without interruption to general operations
- Moved all telephone services from AT&T Centrex to our ShoreTel VoIP system using TelePacific while at the same time coordinating the Police and Fire Departments' move into the new buildings
- Deployed 101 new telephones
- Installed 192 new network ports to accommodate not only new phones but expanded networking connectivity for future growth

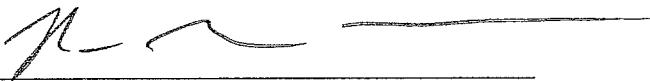
The new telephone system:

- Will cost less than AT&T Centrex to own and operate, allowing staff to add, move or change extensions and locations without delay or additional expense
- Will facilitate conference calls with more than 2 people
- Offers improved sound quality, usability and control
- Is leveraging brand new wiring and data connections, making it less prone to weather related service interruptions.
- Will pay for itself in savings over AT&T Centrex in less than 2 years

## STAFF RECOMMENDATION

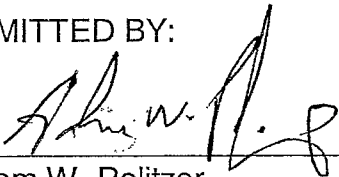
No action needed – this item is informational only

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SUBMITTED BY:



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City Manager

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