

**TOWN OF DARIEN
BOARD OF SELECTMEN
JANUARY 17, 2017**

ATTENDANCE: First Selectman Jayme Stevenson; Robert Richards, Susan Marks, Marc Thorne, Charles Koons

STAFF: Kate Clarke Buch, Town Administrator

OTHERS: Robert Buch, Fire Marshal, Chief of Police Duane Lovello, Jeff Adams, Director of Information Technology

CALL TO ORDER

First Selectman Stevenson called the meeting to order at 9:45 a.m. and led the assembly in the pledge of allegiance.

Public Comment – None

FIRST SELECTMAN'S REPORT

First Selectman Stevenson read her report. It is attached for the record.

TOWN ADMINISTRATOR'S REPORT

Ms. Buch reported that parking permit renewals were going well. The renewal period ends on January 26, 2017. The wait list renewal process has begun. It can be done online, in person or via mail. There is a convenience fee associated with doing it online. A report on permit renewal statistics will be provided at the next regular meeting of the Board of Selectmen.

New Business

Discuss and Take Action on Proposed Changes to Fire Marshal Fees:

Fire Marshal Bob Buch presented the proposed fee schedule (see attached) to the Board of Selectmen. He discussed his process for determining the rates and fees in the proposal. He discussed the history of the fees and the potential impact of the new fees. After discussion, Mrs. Stevenson presented the following resolution:

**RESOLUTION AMENDING THE SCHEDULE OF DARIEN FIRE MARSHAL
DEPARTMENT PERMIT FEES**

WHEREAS, in accordance with §26-34 of the Darien Codified Ordinances, the Board of Selectmen has the authority to establish appropriate Fire Marshal Department fees, based upon the recommendations of the Fire Marshal; and

WHEREAS, the Fire Marshal has recommended that the Fire Marshal Department Fee Schedule be amended; and

WHEREAS, the Board of Selectmen concurs with the Fire Marshal's recommendation.

NOW THEREFORE BE IT RESOLVED that the Town of Darien Fire Marshal Department Fee Schedule shall be amended and effective on July 1, 2017.

- ** MS. MARKS MOVED THE RESOLUTION.**
- ** MR. THORNE SECONDED THE MOTION.**
- ** MOTION PASSED UNANIMOUSLY.**

Mrs. Stevenson asked for a motion to add a Discussion on the Proposed Cloud Based Telestaff Upgrade.

- ** MR. RICHARDS MOVED TO ADD DISCUSSION ON THE PROPOSED CLOUD
BASED TELESTAFF UPGRADE.**
- ** MR. KOONS SECONDED THE MOTION.**
- ** MOTION PASSED UNANIMOUSLY.**

Chief Lovello came forward to explain his request for additional funding to facilitate the proposed upgrade. Jeff Adams, Director of Information Technology was also present to give further detail. The upgrade is necessitated by two things – a move by the Town to a new telephone system and an upgrade to the 911 system being implemented by the State of Connecticut. The Board discussed the timing of the request. Chief Lovello pointed out that the move to the new telephone system, which necessitates the Telestaff upgrade, must be done prior to the 911 upgrade. The State is requiring that the 911 upgrade be implemented by March 31, 2017.

- ** MR. RICHARDS MOVED TO RECOMMEND TO THE BOARD OF FINANCE
APPROVAL OF A TRANSFER OF \$25,960 FOR THE CLOUD BASED
TELESTAFF UPGRADE.**
- ** MR. KOONS SECONDED THE MOTION.**
- ** MOTION PASSED UNANIMOUSLY.**

The BOS wanted it noted that they are challenged by mid-year requests for software upgrades and that we should be looking at strategic plans and possible reserves for circumstances such as this, but that they understand the importance of being able to participate in the 911 upgrade.

AGENDA REVIEW

None

APPROVAL OF MINUTES

Approval of the minutes was deferred to the next meeting.

Adjournment

- ** MS. MARKS MOVED TO ADJOURN THE MEETING.
- ** MR. RICHARDS SECONDED THE MOTION.
- ** MOTION PASSED UNANIMOUSLY.

The meeting was adjourned at 10:10 a.m.

Respectfully submitted,
Kathleen C Buch
Town Administrator



Proposed Cloud Based Telestaff Upgrade

To: Chief Duane J. Lovello
From: Capt. Donald B. Anderson
Date 01-13-2017

- **Current Telestaff system:** the Police Department currently utilizes Kronos Telestaff Ver 2.92. The software is “hosted” on a physical server by the IT department at the Town Hall. The current version, which is no longer being upgraded, requires a physical server due to the analog outbounding telephone feature this version of Telestaff requires.
- The current server is six years old and is subject to hardware failure. There is no redundancy or backup to this server. There will be no physical server required for the “cloud” based version.
- There are Microsoft Server licensing costs associated with the current server which would be eliminated.
- The Department currently expends approx. \$4800.00 per year for licensing, maintenance and support of the existing Telestaff software.

- **Proposed Telestaff System:** in consultation with the IT department and IT Sgt. TJ Moore, the recommendation is that the department moves to the current standard “cloud” based version of Telestaff which is ver. 5.
- The software will be hosted, maintained and serviced completely by Kronos, independent of any Town of Darien computers, servers or phone systems. Kronos provides the equipment and service to outbound all scheduling calls. This is currently being done through an analog “Dialogic” card on the existing physical server.
- There will be back up/redundancy to this system with 24/7 maintenance, support and monitoring.
- The web or “cloud” based aspect of the proposed software allows for the exact same access and software features when accessed through internal or external devices. The current version does not allow this.
- There are new enhanced features in the “cloud” based version which will streamline operations.

- **Initial Upgrade and Conversion Costs:**

- **“Upgrade/Hosted Migration Project”:** **\$3800.00.** This cost is for migrating officer data information including names, rank, phone numbers, work schedules, seniority, rule sets, i.e. the internal/contractual rules on how we fill work shifts, overtime, etc.
- **Sybase to SQL Migration Project:** **\$7,200.00.** The database must be converted from Sybase to Microsoft SQL to work with the “cloud” based version of Telestaff. ****There is at least a potential savings here if the data conversion can be done “in house” by IT staff.**
- **Aspect IVR Configuration Project:** **\$1075.00.** This cost is for converting the Dialogic (analog) card settings to the required Voice Over Internet Protocol (VOIP) settings to work with Kronos “cloud” hosting.
- **Custom Report Project:** **\$5160.00.** The Department currently utilizes a Crystal Report written by IT Sgt. Moore that takes Telestaff payroll categories and work hours and automatically tallies same for entry into MUNIS. This report cannot be used in its current form with the “cloud” hosted Telestaff software. The “cloud” version of Telestaff will require a different program due to remote hosting.
- **Total Initial Upgrade and Conversion Cost** **\$17,235.00**
- **Costs from implementation date until close of current fiscal year:** once the department would be “up and running”, the costs for the remainder of the FY would be:
 - **\$1800.00** for “Global Access”; this is software licensing for the remaining of the fiscal year.
 - **\$450.00** for “Global Access Maintenance”; software maintenance for remainder of the fiscal year.
 - **\$1295.00** per month for software “cloud” hosting. Projected five months (Feb-June) would be **\$6475.00.**

Projected total for remainder of FY: **\$8725.00**

- **Projected ongoing annual support costs (hosting cost to remain static for three years)**
- **\$15,540.00** Kronos “cloud” hosting of Telestaff software on Kronos “cloud” hardware.
- **\$4578.00 (approx.)** software licensing and maintenance for 100 Telestaff licenses. Each officer, civilian employee and traffic agents must have their own license.
- **“Outbounding” phone calls to be billed at .13 cents per minute.**

Projected yearly software use and support cost (exclusive of phone minutes)
\$20,118.00

****Our existing Telestaff system will not work with the Shoretel phone system about to be installed. Shoretel does not allow analog connections; the Town would have to lease four additional copper phone lines to consider keeping the existing system functional.**

- ** There will be a reduction in IT manpower support costs with the cloud based system.**
- ** There will be no future physical upgrades required.**
- ** Functional issues will be resolved remotely by the vendor at no further expense to the Town.**

First Selectman's Report
Jayme Stevenson
1/17/17

- Please join us at the Darien Library this Thursday evening for the second in a 3-part series on Darien's Health Needs Assessment. The main theme of our health program is substance abuse, the opioid crisis and stress related chronic disease. The program this week on the impacts of substance abuse will feature guest speaker Malcolm Spears Jr. – a graduate of Liberation Programs, screenwriter, actor, inspirational speaker and author of "Biggie's Chronicles" – his story about growing up black in Stamford CT in the 60's and 70's and how a young man's destiny is sealed by a twist of fate and making the correct choices. Chief Duane Lovello, Alan Mathis of Liberation Programs and Gary Morello, Associate Minister at the First Congregational Church here in Darien will also be our guest.
- WestCOG's legislative breakfast will be held Monday, January 23rd beginning at 8:00am at the Ridgefield Visiting Nurses Association building in Ridgefield.
- Darien League of Women Voters legislative coffee will be held on Wednesday, January 25th at the home of Joyce Critelli beginning at 9am.