

**MARIPOSA COUNTY
BOARD OF SUPERVISORS**

**AGENDA
ACTION FORM**

DATE: Dec. 12, 2000
AGENDA ITEM NO.: 5A

DEPARTMENT: PLANNING

BY: Eric Jay Toll

PHONE: 209-966-5151

RECOMMENDED ACTION AND JUSTIFICATION: (Policy Item: Yes___ No)

The Planning Department has three phone lines. Two incoming lines with rollover and one outgoing line. There are eight staff members. Observation shows that our lines are in use about half of the day. This means that the public is receiving busy signals when they call. With the General Plan and the amount of public outreach we are encouraging, the busy signals are not acceptable for service delivery. The new system will allow direct access to the Director and all planners. Staff will publish their direct numbers on business cards, notices, and other publications. This allows the public to directly reach the person they need without going through a receptionist. It will also ultimately free up a literal several hours a day at the front desk for other work by the Secretary and Office Technician.

BACKGROUND AND HISTORY OF BOARD ACTIONS:

The phone system for the Planning Department was originally designed to be an integral part of the Development Services phone system, when the two departments were combined. With the separation of the departments, the phone system does not meet the needs of the Department. The Planning Department has about 90% of its client contact via telephone rather than drop-in. The current system returns busy signals to calling clients when only two calls are received. The new system will keep the incoming lines cleared as soon as calls are transferred to the appropriate staff member.

LIST ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:

Keep system the same: as Department workload increases, the number of complaints about inaccessibility of Planners will increase due to busy signals.

Add additional lines: While keeping the phones open, decreases front line efficiency by requiring clerical staff to answer and transfer more phone lines. Keeps public from directly reaching needed staff.

COSTS:

- A. Budgeted current FY Not Applicable \$0
- B. Total anticipated costs \$2,400
- C. Required additional funding \$ _____
- D. Internal transfers \$ _____

SOURCE:

- A. Unanticipated revenues 4/5th Vote Required \$ _____
- B. Reserve for contingencies \$ _____
- C. Source description: Prof Svc savings \$2,400
- Balance in Reserve for Contingencies, if approved: \$ _____

SPECIAL INSTRUCTIONS:

List the attachments and number the pages consecutively:

CLERK'S USE ONLY:

Res. No.: 00-433 Ord. No. _____
 Vote - Ayes: 5 Noes: _____
 Absent: _____ Abstained: _____
 Approved Denied Not Recommended
 Minute Order Attached No Action Necessary

The foregoing instrument is a correct copy of the original on file in this office.
Date: _____

ATTEST: MARGIE WILLIAMS, Clerk of the Board
County of Mariposa, State of California

By: _____
Deputy

ADMINISTRATIVE OFFICER'S RECOMMENDATION:

This item on agenda as:

- Recommended
- For Policy Determination
- Submitted with Comment
- Returned for Further Action

Comment: _____

A.O. Initials: ETJ

BUDGET ACTION FORM

FUND	DEP/DIV	ACCOUNT	DESCRIPTION	PROJECT	INCREASE	DECREASE
001	0249	575-0418	Prof. Services			\$2,400
001	0249	575-0417	Office Expense		\$2,400	
001	0104	414-1090	GENERAL CONTINGENCY			
TOTALS					\$2,400	\$2,400

TRANSFER BETWEEN FUNDS					DEBIT	CREDIT
TOTALS						

ACTION REQUESTED: (Check all that apply)

Budget appropriation by Board of Supervisors (4/5ths Vote Required): Amending the total amount available in the county budget, or in any one fund of the budget, or transferring appropriation from Contingencies

Transfer by Board of Supervisors (3/5ths Vote Required): Moving existing appropriations from one budget to another, or between categories within a budget unit;

JUSTIFICATION convert existing phone systems to a contrex system.

DEPT HEAD SIGNATURE [Signature] DATE 11-28-00

APPROVED BY RES NO. 00-433 CLERK [Signature] DATE 12-12-00

DEPARTMENT Planning

AUDITOR'S USE ONLY
BA #

SIERRA TEL BUSINESS SYSTEM

PO Box 160 * Oakhurst, CA 93644

Oakhurst 559-683-7777 * Fresno 559-324-6900 * Mariposa 209-966-7777

Date: 11/27/00

TO: ERIC

FROM: ED MOORE

Company: MARIPOSA PLANNING

Company: Sierra Tel Business Systems

Phone: 966-5151

Phone: 559-683-7777

Fax:

Fax: 559-683-6983

CONFIRMATION OF WORK TO BE PERFORMED

Please review the following work order. To schedule work as listed, please confirm charges by fax or phone.

PROPOSED WORK:

ESTIMATED COST TO ADD 5 NEW TELEPHONE LINES AND 8 CENTREX

CHARGE FROM SIERRA TELEPHONE CO.	\$243.00
CHARGE FROM SIERRA TEL BUSINESS SYSTEMS	
(1) RCOU1 LOOP START CO INTERFACE CARD	\$371.00
LABOR TO INSTALL CARD AND PROGRAM PHONES 4-6 HR AT \$55.00 PER HR	\$220.00-\$330.00
EACH OF 6 PHONES WILL HAVE A FLASH BUTTON PROGRAMMED TO TRANSFER CALLS AND WILL HAVE THERE OWN TELEPHONE NUMBER	
MISC. EQUIPMENT	\$25.00
ESTIMATED TOTAL TO INSTALL	
	\$969.00
ESTIMATED COST PER MONTH FOR ADDITION OF 5 NEW LINES AND 8 CENTREX WOULD INCREASE MONTHLEY BILL BY APPROX.	
	\$225.00

STBS *Estimated equipment* cost of \$396.00
Tax \$30.69

STBS *Estimated labor* cost of \$573.00

Labor costs are billed at \$55.00/hour, with a minimum charge of \$27.50.
****In addition, all orders require a \$20.00 Service Order Charge.**
Equipment costs are billed for all materials used.

\$20.00

If you have any questions or revisions, please do not hesitate to call. We appreciate this opportunity to be of service to you.

Prices subject to change at any time
TOTAL STBS *Estimate*: \$1,019.69

Customer Signature

Date

Purchase Order Number
(If Required)

TELCO WORKSHEET

Name: MARIPOSA PLANNING **Tel: #** 966-5151
Contact: ERIC **Fax: #**
Address: 5100 BULLION ST MARIPOSA CA.

ESTIMATE ONLY

ITEM DESCRIPTION:				QTY:	COST:
SERVICE ORDER CHARGE	PER ORDER	\$18.75		1	\$18.75
VOICE MAIL SERVICE ORDER	PER BOX ORDER	\$10.00	ea.		\$0.00
CENTRAL OFFICE SERVICE CHARGE	PER NEW LINE	\$28.00		5	\$140.00
CONVERSION TO CENTREX	EXISTING LINE	\$28.00	ea.	3	\$84.00
BSM5009 NON-DISPLAY / NON-SPEAKER PHONE	PURCHASE		ea.		\$0.00
BSM5112 NON-DISPLAY SPEAKER TELEPHONE	PURCHASE		ea.		\$0.00
BSM5209 DISPLAY / NON-SPEAKER TELEPHONE	PURCHASE		ea.		\$0.00
BSM5312 DISPLAY / SPEAKER TELEPHONE	PURCHASE		ea.		\$0.00
DISTINCTIVE RING \$75.00 / \$125.00	HARDWARE		unit		\$0.00
PROGRAMMING / INSTALLATION		\$55.00	hr.		\$0.00
ESTIMATED TOTAL:					\$242.75

ITEM DESCRIPTION:				QTY:	COST:
CENTRAL OFFICE LINE		\$26.00	ea.	5	\$130.00
ACCESS LINE CHARGE		\$6.00	ea.	5	\$30.00
BSM5009 NON-DISPLAY TELEPHONE	RENTAL	\$9.95	ea.		\$0.00
BSM5112 NON-DISPLAY SPEAKER PHONE	RENTAL	\$18.95	ea.		\$0.00
BSM5209 NON-SPEAKER DISPLAY PHONE	RENTAL	\$21.95	ea.		\$0.00
BSM5312 DISPLAY SPEAKER TELEPHONE	RENTAL	\$28.95	ea.		\$0.00
BASIC FEATURE PACKAGE **	PER C.O. LINE	\$3.75	ea.	8	\$30.00
MUSIC ON HOLD (CENTREX ONLY)	PER PHONE	\$1.00	ea.		\$0.00
TREE - ONLY MAIL BOX		\$3.95	ea.		\$0.00
INFORMATION - ONLY MAIL BOX		\$3.95	ea.		\$0.00
ECONOMY - VOICE MAIL BOX		\$3.95	ea.		\$0.00
BASIC - VOICE MAIL BOX		\$9.95	ea.		\$0.00
STANDARD - VOICE MAIL BOX		\$14.95	ea.		\$0.00
DISTINCTIVE RING		\$6.00	ea.		\$0.00
ESTIMATED TOTAL:					\$190.00