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**DEPARTMENT OF
ADMINISTRATIVE SERVICES**

SALLY W. NAGY
CHIEF INFORMATION OFFICER

**CITY OF SACRAMENTO
CALIFORNIA**

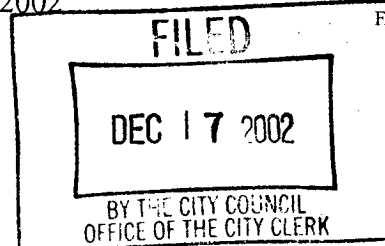
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SUITE 120
SACRAMENTO, CA
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December 3, 2002

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City Council
Sacramento, California

Honorable Members in Session:



**SUBJECT: COMMUNICATION PLAN FOR NEW PHONE NUMBERS AT THE
INTERIM CITY HALL**

LOCATION AND COUNCIL DISTRICT: Citywide – All Districts

RECOMMENDATION: This report is for Council information only.

CONTACT PERSONS: Liz Brenner, Public Information Officer, 264-1406
Sally W. Nagy, Chief Information Officer, 808-8600

FOR COUNCIL MEETING OF: December 17, 2002

SUMMARY:

City Departments currently residing in the existing City Hall have begun to transition to the Interim City Hall located at 730 "I" Street. On February 10, 2003 the phone numbers of City Departments and staff in the Interim City Hall will change from the prefix "264" to the prefix "808." In order to minimize any disruption or inconvenience the move and new phone numbers may cause to the public as well as to City employees, several communication strategies have been and will continue to be implemented.

COMMITTEE/COMMISSION ACTION: None

BACKGROUND:

City Departments with offices in historic City Hall are now gradually moving to the Interim City Hall at 730 "I" Street in the anticipation of the construction of the new City Hall Project. The moves out of City Hall are being phased, with moves beginning on November 7th and continuing through late January 2003. During the week of November 18, staff in City Hall received new CISCO Internet Protocol (IP) phones as well as a new voice mail system (VSR). As City Hall

City Council Staff Report
Communication Plan for New Phone Numbers at Interim City Hall
December 3, 2002

staff move to the Interim City Hall they will be able to disconnect their new IP phones at their current location and just plug them into the City's network in the Interim City Hall.

In order to minimize any disruption or inconvenience these moves and new phone numbers may cause to the public as well as to City employees, several communication strategies have been accomplished to date and are summarized below:

Communication Strategies Already Accomplished

- Directional Signage, Posters and Project Fact Sheets
- A series of internal memos, GroupWise messages and article in the Fall issue of *CityNews*, the employee newsletter
- All City Hall employees (220) were successfully trained on using the City's new IP phones and voice mail system (VSR).
- New phone numbers will be reflected in the 2003 Pacific Bell Government listing for public distribution February 2003
- Media notified of temporary location of City Council Meetings at Sacramento County Board of Supervisors on Thursdays, during the month of January 2003
- "Moving" stickers (as shown in Exhibit A) that can be placed on existing correspondences, memos, etc., are being used by City Hall tenants

Additional Communication Strategies scheduled for January and February 2003

- January Utility Bill Insert notifying customers of address and phone changes
- City's website home page updated
- Continue media outreach and notification
- Brief City Operators of move updates
- Coordinate any additional signage/printed material with City Hall Refurbishment and Expansion Project Team
- Expand public notification regarding Interim City Hall changing the "264" prefix number to "808" on February 10
- Referral messages about the change from the "264" prefix to the "808" prefix will begin on all Interim City Hall phones after February 10
- All remaining City Departments and employees will transition to new voice mail system by the end of February
- March 1, 2003:
 - City's new voice mail system in full operation
 - Prefix "808" will be in place for all tenants in Interim City Hall, North Permit Center, South Natomas Community Center, and the Information Technology Department

FINANCIAL CONSIDERATIONS:

No additional funding for FY 2001-2002 will be required. Funding for the new IP telephone system for the Interim City Hall was included in the FY 2001-2002 Information Technology Department operating budget and in the Public Works CIP budget CF31.

ENVIRONMENTAL CONSIDERATIONS:

The current project has been determined to be exempt from the requirements of the California Environmental Quality Act (CEQA), under Section 15061(b)(3), which states that CEQA applies only to projects that have the potential for causing a significant effect on the environment. The current project involves only the implementation of new phones and a new voice mail system for employees being relocated to the Interim City Hall. Therefore, it can be seen with certainty that there is no possibility that the activity may have a significant effect on the environment.

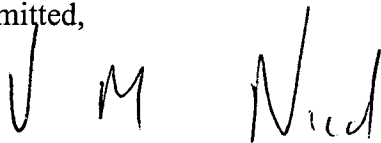
POLICY CONSIDERATIONS:

The new IP phone equipment and VSR voice mail system are in conformance with the goals, objectives, initiatives and operating principles of the City's Information Technology Strategic Plan. In particular, they are in accordance with the Technical Architecture Initiative, Goal #1b, "Create a Citywide technology architecture that is based on City business needs." One of the Key Milestones for this Goal is related to Networks and Telecommunications.

ESBD/SBE CONSIDERATIONS:

The vendor supplying the new IP phones, SBC-Pacific Bell, is not a City of Sacramento certified small business firm. The vendor supplying the new voice mail system, Voice Systems Research, Inc., is a City of Sacramento certified small business firm.

Respectfully Submitted,



SALLY W. NAGY
Chief Information Officer



LIZ BRENNER
Public Information Officer

APPROVED:



ROBERT P. THOMAS
City Manager

EXHIBIT A



Moving to
Interim City Hall
730 "I" Street

OFFICE OF THE
CITY MANAGER

CITY OF SACRAMENTO
CALIFORNIA

FAX 916-264-7618