

JOINT COMMITTEE ON LEGISLATIVE ADMINISTRATION

May 12, 1993 Room S226 12:00 p.m. State Capitol MEMBERS
PRESENT: SENATE PRESIDENT BILL BRADBURY, CHAIR SPEAKER LARRY
CAMPBELL, CO-CHAIR SENATOR JOAN DUKES SENATOR DICK SPRINGER
REPRESENTATIVE TOM BRIAN REPRESENTATIVE GREG WALDEN MEMBERS
EXCUSED: SENATOR LENN HANNON REPRESENTATIVE PETER COURTNEY
REPRESENTATIVE LONNIE ROBERTS STAFF PRESENT: SUSAN WILSON,
LEGISLATIVE ADMINISTRATOR CONNIE MCMULLEN, COMMITTEE ASSISTANT CHRIS
BAZANT, DEPARTMENT OF GENERAL SERVICES JULIE COLLINS, DEPARTMENT OF
GENERAL SERVICES

These minutes paraphrase and/or summarize statements made during this meeting. Text in quotation marks reports a speaker's exact words. For complete contents of the proceedings, please refer to the tapes. -

TAPE 19 SIDE A

007 BRADBURY: Calls meeting to order at 12:20. Purpose of the meeting is for LAC members to get a fuller understanding of the proposed new phone system. Asks for an overview. 025 WILSON: Reviews steps that have been taken related to the telephone system conversion. In September, began looking at different systems and found there is a limited amount of technology that works for this large of a system. The Secretary of State's office expressed an interest in pursuing a Capitol-wide phone system. A team including staff from Legislative Fiscal, Computer Services, Committee Services, the Treasurer's office and the Secretary of State's office were asked to outline the advantages and disadvantages of various systems. Upon completion of this task, they recommended the Meridian I system. It was also determined it would not be necessary to rewire the building to accommodate the new system. The Department of General Services (DOS) offered to underwrite the system at 0% interest payback, if purchased before June 30. The payback will come from the savings Legislative Administration Committee May 12, 1993

database collection meetings, it appears the use of the 2006 model will be much higher than we anticipated. We probably will be under budget on costs associated with telephone instruments. Staff participating in these meetings have been very helpful in providing us with an understanding of how they need to function and have been conscious of trying to function with the minimum required to function.

114 5 CAMPBELL: Do you have the capability to do busy studies on lines?

1150 COLLINS: Yes. Clarifies that system will have 60 lines in and 60 lines out, for a total of 120 lines.

CAMPBELL: That is far more than any system of this size would normally have.

COLLINS: Agrees with Speaker Campbell. The state system that serves all of Salem has approximately 8,000 telephone numbers and there are 600 lines connecting that system to the outside world. That is a ratio of about 13 to 1. The system we are proposing for the Capitol is a ratio of 6 to 1. We have used standard telecommunications engineering theories for high traffic environment in designing and sizing this system. We are oversizing it as far as line requirements but I would much rather do that than undersize it. On all of the Meridian projects that DGS has done, lines have never had to be added. The systems were installed with

about the same amount of overkill that is anticipated here, they were monitored closely, and we slowly began to cut back. So far, we have been 100% accurate on our configuration of the systems.

132 2 DUKES: What happens when those 60 incoming lines are filled?

COLLINS: The 60 first incoming callers get through.

DUKES: Expresses concern that constituents calling the legislature may get a busy signal on days when we are inundated with calls regarding a certain bill. We are probably a little unique in the likelihood of that happening.

COLLINS: "That certainly is a concern of mine also."

CAMPBELL: States that our present system blocks calls and is much worse than the 60 lines would ever be. The new system gives us voice mail ability which will give people outside the system far better access than our present system does.

COLLINS: Explains that with the current system, any calls within the building are using outside lines. With the proposed system, all of the communication within this building stays on the system intercom and does not use any outside lines. This was not taken into consideration in sizing the system. Legislative Administration Com~Tlittee _ May 12,1993

necessary. 224 7 BRADBURY: My understanding is that you just went through a process very similar to .this at the new Department of Human Resources building. COLLINS: The Revenue Department was our most recent installation. BRADBURY: Asks what concerns they had. COLLINS: They had the same concerns being expressed here. At DHR, they were sure there were not going to be enough lines. It was installed as planned and it was oversized. A plan is now being developed to start cutting back on their lines. BRADBURY: You are now cutting back on the lines you started with on that system? COLLINS: Yes. As we did with DEQ. I did not head the project with PUC but we oversized it also. We oversize all of them due to the concerns. DHRhas 125 0 phones with 158 lines. Monitoring has shown their peak traffic requires between 130 and 140 lines. BRADBURY: Asks about the phone features. 253 4 COLLINS: Explains there are three models with the last digit in the model number representing the number of programmable feature keys: 2006 - 6 keys; 2008 - 8 keys; 2616 - 16 keys. The 2006 is the most basic phone and through the database collections meetings we ask staff to justify needing something more than that. If a speaker phone is required, a 2616 will be used because this is the lowest model speaker phone that is available for an office environment. A different type of speaker phone will be placed in some conference rooms but they have no features keys and are not user friendly. The 2616 is also normally the instrument that is put in busy answering positions. The majority of the members did want speaker phones, although some just want the most basic phone available. 284 6 DUKES: Does the equipment come as part of the package with this system?

COLLINS: Yes. DUKES: We have to take their equipment if we are getting their system? COLLINS: All of your instruments will be replaced. DUKES: It wouldn't work to get a different piece of equipment? I have long wanted a speaker phone and we have a real scarcity of them in this building. I don't want 16 Legislative Administration Committee May 12, 1993

COLLINS: Yes. CAMPBELL: How many members are asking for speaker phones?
COLLINS: All but 10. CAMPBELL: Wonders if it would be better to put
speaker phones in all member offices due to constant changing. Asks if
phones can be programmed later with speaker capability. COLLINS: Yes. It
doesn't have to be activated. CAMPBELL: In the long term, all the
offices probably should be the same. If there were only 5 or 6 asking
for the speaker phone, I wouldn't even raise the point.

COLLINS: There were very few that did not want a speaker phone. They are
very good quality speaker phones. If you like using a speaker phone at
all, you are going to use this one a lot. CAMPBELL: Those people who
indicated they would rather have the 2006 than the 2616 have never had
the opportunity for quick dial to commonly called telephone numbers.
That is going to be a real plus. 647 COLLINS: The quick dial can be
numbers inside the building or long distance. BRADBURY: Asks about the
timeline.

WILSON: A timeline is included in your packet of materials which shows a
general idea of where we are headed. Another issue is whether or not the
committee wants to make the decision about what the new phone numbers
will be. COLLINS: There will be a telephone number change which can be
dealt with one of two ways: 1) when old number is dialed, a recording
will tell them the new number; 2) when old number dialed, call is
automatically routed to new number. Since session will be over when the
system is activated, we would prefer to go with the recorded referral as
much as possible. 850 WILSON: There will be about six months to a year
transition time, so stationery and business cards will not need to be
reprinted immediately. CAMPBELL: Asks if numbers can be moved from
office to office. COLLINS: Yes. Normally a telephone number is
associated with an instrument. If you Legislative Administration
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124 2 SPRINGER: We need to have DGS staff available to respond to
questions of the caucus.

BRADBURY: Asks if they should come to caucus meeting.

CAMPBELL: Asks why that wasn't done instead of LAC meeting.

DUKES: Will we need to come back to approve the motion we are leaving on
the table?

CAMPBELL: I withdraw the motion.

BRADBURY: DGS will be asked to attend caucus meeting.

1327 BRADBURY: Meeting adjourned at 1:00.

Submitted by, Reviewed by, Connie McMullen Susan Wilson Committee
Assistant Legislative Administrator

EXHIBIT LOG:

A - Outline of steps taken to date - Wilson - 2 pages B - Phone system
information - Wilson - 2 pages C - April 29 informational memo to
Capitol occupants - Wilson - 2 pages D - Proposed telephone teams -
Wilson - 1 page E - Timeline - DGS -1 page