



# COMMUNICATIONS

## Departmental Report

**By Victor Montes**  
**Telecommunications Director, Communications Department**

**April 27, 2010**

## **VISION:**

The Communications Department is dedicated to providing the best telecommunications and information services to both County Departments and the Public. Recognizing the need for change, we are determined to stay abreast of the telecommunications industry and technology changes thus, remaining progressive by implementing them and ultimately accomplishing our goals.

## **EXECUTIVE SUMMARY:**

This report contains recent projects and related information. Also included are the Communications Departments Quarterly maintenance, service and repair reports along with a breakdown of call totals.

## **PROJECTS:**

### **1. Courthouse 2<sup>nd</sup> and 4<sup>th</sup> Floor Renovations**

Final phase III for the second floor renovation is complete. The Communications Department continues to accommodate phone moves for new offices of the District Attorney's Office. Furthermore, the final phase of the fourth floor renovation is completed and all preparations for voice/data services have been addressed. Waiting for furniture to be set to accommodate staff moves with voice/data services.

### **2. Ascarate Park**

Construction meetings continue with Trinity Consulting, Manny Lucero (PM), ITD, Facility Management and Communications for the remodeling of the Ascarate Park Golf Pro Shop. AT&T Dmarc was moved to its new location and installed temporary voice/data services until construction is completed. Final changes will be addressed with staff to accommodate voice and data services.

### **3. Elections**

Preparations for a temporary phone bank were set on the 3<sup>rd</sup> and lower level floors for the Primary and runoff elections which were held on March 2, 2010 and April 13, 2010. Total inbound calls received for both elections were 1106 calls.

**4. Sheriff Department New Offices**

Commissioners Court approved the new substation on March 15, 2010. The Sheriff's Sparks Substation located at 12899 Sparks was renamed to Sheriff's Animal Control. Communications Department installed a new CICS with Callpilot (voicemail) systems and trained staff for phone features. On April 15, 2010 the Clint substation was relocated from FM 110 to 190 San Elizario/Mission Valley Annex. A new phone system with voice mail will be installed to accommodate the Sheriff staff.

**5. Communications**

Voicemail Callpilot classes continue to be webcast through the County network for Courthouse and Sheriff Employees. Classes consist of hands on training of phone features and voicemail commands.

Respectfully submitted,

Victor Montes  
Telecommunications Director

**COMMUNICATIONS DEPARTMENT  
DETAILED QUARTERLY SUMMARY  
FOR THE PERIOD OF:  
February 2, 2010 and April 26, 2010**

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<b><u>HARDWARE</u></b>	<b># of Calls Received: 363</b>
NEW INSTALL	21
Closed	21
Completed	21
REPLACEMENT	10
Closed	10
Completed	10
SERVICE	295
Closed	295
Completed	295
TEMPORARY SERV	37
Closed	37
Completed	37

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<b><u>MISC.-SERVICE</u></b>	<b># of Calls Received: 16</b>
INFORMATION	16
Closed	16
Completed	16

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<b><u>SBC LD</u></b>	<b># of Calls Received: 3</b>
L.D. Bill SBC	3
Closed	3
Completed	3

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<b><u>SOFTWARE</u></b>	<b># of Calls Received: 545</b>
PROGRAM	545
Closed	545
Completed	545

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<b><u>SW BELL</u></b>	<b># of Calls Received: 3</b>
MONTHLY BILL	3
Closed	3
Completed	3

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**TRUE SYSTEM REPORT    # of Calls Received: 103**

**CALL RECORD    103**

**Closed            103**

**Completed        103**

**Total # of Calls Received: 1,033**

**Calls Handled By Operator 1 for 2/2/10 To 4/26/10: 6,731**

**Calls Handled By Operator 2 for 2/2/10 To 4/26/10: 4,856**

**Total Amount Of Calls Handled for 2/2/10 To 4/26/10: 11,587**