

Menasha aldermen occasionally attend meetings of this body. It is possible that a quorum of Common Council, Board of Public Works, Administration Committee, Personnel Committee may be attending this meeting; (No official action of any of those bodies will be taken).

**CITY OF MENASHA
IT STEERING COMMITTEE
Gegan Room, Menasha Public Library
140 Main Street, Menasha
April 21, 2010
8:15 AM
AMENDED
AGENDA**

- A. CALL TO ORDER
- B. ROLL CALL/EXCUSED ABSENCES
- C. MINUTES TO APPROVE
 - 1. [February 17, 2010](#)
- D. PUBLIC COMMENTS ON ANY MATTER OF CONCERN TO THIS AGENDA.
(five (5) minute time limit for each person)
- E. REPORT OF DEPARTMENT HEADS/STAFF/CONSULTANTS
 - 1. Committee monthly update on status of projects/operations/costs
- F. ACTION ITEMS
 - 1. [Proposed phone system cost saving measures and contract proposals recommendations.](#)
 - 2. Committee update on status of employee INTRANET by Human Resources Department
 - 3. Committee discussion and action on City Departments/employees use of social networking sites such as "Facebook", "MySpace", "Twitter", etc.
 - 4. Committee discussion and action on next IT Steering Committee Meeting Date – May 19th, third Wednesday
- G. ADJOURNMENT

"Menasha is committed to its diverse population. Our Non-English speaking population and those with disabilities are invited to contact the Menasha City Clerk at 967-3603 at least 24-hours in advance of the meeting for the City to arrange special accommodations."

**City of Menasha
Information Technology Steering Committee
Gegan Room
Menasha Public Library
Wednesday February 17, 2010
8:15 A.M.
Minutes**

A. Call to Order

Meeting called to order at 8:15 AM by CHAIRMAN Wisneski.

B. Roll Call/Excused Absences

Present: CHAIRMAN Wisneski, AP Kester, COMP Stoffel, HR Specialist Taubel (8:24), ITMgr Lacey and PL Brunn

Absent: PWS Jacobson

Also Present: MAYOR Merkes, CA/HRD Captain, CDD Keil, ITSupv James, PO Zemlock and Mr. John Teale of Menasha Utilities

C. Minutes to Approve – Approval of Minutes of January 20, 2010 IT Steering Committee meeting.

Motion by ITMgr Lacey, seconded by PL Brunn to approve the minutes of the January 20, 2010 IT Steering Committee meeting as submitted. Motion carried.

D. Public Comments on any matter of concern to this Agenda
(Five (5) minute time limit for each person)

NONE.

E. Report of Department Heads/Staff/Consultants – Committee monthly update on status of projects/operations/costs

ITMgr Lacey distributed his monthly report to the Committee. Starting off the new year, things are going well, training is in progress on the changeover to Office 2007, installed a new map viewer in Engineering, disposed of/recycled old computers, displays, printers and other miscellaneous technology that were of no further value to the City

F. ACTION ITEMS – (1) Committee update on status of form/document list, provided by HR, to be placed on the INTRANET

HR Specialist Taubel updated the Committee on the status of placing information on the INTRANET. Access for employees will be through a hidden page on the City's website. That page could be accessed by someone other than City employees using "Google". At first it was discussed that the hidden page would only be accessed from a City computer, but CHAIRMAN Wisneski felt it important that the page could also be accessed from an employee's home computer. The HR Department will first be placing forms on the site to be followed up with City policies after they have been reviewed by CA/HRD Captain.

The Committee also had a brief discussion on whether or not an employee viewing a training video at home on their personal computer would be considered work subject to compensation. It was determined that is not compensable time for an employee.

HR Specialist Taubel will be able to devote more time to this project during the month of March. This will be an agenda item for status update on the April IT Steering Committee meeting.

ACTION ITEMS – (2) Committee discussion and action of redesigning City's web site pages

PO Zemlock addressed the Committee concerning his opinion on the need to have the City start to participate in social media sites, "Facebook" or "Twitter" as examples. As he explained, these forums are where the younger generation gets their information; they do not use newspapers or television. And if the City is looking to communicate with first time home buyers or young families, it must be proactive in using this technology. ITMgr Lacey expressed some concerns with having the City getting involved in these social networks. This discussion was centered around changing the City's website to make it more user friendly and interactive.

The Committee also reviewed other websites to determine what was lacking on ours. This led to a discussion on really what is the purpose of a website. If we want to use it to promote the City, that is a design problem; if we want to provide current information, who is responsible for keeping some or all of the website updated. PO Zemlock commented that if a site is not changing information, remaining the same, pretty soon people stop visiting it.

Some communities have web site updating as a function of the IT Department, but usually that person only does that task, redesign and updating, not getting involved in managing the telephone system or the email system or creating software to meet the needs of City departments. MAYOR Merkes thought that

the social media needs to be explored and so an ad-hoc committee of Mayor Merkes, PO Zemlock, CHAIRMAN Wisneski and AP Kester was formed to look at what could be done to improve communications with constituents using the new technology available

ACTION ITEMS – (4) Committee discussion and action on next IT Steering Committee meeting date – March 11th

After discussion, by consensus of the Committee members present, the next Information Technology Steering Committee meeting will be held on Thursday, March 11th at 8:15 AM in the Gegan Room of the Menasha Public Library.

G. ADJOURNMENT

Motion by HR Specialist Taubel, seconded by ITMgr Lacey to adjourn. Motion carried. Meeting adjourned at 9:13 AM.

Respectfully submitted,

Thomas Stoffel
Committee Secretary

Service Package	Time Warner Fiber Dedicated Access - PRI			TDS Metrocom ISDN PRI 23B+D			One Communications T-1 Voice channels - PRI		
	QTY	3 Year	Total	QTY	3 Year	Total	QTY	3 Year	Total
Business Class PRI (23 B Channels, 1 D Channel) - Unlimited Local Calling	2	\$460.00	\$920.00	2	\$390.00	\$780.00	46	\$13.00	\$598.00
Block of 20 DID									
per block of 20 DIDs	17	\$3.00	\$51.00	17	\$3.00	\$51.00	17	included	\$0.00
per block of 100 DIDs	0	\$15.00	\$0.00	0	\$15.00	\$0.00	0	\$15.00	\$0.00
Long Distance Rates									
Out of State Calls \$.03/min	0	\$0.03	\$0.00	0	\$0.036	\$0.00	0	\$0.03	\$0.00
In State Calls \$.04/min	2251	\$0.04	\$90.04	2251	\$0.036	\$81.04	2251	\$0.03	\$67.53
Extended Community Calling	1000	\$0.04	\$40.00	1000	\$0.036	\$36.00	1000	included	\$0.00
Surcharges & Federal Taxes:	Not disclosed in the proposal					\$110.86			
EUCL (End User Common Line - Federal Access)							2	\$ 40.40	\$ 80.80
Local Number Portability							2	\$ 1.40	\$ 2.80
WI USF							46	\$ 0.49	\$ 22.54
PILD (Long Distance Pick)							2	\$ 21.55	\$ 43.10
Analog lines:	35	not offered		35	\$12.92	\$452.20			
Telephone Lines							35	\$ 7.56	\$ 264.60
Local Calls Per Call							591	\$ 0.04	\$ 23.64
Caller ID							3	\$ 2.10	\$ 6.30
Call FWD Remote Access							8	\$ 2.00	\$ 16.00
EUCL (End User Common Line - Federal Access)							35	\$ 8.08	\$ 282.80
Local Number Portability							35	\$ 0.28	\$ 9.80
WI USF							35	\$ 0.49	\$ 17.15
PILD (Long Distance Pick)							35	\$ 4.31	\$ 150.85
Discount			-\$61.00						
Monthly Service Total			\$1,040.04			\$1,511.10			\$1,585.91
Installation Investment									
Installation Investment based on Agreement Term		3 year			3 year			3 year	
Dedicated Access Installation		\$150.00			\$0.00			\$0.00	
One Time Charges Total		\$150.00			\$0.00			\$0.00	

PRO and CONS

TDS did not break down their Surcharges or local line charges so I can not verify that all the same fees are accounted for in the Surcharges area.

Time Warner has no redundancy or back up capabilities only one point of entry and we could and would be DOWN without phone service during any repair. How often does your cable go out?... once or twice a year; this could hurt the City.

Additional changes would have to be made to the City and Utilities Phone systems upfront with an unknown cost at this time to accommodate their infrastructure with one PRI (Time Warner) and one primary PRI and one back up (TDS)

The TDS and One Communication differences are less than \$100.00 a month and the upfront Labor Costs and possible hardware changes to switch would more than take up that savings. The larges difference in costs is in the analog lines and both the City and the Utilities are planning to eliminate additional analog lines.

The following City lines will be eliminated:

	Current Cost	New Majic Jack Cost / YR	New Cell Phone Cost
Hart & Clovis	\$59.04 X 12 = \$708.48		2 X 12 X \$0.40 = \$9.60
Barker Farm	\$23.95 X 12 = \$287.40		1 X 12 X \$0.40 = \$4.80
Pool	\$51.91 X 12 = \$622.92	\$40.00	
Garage Fax	\$20.22 X 12 = \$242.64	\$20.00	
Senior Fax	\$24.86 X 12 = \$298.32	\$40.00	
TOTALS:	\$2,159.76	\$100.00	\$14.40

PRO and CONS

Con - Increased administration

Pro - Cost Savings and flexibility of sharing lines during off peak usages with other departments.

Parks and Pool lines do not have any usage so it is apples to apples on base line cost and the per minute and per call charge between the current land line and the cell calls that would be made on the cell. 7-cents per land line call vs 6-cents per cell minute. The calls will be short at the parks from history. Little volume of usage.

Pool lines do not have usage in the cost above either however all local and longdistance calls are included in the Majic Jack price

TOTAL COST SAVINGS to adopt this recommendation and phone changes listed above.

Land line eliminations: **\$2,045.36**

\$2,159.76 - \$114.40 = ~~\$2045.36~~

PRI renegotiated contract: **\$5,957.52**

(\$2,082.37 X 12 = \$24,988.44) - (\$15,859.91 X 12 = \$19,030.92) = \$5,957.52

TOTAL Annual Savings: \$8,002.88



Menasha Electric & Water Utilities
 321 Milwaukee St, Menesah, WI 54952
 John Teale

Tony Smullen
 Time Warner Cable Business
 Solutions
 Office: 920-496-1827
 Mobile: 920-378-1287

Time Warner Fiber Dedicated Access - PRI

Service Package			3 Year		
Business Class PRI (23 B Channels, 1 D Channel)			\$460.00		
- Unlimited Local Calling					
Block of 20 DID					
\$3.00/month per block of 20 DIDs					
\$15.00/month per block of 100 DIDs					
Long Distance Rates					
Out of State Calls \$.03/min					
In State Calls \$.04/min					
Toll Free Rates:					
Out of State Calls \$.03/min					
In State Calls \$.04/min					
Discount			-\$61.00		
Monthly Service Total			\$399.00		

Installation Investment

Installation Investment based on Agreement Term			3 year		
Dedicated Access Installation			\$150.00		
One Time Charges Total			\$150.00		

Additional Information

Technical Support: 24 hours/day -- 7 days/week



Clearly different.

Proposal for Voice Services
City of Menasha/Menasha Utilities

		TDS Metrocom	
Qty	Voice and Data Services	Unit	Monthly
25	Measured Business Lines	\$ 12.92	\$ 323.00
2	ISDN PRI 23B+D Unlimited Local	\$ 390.00	\$ 780.00
Voice Mail & Calling Features			
1	PRI Caller ID Name & Number	included	included
15	DID Blocks of 20 Numbers	\$ 3.00	\$ 45.00
Local - Long Distance - International			
1	Local Calls - 7 cents per call	\$ -	\$ -
Calls Placed on Analog Lines			
2	Unlimited Local & ECC Calls on PRIs	included	included
2191	Long Distance Minutes	\$ 0.036	\$ 78.88
1000	Long Distance minutes to Green Bay Area (estimate from supplied call detail)	\$ 0.036	\$ 36.00
Surcharges & Miscellaneous Fees			
71	TDS 911 Charges Winnebago County	\$ 0.16	\$ 11.36
2	TDS ISDN PRI USF Charges	\$ 3.11	\$ 6.22
1	TDS ISDN PRI Administrative Fee	\$ 1.40	\$ 1.40
25	WI State Police & Fire Protection Fee	\$ 0.75	\$ 18.75
1	PRI WI State Police & Fire Protection Fee	\$ 10.20	\$ 10.20
2	TDS TI/PRI FCC Charges	\$ 25.30	\$ 50.60
1	LD Federal USF Charge (12.3%)**	\$ 12.33	\$ 12.33
Subtotal & Taxes			
Month Price Including ALL Government Fees		\$	1,373.74
ALL GOVERNMENT FEES AND SURCHARGES ARE INCLUDED			
ALL INSTALLATION FEES ARE WAIVED			
April 7, 2010		60 month Agreement	

**Long Distance Federal USF charge applies to Interstate and International toll charges, including Toll Free. The amount shown here is an estimate only.

The above quote provided is a good faith estimate of the actual total monthly cost of the services provided.



Proposal For:
Patrick James
 City of Menasha / Menasha
 Utilities
 140 Main Street
 Menasha, WI 54952

Prepared By:
 Tom Prosser
 One Communications
 3100 N Ballard Rd
 Appleton, WI 54911
 Direct 800-267-3002

				Current		Renewal	
				One Communications		One Communications	
Re-rate existing service							
		Current Provider	Qty	Each	Total	Each	Total
36 Month	T-1 Voice Channel w/Unlimited Local Calling*	One	46	\$ 19.00	\$ 874.00	\$ 13.00	\$ 598.00
	PRI T-1 Option	One	2	\$ 75.00	\$ 150.00	\$ -	inc
	DID 20-Number Blocks	One	17	\$ 1.40	\$ 23.80	\$ -	inc
	1+ Long Distance Inter/Intra Lata	One	2251	\$ 0.04	\$ 90.04	\$ 0.03	\$ 67.53
	EUCL (End User Common Line - Federal Access)	One	2	\$ 40.40	\$ 80.80	\$ 40.40	\$ 80.80
	Local Number Portability	One	2	\$ 1.40	\$ 2.80	\$ 1.40	\$ 2.80
	WI USF	One	46	\$ 0.49	\$ 22.54	\$ 0.49	\$ 22.54
	PILD (Long Distance Pick)	One	2	\$ 21.55	\$ 43.10	\$ 21.55	\$ 43.10
Total					\$ 1,287.08		\$ 814.77
Analog Line Loyalty Bonus							
36 Month	Telephone Lines	One	35	\$ 8.25	\$ 288.75	\$ 7.56	\$ 264.60
	Local Calls Per Call	One	591	\$ 0.04	\$ 23.64	\$ 0.04	\$ 23.64
	Caller ID	One	3	\$ 2.10	\$ 6.30	\$ 2.10	\$ 6.30
	Call FWD Remote Access	One	8	\$ 2.00	\$ 16.00	\$ 2.00	\$ 16.00
	EUCL (End User Common Line - Federal Access)	One	35	\$ 8.08	\$ 282.80	\$ 8.08	\$ 282.80
	Local Number Portability	One	35	\$ 0.28	\$ 9.80	\$ 0.28	\$ 9.80
	WI USF	One	35	\$ 0.49	\$ 17.15	\$ 0.49	\$ 17.15
	PILD (Long Distance Pick)	One	35	\$ 4.31	\$ 150.85	\$ 4.31	\$ 150.85
Total					\$ 795.29		\$ 771.14
Grand Total					\$ 2,082.37		\$ 1,585.91

Terms and 36 month term and rate guarantee

*Local Calling is Expanded outside the Fox River Valley to Green Bay and Oshkosh. Maps are attached

Conditions Loyalty bonus is applied to per line in service at time of credit. Credit is paid out in the 3rd, 25th and 37th month of renewal term.

Bonus calculates out to \$.069 per line each month. Using the City- Line rate $8.25 \times 14(\text{qnt}) / 12(\text{months}) / 14(\text{qnt}) = \0.69 (per line discount over the term)

No physical line work is required - billing changes only

Current Tax is additional, approximately \$120 per month at current rate and will decrease slightly with revised rates