

COUNTY OF MADERA
 BUDGET UNIT DETAIL
 BUDGET FOR THE FISCAL YEAR 2024-25

Department: Information Technology
 Communications - VoIP (00244)
 Function: General
 Activity: Other General
 Fund: General

	<u>ACTUAL</u> <u>2022-23</u>	<u>BOARD</u> <u>APPROVED</u> <u>2023-24</u>	<u>DEPARTMENT</u> <u>REQUEST</u> <u>2024-25</u>	<u>CAO</u> <u>RECOMMENDED</u> <u>2024-25</u>
<u>ESTIMATED REVENUES:</u>				
CHARGES FOR CURRENT SERVICES				
662700 Other Charges for Services				
662801 Interfund Revenue - Cost Plan	0	3,143	0	0
662802 Interfund Revenue - Comp Svc				
TOTAL CHARGES FOR CURRENT SERVICES	0	3,143	0	0
MISCELLANEOUS REVENUE				
670000 Intrafund Revenue	632,890	836,768	1,001,254	1,001,254
TOTAL MISCELLANEOUS REVENUE	632,890	836,768	1,001,254	1,001,254
<u>TOTAL ESTIMATED REVENUES</u>	<u>632,890</u>	<u>839,911</u>	<u>1,001,254</u>	<u>1,001,254</u>
<u>EXPENDITURES:</u>				
SERVICES & SUPPLIES				
720300 Communications	665,256	880,746	979,906	979,906
721314 Computer Equipment <\$5,000	0	0	32,445	32,445
721400 Professional & Spec Services	9,008	25,000	55,000	55,000
721900 Property Tax	6,992	12,000	12,000	12,000
TOTAL SERVICES & SUPPLIES	681,256	917,746	1,079,351	1,079,351
<u>TOTAL EXPENDITURES</u>	<u>681,256</u>	<u>917,746</u>	<u>1,079,351</u>	<u>1,079,351</u>
<u>NET COUNTY COST (EXP - REV)</u>	<u>48,366</u>	<u>77,835</u>	<u>78,097</u>	<u>78,097</u>

INFORMATION TECHNOLOGY - COMMUNICATIONS

COMMENTS

On March 21st, 2017, the Toshiba dealer channel received letters announcing the wind down of the Telecommunications System Division (TSD). Toshiba Telecom shutting down their operations has left the County in a predicament as Toshiba is the sole manufacturer of all phone systems deployed throughout the enterprise. Proactive measures were immediately taken in the form of stockpiling spare parts to self-support the system as a stop-gap measure. Continuing to support an end-of-life, vendor retired, aging phone system presents a substantial risk to County operations. In Fiscal Year 2018-19, eventual transition to a new Voice over Internet Protocol (VoIP) was assessed.

The VoIP Unified Communications system will be used by all County Departments as a primary telecommunications method and collaboration tool. In addition to providing basic telephone functionality that is in use today, the new system (over time) will allow for the leveraging of new technologies and advanced features to better serve the employees and constituents of Madera County.

All VoIP services and contracts will be centrally administered by the Office of Information Technology with a segregated budget and ORG Key. VoIP end-user support along with Move, Add & Change (MAC) requests will be available to departments through the existing IT Helpdesk. The cost is completely recovered from all departments based on consumption of services. The level of consumption is determined by the individual departments.

A phased rollout approach has been adopted.

Phase One was completed in Fiscal Year 2019-20, including the new Health & Human Services Complex (Public Health and Social Services), Administration, Water and Natural Resources and Information Technology.

Phase Two was completed during Fiscal Year 2021-22, including the Board of Supervisors, Human Resources, Public Works, Community Economic Development, Auditor-Controller, Assessor, Treasurer-Tax Collector, County Clerks, Veteran Services, and Cal Fire.

Phase Three was started during Fiscal Year 2022-23, including the completion of the Department of Child Support Services, the Agricultural Commissioner's Office, and the new Madera County Justice Center facility. Continuing in Fiscal Year 2023-24, VoIP service will be deployed at the Department of Behavioral Health Services, 7th St location and at the Oakhurst Government Center.

In Fiscal Year 2024-25, Phase Four, VoIP service will be deployed to Juvenile Hall, Juvenile Services, Animal Services, and the Central Garage.

INFORMATION TECHNOLOGY - COMMUNICATIONS

ESTIMATED REVENUES

- 662802** **Interfund Revenue** (\$0) is recommended unchanged for charges to other departments for VoIP Communication Services.
- 670000** **Intrafund Revenue** (\$1,001,254) is recommended increased \$164,486 for charges to other departments for VoIP Communication Services.

OPERATING EXPENSES

- 720300** **Communications** (\$979,906) is recommended increased \$99,159 for VoIP communication charges.

FY 23-24	FY 24-25	Item
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Recurring Costs

\$44,400	\$44,400	VoIP Network - Health and Human Services Campus and Government Center
\$15,450	\$16,296	VoIP Network - Justice Center
\$15,540	\$16,296	VoIP Network - Department of Behavioral Health Services
\$0	\$22,500	VoIP Network - Juvenile Hall, Juvenile Services, Animal Services, and the Central Garage
\$0	\$9,720	VoIP Network - Oakhurst Government Center
\$653,303	\$649,357	VoIP Licensing - Health and Human Services Campus and Government Center
\$68,050	\$67,521	VoIP Licensing - Justice Center
\$62,361	\$72,811	VoIP Licensing - Department of Behavioral Health Services
\$21,643	\$22,795	VoIP Licensing - Department of Child Support Services
\$0	\$4,127	VoIP Licensing - Fire Station #3
\$0	\$11,997	VoIP Licensing - Oakhurst Government Center
\$0	\$42,086	VoIP Licensing - Juvenile Hall, Juvenile Services, Animal Services, and the Central Garage

INFORMATION TECHNOLOGY - COMMUNICATIONS

OPERATING EXPENSES (continued)

721314 **Equipment** (\$32,445) is recommended increased \$32,445 to purchase phones for Juvenile Hall, Juvenile Services, Animal Services, and the Central Garage

FY 23-24	FY 24-25	Item
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One Time Costs

\$0	\$32,445	VoIP Phones - Juvenile Hall, Juvenile Services, Animal Services, and the Central Garage
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721400 **Professional Services** (\$55,000) is recommended increased \$30,000 for implementation services for Juvenile Hall, Juvenile Services, Animal Services, and the Central Garage

FY 23-24	FY 24-25	Item
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One Time Costs

\$0	\$55,000	Implementation Services at Juvenile Hall, Juvenile Services, Animal Services and Central Garage
\$25,000	\$0	Implementation Services at Behavioral Health Services

721900 **Property Tax** (\$12,000) is recommended unchanged to pay property tax on lease.

FY 23-24	FY 24-25	Item
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Recurring Costs

\$12,000	\$12,000	Property Tax
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