



SPECIAL MEETING AGENDA

December 4, 2017 – 7:00 p.m.

1. Call to Order, Roll Call of Council, Pledge of Allegiance and Invocation
2. Public Acknowledgment on Agenda Items (two minutes per speaker)
3. Adoption of Agenda
4. New Phone System*
5. Recess of Special Business Meeting for Work Session
6. Open Work Session (work session is for information gathering only)
Topic 1: 2018 Budget Review Continuation
Topic 2: Review of Sewer Rates
7. End Work Session
8. Resume Special Meeting
9. Public Acknowledgment (two minutes per speaker)
10. Adjournment

***Roll Call Vote is Required**

NOTE: Since this is a special meeting, only these items can be discussed.

VILLAGE MANAGER MEMORANDUM

TO: PRESIDENT FISHEL AND THE VILLAGE COUNCIL
FROM: JOHN ROSCZYK, VILLAGE MANAGER
SUBJECT: PHONE SYSTEM
DATE: 12/04/2017

Our phone system has been down most of the week. Initially, the line service provider, Frontier, analyzed the problem as an equipment issue. Telephone Support Systems, who originally sold us the equipment 18 years ago, has continued to service our system, including its reinstallation at 702 Lake St. We called them about the problem, also, and they indicated that it was a line problem.

After again contacting Frontier, a new technician was sent out on Thursday to investigate the matter. He located the problem in a line outside of our building and was then able to restore our phone service.

In the meantime, before service was restored, I called Telephone Support Systems and was given some background on our *Avaya Phone System*. Apparently, the system was purchased some 18 years ago through Telephone Support Systems, who, not only installed it but has continued to service it through the years. They sold and installed a lot of these systems throughout Northern Michigan. I agree with the serviceman's assessment that it has been a good, basically trouble-free system. However, many of his customers are replacing their phone systems at this time due to age, newer technology, and lack of availability of extra phones and other parts for the system.

My takeaways are as follows:

1. The phone system did not fail us in this instance.
2. The system is old, which is also true for our DPW building's system. It also has been experiencing phone problems this week.
3. Our staff believes we need an integrated phone system with the DPW which would provide intercom service between the two buildings.
4. Additional features which Lacey will separately address via a memo are now available that will improve our overall service.
5. It is my belief that a new system will not be all that costly, and in light of the downtime we experience when our equipment fails, this may be an optimum time to replace our system.
6. Lacey, Lance, and I are currently reviewing proposals, and I hope to have three proposals ready for your review by Monday night.
7. In light of the fact that we have restored phone service, a decision certainly can be put off until our next regular meeting on December 11th if the Council desires additional time for review.

Recommendation: I am requesting that we purchase a new phone system. However, if additional time to review the proposals or solicit more proposals is desired, I would recommend that we table this matter to a later date.