

**City of Milpitas  
Approved Minutes  
Telecommunications Commission  
April 16, 2012**

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**I. Call to Order & Roll Call:**

Chair Alcorn called the meeting to order.

Members Present: A. Alcorn, W. Lam, N. Gupta,  
K. Bohan, D. Gupta, D. Lax

I.S. Staff: B. Marion, E. Pasion

City Council: A. Polanski

Members Absent: T Pham, H. Tran, I. Munir, S. Singh

**II. Pledge of Allegiance:**

The members of the Commission recited the Pledge of Allegiance.

**III. Announcements:**

Staff reminded the Commissioners of the Tuesday evening All Commissioners Recognition event to be held in the Milpitas City Hall rotunda area.

**IV. Approval of the Agenda:**

Motion to approve the agenda as submitted.

M/S            N. Gupta / W. Lam            Ayes: 6

**V. Approval of the Minutes:**

Motion to approve the March 19 minutes as submitted.

M/S            N. Gupta / W. Lam            Ayes: 6

**VI. Citizen's Forum:**

No comments were made for the record.

**VII. New and Continued Business:**

## 1. March 2012 Information Services Report

Staff provided a summary of the activities from the Information Services Department for the month of March 2012.

The meeting room scheduled for the upcoming AV project has been completed and submitted to all city departments and its users.

The City's new high-speed internet service has been activated with improved through-put speeds.

New online permitting services were implemented for encroachment permitting service for the building department and its end users.

A new building submittal document program will now accommodate various data sizes to be submitted for review. PDF documents can be added for plan review and mark ups. This plan would accommodate the more complex plan review documents that are being submitted to the City's building and plan check departments.

The city's fire department is also using a new medical patient care reporting program that will help ease Santa Clara County's reporting requirements when transferring patients.

Information Services staff reported that the last of the CRT monitors have been removed from the city's inventory. All city desktops are now using energy saving displays. Finally, an updated GIS module has been added to the city's mapping program.

Motion to note, receipt and file.

M/S

D. Gupta / D. Lax

Ayes: 6

## 2. City Hall 2012 Telephone System Update

Staff provided an update involving the Milpitas City Hall telephone system of grade.

Matthias Schwartz provide an update to the proposed phone system with a brief review of the existing city hall phone system that is currently in operation. He noted the current system is nearing its useful life and replacement parts are typically found online through used equipment auction sites.

Currently, staff has been working with an outside consulting company to help determine the telephone business needs of the city and the functional needs of the city departments and its users. A RFP will be developed for response by mid – May. Staff is planning to have vendor presentations to review the possible telephone system. It is anticipated to award the contract to install the equipment by August with an implementation and testing by September and October and eventually going live by November or December of this year.

Commissioner D. Gupta asked about the return on investment of the equipment. Staff noted that the return on investment would be gained through superior customer service on the new equipment. Staff will also provide in-house knowledge and expertise that can immediately response to technical needs and changes once the equipment has been deployed to the work force.

Staff also added that the data network phone system will rely on desktop support. Staff can support by a majority of the in-house technical staff rather than one telephone specialist. Staff noted the new phone system will operate over the city's existing data network and will operate normally as if it was over copper wire telephone lines. The focus will be on the existing telephone services in and out bound telephone calls. Conference calls will incorporate the basic phone calls along with a host of other phone services needs for the end-user.

Chair Alcorn requested to have an updated report at the June commission meeting.

Motion to note receipt and file:

M/S                      N. Gupta / W. Lam                      Ayes: 6

### 3. City Hall AV Update

Staff provided an update involving the Milpitas City Hall audio visual equipment upgrade.

Funding and rough scheduled and construction work will start in May with several city hall conference rooms and then focus on the month of July to work in the city council chamber replacement.

Staff provided a review of the proposed equipment and with several video presentations.

Motion to note receipt and file:

M/S                    N. Gupta / D. Gupta                    Ayes: 6

### 4. Round Table Discussion

Director of Information Service Department, Bill Marion, will be in service through June and then return in August. The Chair wanted to schedule a final post meeting gathering to honor the retiring CIO but wanted additional input from the rest of the commission members. He also added that he will not be present at the May 21 telecom meeting.

Commissioner Lax thanked all the commission members for the thoughts and condolences for her bereavement leave last month.

### **VIII. Adjournment of Meeting:**

Meeting adjourned to Monday, May 21, 2012.