

JOINT COMMITTEE ON LEGISLATIVE ADMINISTRATION - June 11,
1993 Room 350 8:00 a.m. MEMBERS PRESENT: SPEAKER LARRY
CAMPBELL, CHAIR SENATE PRESIDENT BILL BRADBURY, CO-CHAIR SENATOR JOAN
DUKES SENATOR LENN HANNON REPRESENTATIVE PETER COURTNEY REPRESENTATIVE
LONNIE ROBERTS REPRESENTATIVE GREG WALDEN

MEMBERS EXCUSED: SENATOR DICK SPRINGER REPRESENTATIVE TOM BRIAN

STAFF PRESENT: SUSAN WILSON, LEGISLATIVE ADMINISTRATOR CONNIE
MCMULLEN, COMMITTEE ASSISTANT

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 ,, SIDE A

017 CAMPBELL: Calls meeting to order at 8:10 a.m. Asks Susan Wilson to
review the agenda items.

035 WILSON: Explains that at LAC meeting in May, there was a review of
the steps that had been taken up to that time. There was a motion last
meeting to adopt the timeline which shows the first cutover happening
late in August of this year and also to approve two telephone teams
composed of staff throughout the building - the Technical Team to
oversee the actual transition and the Information Team to disseminate
information throughout the process. The motion was later withdrawn
because the Senate had some unanswered questions. Subsequently,
Department of General Services staff met with the Senate Democratic
caucus to answer questions. A staff person from the Department of Human
Resources was also available to answer questions about their transition
to this same phone system.

203 ROBERTS: Asks if we are still dealing with GTE. Legislative
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WILSON: States that GTE has the contract with the state but we will not
be using GTE equipment.

223 CAMPBELL: Asks for an overview of the new system.

229 WILSON: The system is a Northern Telecom Meridian I phone system
which allows more flexibility than we have currently. Many phone calls
will be processed internally without using outside lines which will
allow a more efficient use of the lines. Currently, each phone in the
building has its own direct line outside which can't be used by anyone
else - the new system seeks available lines for use.

317 COURTNEY: We were told there is a capacity of 84 incoming calls.

325 WILSON: Actually, the number is 60 incoming lines and 60 outgoing
lines. Admittedly, that does not sound like enough lines. However, DGS
explained the engineering studies that are done to determine phone
capacity and phone use. Currently, the state has about 8,000 phones with
500 lines serving those phones. When the legislature comes to town, no
changes are made in that configuration. That's about a 13 or 14 to 1
ratio. The system designed for us is about a 6 to 1 ratio. DGS staff are
completely confident that the designed system will handle our needs.

455 COURTNEY: Asks what will happen when get inundated with phone
bank calls. 510 CAMPBELL: There will be far more capacity than

needed. On incoming calls, one of the real problems we have now is that 800 numbers are blocked. We will never have enough 800 numbers to handle the "free" calls from constituents. The blockage is far worse now than any kind of blockage you could ever have with the proposed system.

544 WILSON: Most of the huge numbers of education calls came through the 800

numbers. We will be studying different ways of using the 800 numbers, such as having those operators taking the polls so the calls don't even have to get to your office. Voice mail is another option.

615 CAMPBELL: Isn't voice mail an automatic service with the new system? Today we have to pay for it separately. WILSON: It is an automatic service with the new system. Also, every member will have an interim phone that's operational. 636 CAMPBELL: Asks Susan to identify the investment costs; the time it takes to amortize it.

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649 WILSON: If we maintain the current system over the next 36 months, we are looking at an approximate expenditure of \$800,000. The new system will be approximately \$350,000 to operate over that same period of time. DGS is carrying it at 0% interest and we will pay back from the savings. DGS has done this for a number of agencies and they are finding that their payback is happening more rapidly than they anticipated. We should have the entire system paid off within three years.

735 ROBERTS: Clarifies that there is approximately \$450,000 savings on cost of using the system. What does the system cost? 758 WILSON: The system is costing about \$400,000.

ROBERTS: Where does the savings come from?

809 WILSON: Currently there are 500 direct US West lines out of this building. We are going to be paying for 60 US West lines out of this building.

840 ROBERTS: That will handle what we are doing?

WILSON: Yes, because it is done in a different type of system.

ROBERTS: This system will not be tested until 1995.

CAMPBELL: Explains the capacity increases expedientially with the number of lines that are added.

914 ROBERTS: We are going to expand our system for less money.

CAMPBELL: It's going to be paid for in three years and we are going to have a better system.

938 CAMPBELL: Moves to work session.

ROBERTS: Moves approval of the timelines for transition to the new telephone system and approval of the proposed telephone teams.

955 WALDEN: Asks if we are going to be in the midst of installing this during session.

CAMPBELL: No. States there would not be any problems doing it during session, however.

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103 8 CAMPBELL: Are there further questions on the motion? No further questions.

CAMPBELL: Clerk will call the role. 110 2 CAMPBELL: Motion passes. Meeting adjourned.

Submitted by, Reviewed by, Connie McMullen Susan Wilson Committee
Assistant Legislative Administrator 4