

Town of Fenwick Island, Delaware

***Technology Committee Meeting
Tuesday, December 16, 2014
10:00 AM***

Call to Order and Flag Salute - Chair Gene Langan

Committee Members Present: Gene Langan, Mary Ellen Langan, Bill Weistling, Diane Tingle, Frank Serio

Members absent: Gardner Bunting, Buzz Henifin

Others present: Town Clerk Poole, Town Manager Burke, Council Member Williams

Motion to approve the minutes of December 16, 2014 - Bill Weistling, seconded by Mary Ellen Langan. Minutes approved.

Chair Langan stated our plan today is to discuss the need for a new phone system for the Town Hall and the Public Safety Building. Town Manager Burke presented the needs/issues of the Town's phone system.

- The Town's phone system is old and outdated with costly repairs. With new technology in the marketplace, Town Manager Burke proposed replacing the old system with a new system. New phones cost anywhere from \$100.00 - \$300.00, per phone set. The Town will need 17 total, including 2 switch board units. The new technologies will allow the adding on sections to the phone system for additional lines, if needed. We will need the hardware, the Town Hall checked for updated wiring, installation and of course training. The system that we have is an analog system through an internet connection or copper wire. The new phone system we are proposing is VoIP, which is communications over the internet. One major concern is what happens when the electricity goes out or you lose your internet connection. VoIP System has a built in option to transfer phone calls anywhere even if the internet goes down. The Town has several options in looking at a new phone system: a) we can buy the phones ourselves, b) can purchase the phones through the vendor, c) or buy phones from our current service provider. In the last Technology Meeting, a motion was passed to spend up to \$500.00 for a consultant to come in and evaluate our current system. Bill Metzler from Solutions Plus (our IT person) could come in and make recommendations for the Town. Bill feels that the wiring in the Town is either a CAT 3 or CAT 5 (which is the terminology used for the cabling) to provide that service but he would need to come in to check. Public Safety Building is already to go. We met with Delmarva VoIP recently to get an idea as to what the system would look like and what they offer.
- Chair Langan stated he sat in on the Delmarva VoIP Presentation and some of the options noted were: 1) now when you call the Police Department after hours you are

directed to call 911 or the officer on duty cellphone number. With the VoIP System, you're directed to an option with a direct dialing to the number. No second phone call. Town Manager Burke stated that with this system phones can be directed anywhere, your cellphone, your voicemail, text, email or any other option and retrieve it from anywhere. The Town fax lines and postage meter will stay the same.

- Chair Langan asked Frank Serio his thoughts on VoIP Phone System. Frank stated he liked the VoIP but you need to worry about the down time and it does go down. Bethany was out all day because their provider, Media Comm was down. Advantage is you can go on line and direct calls and voice mail etc., you just need to have a hard line if needed. You can also go with digital but you are only as good as your provider. We still use analog at the office, but it is dated. My recommendation would be for the VoIP or PRI digital.
- Town Manager Burke stated that a new phone system estimate is about \$8,000 - \$15, 000, with wiring being the largest cost. Frank Serio stated that's a good range, but your need the make sure of the reliability and security of the system. Leasing options were also discussed along with smartphones and wireless options.

Motion: Motion made to have Town Manger Burke solicit proposal for new phone system for the Town Hall and Public Safety Building – Council Member Weistling

Second: Council Member Tingle

Vote: (5-0)

Old Business: None

New Business: Chair Langan suggested that the Town have a “Ham Radio” system for emergencies. Chief Boyden said he was considering have his officer's certified as Ham Radio Operators in case of emergency/disaster situation. System would cost around \$200.00.

The next meeting is February 20, 2015 at 10:00 a.m.

Motion made to adjourn – Bill Weistling

Second – Mary Ellen Langan

Meeting adjourned at 11:15 a.m.

Linda Poole, Town Clerk