



VILLAGE OF JOHNSON CITY
MUNICIPAL BUILDING
243 MAIN STREET, JOHNSON CITY, NY 13790
www.villageofjc.com
Village Board

Gregory Deemie, Mayor
Deputy Mayor Clark Giblin Trustee Martin Meaney
Trustee Benjamin Reynolds Trustee John Walker

**Minutes of a Work Session of the Johnson City Village Board held at 5:00pm on
Tuesday, August 18, 2020 via Zoom Video Conference**

Present: Gregory Deemie, Mayor
Clark Giblin, Deputy Mayor
John Walker, Trustee
Benjamin Reynolds, Trustee

Absent: Martin Meaney, Trustee

Also Present: Cheryl Sacco, Legal Counsel
Cindy Kennerup, Clerk/Treasurer
Chief Brent Dodge

Mayor Deemie called the meeting to order at 5:00 p.m. and explained there are several presentations tonight regarding the Village's telephone and communication systems.

James Dutcher and Karen Andrews presented for Broome County.

Mr. Dutcher spoke about:

- It is a wise choice to consider them due to cost and better going together than alone
- They have MOUs with other municipalities across county
 - Website Hosting
 - Website Development
 - Phone Systems
 - Keep phone numbers
 - More efficient and more effective
- Cost
 - \$17 per line/per person per month
 - Phone cost depends on make and model
 - \$100 to \$300 per device depending on features
 - Full featured devices
- They would be able to start at least a few weeks out

Ms. Andrews discussed:

- System used is VOIP
 - Serves the entire county
 - Capable of doing thousands of additional phones
 - Capable of doing voice over IP across the internet
 - Remote site survivability
 - Backup for system
 - Depends on what you need
 - Depends on what you have
 - Fiber connection
 - Not the same as a traditional phone system with POTS lines
 - Phones can be powered by Ethernet
 - Connection between buildings
 - Can't give a definitive price without investigation into what we have

Mayor Deemie stated we are not looking for a set price tonight, more of an information finding situation at this point.

Ms. Andrews further discussed phone options:

- Standard voice mail
- Call forwarding
- Mobility
- Single number reach – home phone, cell phone, office phone ring at same time
- Voice mail forwarded to email
- Phone Forwarding
- Pickup phone from another extension
- Conference calling
- Meet me conferencing – small conference bridge
- Programming can be done remotely
- Intercom feature

Questions?

Trustee Giblin is interested in looking at the savings.

Ms. Andrews responded; the County came from Verizon paying \$12/per line/per number. Currently it would be \$22-\$24 per line. They have looked at other services and have not found any that would benefit the County and therefore have stayed with the in-house system.

Ms. Kennerup asked if the County goes down, would the Village system go down also?

Ms. Andrews answered the County has a primary and a backup system so the Village wouldn't go down unless both of those systems went down which is highly unlikely. They do not depend on one set of servers.

Chief Dodge asked Ms. Andrews to discuss the different agencies who use their service.

Ms. Andrews replied, at this time, they don't have anyone actively using the service. They are working with Cornell Cooperative Extension and have put out some testing on the phones. City of Binghamton and the Village of Endicott as well. The Village of Endicott ended up using their own system. They helped them rebuild their system.

Chief Dodge stated they have been using one of their phones for a week. What other County agencies are using the system?

Ms. Andrews answered all County Departments are on this system. They are talking to BCC as well.

Sergeant Mason asked that Ms. Andrews clarify the cost.

Ms. Andrews explained the cost is per phone number in their system, not per handset. Ten phone lines it would be \$170. The phones would be an initial up-front cost. They need to do discovery depending on if they are looking at the police station as one building or the Village as a whole.

Trustee Walker questioned whether we have to purchase a server.

Ms. Andrews responded no. The servers are their responsibility. If they needed remote site survivability, the cost would be approximately \$6,000 and there would be a cost per month for the provider. If you do not need that, the cost is only for the handsets. Most county facilities don't have remote site survivability. They only have connection to them.

Alan Blythe presented phone options for CPE Interlink

- They take care of the Fire Department, Water Department and Village Hall systems.
 - Inherited the VH system when the police department got a new one years ago
 - Put in a Samsung Hybrid System at Fire Dept. three-four years ago
 - In 2016 put in VOIP premise at the Water Dept
 - Numerous problems with Verizon lines
 - Takes forever to fix it
 - Their service is now coming over Spectrum internet
 - Two dial tones at the site for their system
- Two options:
 - Premise system where hardware sits on site (All departments could work off of one system) OR
 - Hosted – all services are off site (theirs hosted product is in Michigan)
 - One benefit over premise is if you lose internet at Village Hall, everything goes down – backup is hosted, if it detects something is wrong, it is now covered/hosted by a system in Michigan. Hosted is more costly. Per month, per telephone.
- System is based on Asterisk – open source product. Anybody can take this system, download it to the computer and it would be up and running.
 - American-made system with unlimited warranty. The server is lifetime warranty. If something happens to it, you are covered with a brand new one at no extra cost
 - Can put up to over 200 manufacturers of telephones on the system.
- They would like to come in and survey the police department, the courts and see what is there. He would also like to see what the network is at Village Hall and see what is the best for the Village going forward.

- Doesn't have pricing due to not knowing what we want or what phones you want.

Mayor Deemie acknowledged receipt of the documents Mr. Blythe sent to Kim in regards to servers and phone system.

Mr. Blythe confirmed it would be the Nimbus 100 server they would put in. It would have the ability to accommodate 100 extensions.

- No license fees with system – we could put 100 phones on it and no voicemail licenses.
- Unlimited conference bridges
- Provide 24 channels throughout whole district.
 - The ability to make 24 phone calls at a time.

Trustee Giblin questioned the charge to come in and survey.

Mr. Blythe stated there is no charge for review/discovery and would highly recommend if you are comparing products.

- He needs to look at internet speeds throughout the Village
- Recommend putting it at Village Hall and you would never have to worry about losing power at the facility.

Mayor Deemie stated we have a lot of questions and this is a fact-finding mission. He knows we have had so many issues with the phone lines at the water department and the police department. We need to make things right and be ready for the future going forward. We are still using copper lines which are obsolete. Mayor Deemie acknowledged we need to have a game plan.

Mr. Blythe needs direction to start asking questions at the different facilities he can start in the middle of next week.

Mr. Blythe explained with premise you will have an upfront cost and the hosted you will have a monthly cost which would be quite high, \$25/mo. per phone. The cost of the server would be \$2,000 - \$3,000 depending on what features we want and the cost of the phones which could be \$100 - \$300. They would install the phones and provide training. An automatic fail-over is also provided. If for some reason the main server cannot detect, if the phone system goes down, they can take the Village Hall number and forward it to a cell phone. In a disaster they always have backup when something fails.

Mayor Deemie stated we need to make sure we always have the ability to function.

Mr. Blythe stated Mayor Deemie and Kim have his cell phone and he can be called. In the past, he has dropped everything to be there for us.

Whatever system we put in he will give us credit for the system at the water department and credit for the phones at the Harry L Drive Fire Department.

Mr. Blythe can bring the distributor online and do a webinar to see the features of the system or he can send a YouTube video so we can see how the phone works to help with our decision.

Trustee Walker questioned the make of phone.

Mr. Blythe reiterated they have many different manufacturers to choose from, which can be provided, but recommends

- Yealink (China)
- Clearly IP (American made)

Mayor Deemie discussed the email he sent regarding his sewer rate idea. If it is something the Board is interested in, he can move forward with setting a public hearing and getting it in place before the bills go out in October.

Trustee Giblin asked if there is any idea what the increase would be compared to what it is now? He didn't know if there was a way to run a report to get a ball park figure.

Trustee Reynolds questioned if Tom could put proposals together as he did in the past so we could see what the revenues would look like?

Mayor Deemie responded it would take a bit of number crunching. He will send everyone the spreadsheet he created. It could be done, but we would have to go through 6,000 accounts.

Attorney Sacco stated they could set the public hearing and have a dollar figure out there. If you are cheaper than but inclusive of the idea. If the theory is the same but the dollar figure is less, you can amend the resolution. If you change the theory or increase, you would not vote and schedule a new public hearing.

James Rispoli and Paul Downey presented on behalf of Magna5, the Village's current provider.

Mr. Rispoli stated we had seven issues in one year and one issue is too many. They would like to curb out the issues, how it impacted our business and try to answer those issues and introduce a solution. Not only upgrade services, but give complete voice and data redundancy, but most of all be cost efficient. He wanted to hear the issues people have been having that have impacted the Village and go into a solution.

Mayor Deemie stated Kim sent out a list of issues, lately with the police department, but the biggest issue lately was with the invoices. We have had many issues since 2019, fax lines, incoming calls, SCADA line, which we have taken care of and other line issues. The response is it's because of the POTS lines, the copper lines and/or Verizon.

Sergeant Mason said their primary public non-emergency line had a significant delay from the time a person dialed the police and the call got answered by the dispatcher and it took a week to resolve. The other was more of a dialing out problem and they weren't able to dial from certain numbers for a day and a half.

Mr. Rispoli said they can give us an escalation list and would like to be copied on any support ticket we put in so he can follow up with us. The issues with the lines, Verizon is looking to go to fiber, they don't want to upgrade copper because it is becoming obsolete. Paul Downey, the engineer is looking for the most cost-effective way to solve our issues, upgrade service and make us completely happy.

Kim Cunningham stated the current main issue with the billing was the over \$6,000 charge that was on the bill for the T1s. Mr. Rispoli resolved that issue and told us we did not have to pay those charges.

Mr. Rispoli acknowledged the other fees on the bill were a percentage of the bill and they are being reviewed and will be taken care of also. He said he is here to make us happy; he works for us.

Mayor Deemie further stated the phone system is aged and we need to look at what we need to do to move forward. We have a lot of public safety issues and we need to function without any hiccups whatsoever.

Mr. Rispoli informed us that is what they are here for to provide a solution that will resolve all of our issues. They have hosted phones which Mr. Downey will address and a solution that will take care of all our problems.

Ms. Kennerup questioned how long Mr. Rispoli has been with Magna5? It seems to be a recurring problem with Magna5 that we have many representatives.

Mr. Rispoli responded he has been with Magna5 since June 1st and he has been in the industry for 22 years. He has worked for other companies, but has done exactly this. He has been here and communicates with Kim and will prove to us in time that he is here. For each company he has worked for he has worked for seven years.

Paul Downey thanked the Village for allowing them to talk about what is going on and to come up with solutions. Mr. Downey addressed account managers and transition. Mr. Downey has been with Magna5 for 13 years. He started out as a field technician, field operation side and then to the sales engineering solutions architect role so he can touch on anything from the network, SD-WAN and hosted phone solution.

Mr. Downey presented the following:

- A lot of Village lines are POTS lines
- Going to Fiber
 - Cost effective
 - Less support issues/problems
- Voice and Data Networks
- SD-WAN platform/portal
 - Fully managed by Magna5 network operations center 24/7, 365 days a year
 - In house staff
 - On call team
 - Monitored services
 - Circuit troubleshooting
 - IT vendor or someone on staff can be an admin and would be allowed to make changes to portal for the Village of Johnson City.
- They can be a complete managed services team or an augment for us
- Network Diagram
 - Proposed as a solution to upgrade all locations and provide a carrier diverse and redundant solution to main two sites
 - Police Department and emergency services can't be down

- Upgrade what we have now to 200/10 at about the same cost as we are paying now.
 - Increase bandwidth for data and voice networks
- Propose fiber circuit of 50Mb
 - Repairs are quicker
 - If circuit down for 8-12 hours we will get credits back from Magna5
- What is important to the Village?
- What applications are important to the Village?
 - They will be prioritized
- Will provide failover for our voice services
 - Example, if line was cut, it would be rerouted over modem and circuit would have no interruption
- Analog lines
 - \$15/line. Unlimited local and long distance. Call anywhere in the US for no cost
 - They have looked at the bill and identified many lines that could be moved to analog.
- Focus was on Village Hall and the police department, but they could look at the other locations also.
- PBX system is cloud based
 - Anything happens and brings down connections you would still be able to make and receive calls and manage emergency services.
 - Integrate emergency network
 - Call recording
 - Chain of custody

Mayor Deemie responded we do not really know the features we want; we are having you here to get information as to what is available and what options are out there. Cost is an issue, but we will need to budget for it. We also need to know the upfront costs and what it costs to put it in place.

Mr. Rispoli noted with this solution there will be cost savings from what we are spending now.

Mr. Downey stated this will support the PBX system the Village has now. To go ahead and move forward with the solution, the installation costs would be very minimal.

In conclusion, Mr. Downey stated the best thing to do would be to give us an hour of our time and he will run us through what their system is capable of and how it would look on our side and costs for phones or through laptops.

Mr. Rispoli will get some pricing to us in the next couple days for us to review and will reach out to Kim to set up a meeting.

Tim Powers, Megan Neillan and Dan Yamin presented on behalf of BCM One.

Mr. Powers would like us to consider them helping the Village work their way through this.

Ms. Neillan has been with BCM one for 14 years.

- She will give their approach, how they would handle situation and give an overview
- They do not have a diagram, but would happy to come back after they have done discovery
- BCM One has been around for 28 years

- Their focus is taking a consultative approach and getting an understanding of what the client is looking to accomplish.
- It is important to have an understanding of the current environment and what is in place today.
- They will come and get an understanding of:
 - What are your business requirements?
 - What are your goals?
 - What are your concerns?
 - Outages
 - Police Station outages – have to have reliable services
 - Cost
 - Technology from an integration point to what applications you are running
 - What investments do you need?
 - Do you have infrastructure that potentially can support new technology so we don't have to rip everything out and replace it?
 - Stage approach – don't have to replace everything at once.
- Once they have an understanding of what we want they will give solutions of what we could put in place.
- Where are we looking to go? In six months or in five years
- No cost for consultative charges or discovery
- Cost for Solution and they will help run the comparison from a cost standpoint
 - Purchase or lease phone system or
 - Hosted
- They will make a recommendation, but it is the choice of the Village
- Once a choice is made, they will assign the management group to help deploy
- BCM One has 150 employees, 30 are on the sales side and the rest are sales engineering, project management, provisioning and support.
- It is important they recommend services they can take a proactive approach on and take to support.
- They prefer IP solutions because it is easier to monitor. If there are some legacy services, they can support those and they will put a device on to monitor those as well.
- Most clients they have are with them for 10-12 years.
- They have a retention rate of 98%.
- They have net promoter score which is a score used for rating customer service is 86%. Verizon's is 10%.

Ms. Neillan asked for any questions.

Mayor Deemie stated we are on an information gathering quest to decide where we are going to go and what we need. We don't have any plans at this point. We know our system is old and we need to do something going forward. We are reaching out to people to see what their ideas are and thoughts are, what they can possibly do to help us so we can move into the future. Commended BCM One on their approach and agreed it is the logical approach.

Ms. Kennerup questioned the upfront cost for discovery.

Ms. Neillan answered with the approach and diagnostic way they do it, it is very rare when they engage with a new client that they don't get some sort of business from them. They are the second

largest Verizon Direct seller in the country. There are a lot of different ways to engage, so they do not charge for the upfront consultative work. If there was some major professional service engagement, for an example of 200 hours, they would charge a fee, but they would know within a half an hour and let us know.

They currently have 17,000 clients, have moved a lot of them to NexGen Services and have helped them through the process of moving to the voiceover IP type services. They are also a Microsoft Gold partner. They have a lot of different options when it comes to this type of project and it can be overwhelming, so they do have a lot of expertise and department leads for those type of services.

Ms. Neillan stated if you do decide to buy a new phone system you would want to go with a Polycom or Yealink because those are the number one and number two integrations to hosted.

Mayor Deemie acknowledged we use Facebook to get information out. We will have you come in, look at what we have and explain the possibilities. We did not budget for this, but when it comes time to budget again, we can put it in the budget. As Ms. Neillan said, we could do it in stages, not all at once jumping in and changing everything.

Trustee Giblin thanked Ms. Neillan and stated that after evaluation from the companies, Cindy, Kim, Sergeant Mason, Fire Department can report back to the Board with who they think will be the best fit.

Trustee Walker agreed.

Ms. Neillan recommended for the best next step, regardless of what direction we go in, we have a three-hour white board session to get an understanding of everything that is in place, this is how everyone communicates, what is coming forward and get an understanding of the facilities in place. Hit on redundancy. They would spend a day with us and we would have a clear direction of this makes sense for us. They are very good at negotiating and getting the costs down to budget. The upfront work is the important stuff and getting the right terms. It will become clearer after we go through the process.

Mr. Yamin commended Ms. Neillan on her presentation and stated they didn't want to go over network diagrams, SD-WAN and redundancy, just wanted to explain who we are and what we do. As far as longevity, when he owned Cornerstone, people worked there for 15-18 years, there was a lot of turnover. He went to BCM One because he saw the same culture and vision to treat your employees and customers with care. Longstanding 28 years a lot of employees have been there for a lot of years. Turnover is hard on customers and they want to make sure there is consistency, concierge type service, hands on service. They don't wait until customer is ready to leave, they are there with the customer client management support all the way through. Once they find the solution, they work with us and assign a project team to work with us. Megan is there for support and she fights for the customer and what their needs are.

Mr. Yamin thanked the Mayor and the Board for their time. They hope they can make a difference for us.

Mayor Deemie stated we will keep in touch and let them know what our plans are going forward and will discuss it with the Board, which seems the consensus is a site survey and discovery. It will be a time-consuming process, but we will get where we need to be.

Mayor Deemie thanked BCM One for their time.

Ms. Neillan wished the Village good luck with everything.

Trustee Giblin acknowledged that he doesn't use the system, so he would like to hear from Cindy, Kim and any other departments. He doesn't feel like they need to be involved besides hearing the price and hearing what the employees and staff think what would be best and advise where to go.

Mayor Deemie informed the Board, the last time the decision was made and then it was put in front of the Board. This way at least everyone is on the front end of this, seeing what is out there and when it comes time to make a decision at least they are somewhat involved with it and have the information and it isn't just thrown in front of you. He agreed it comes down to what the departments need going forward. We are the ones that have to decide what we are going to spend.

Trustee Walker added that Magna5 came in and said this is what we are going to save and we said go for it. With regard to the Water Department, he thought it was a Verizon problem.

Mayor Deemie answered, it was a Verizon problem because Verizon refused to fix the copper lines that were underground and they are getting waterlogged all the time. We didn't get a good technical support at the time, so we went to Alan to fix it. He reminded the Board of a new phone bill that came up for CPE Interlink in regard to services at the water plant. We had to get it done then. It is not through the copper lines now, but through a server.

Mayor Deemie explained the \$20,000 of FEMA money and what happened and why we were late paying it. They had given us \$50,000 towards the public works building. There was no way we were going to fix it for \$50,000. We did file the paperwork on time and there were so many changes with the FEMA administration, things got lost and we had to keep doing things over and over again. We even had the state battling for us saying we had the paperwork in on time and FEMA said no.

Mayor Deemie questioned Trustee Reynolds taking pictures of Floral Park and then going to CFJ Park and questioning workers about the Floral Park condition. Trustee Reynolds acknowledged and said he meant to send the pictures to Bob. He said there were barrels in the pool and there were vines growing on the fence. Mayor Deemie responded the barrels have been there for months and that is one question about whether or not we put another pool in. People throw garbage cans in the pool and we take them out and they throw them back in, so we just haven't taken them back out. Mayor Deemie thought the vines were taken care of.

Trustee Walker said he drives by the park and asked if we have employees there during the day.

Mayor Deemie replied yes they are there for a couple hours during the day.

Trustee Walker stated they sit at picnic tables on their cell phones. They aren't doing much.

Mayor Deemie responded, they are supposed to clean the park and if the park is clean, they can take a break and sit down. Their job is to police the park and pick up trash. They are supposed to direct people to social distance and unfortunately there are no arts and crafts. They will be done in a couple weeks.

Trustee Walker informed the Board on social media there are pictures posted of Baker Street Park and asked what is up with that?

Mayor Deemie answered its been on a list for repairs and Dai was working on getting repair parts for it. If we couldn't find parts, we were going to possibly look into replacing the playground equipment which is not cheap. He has talked to numerous people who have emailed or called him regarding this. It is an old play set, so it is hard to find parts and it is very costly to replace.

EXECUTIVE SESSION #1

A motion to enter executive session at 7:02 pm regarding legal advice was made by Trustee Giblin and seconded by Trustee Walker. The motion carried with all those present voting in the affirmative.

A motion to exit executive session at 7:15 pm was made by Trustee Giblin and seconded by Trustee Walker. The motion carried with all those present voting in the affirmative.

Mayor Deemie and the Trustees discussed the Agenda and Resolutions.

Discussion between the Mayor, the Trustees, Ms. Kennerup and Mr. Johnson regarding the bids for Floral Pool.

ADJOURNMENT

Mayor adjourned the meeting at 7:27 pm.

Cindy Kennerup
Village Clerk/Treasurer

CK/kc

Recordings of the Village Board meetings and work sessions
are available for review through the Village Clerk/Treasurer's Office.

Bill Questions for August 18,2020

1. Will we be reimbursed for the meters for Aldi's and Giant Markets? **Phil Akel already paid for the meter for the new Aldi's meter, receipt was attached to invoice/voucher.**
2. Invoice for Tracy for truck 9 states parts and labor. I don't see any parts on the Invoice? **Should have been shop supplies and labor. No - special order parts required.**
3. Why are we purchasing a car cover for a Honda Pilot for the Police Department? **The car cover is to cover the vehicle from the murder. It is evidence that has to be preserved and we will likely have to store it here for a few years. There is substantial blood evidence inside and out so we need to keep it covered.**
4. Gearcor for C. Cooper. Invoice dated 8/3 at 1:12pm. Was the employee on break? **No. He was on Refuse that day. Per Section 25 paragraph c of the Agreement between the Village and AFACME Local 3718, the Refuse perform their work under an incentive system. Mr. Cooper was done for the day.**
5. What is the Code Supplement #21 annual maintenance for \$1,195.00? **The \$1,195 is the annual ecode360 cost. Supplement #21 was the number of supplements we were at last FY when paid, this was a cut/paste error; Voucher now reflects ecode maintenance.**
6. Why are we purchasing cleaning supplies from Home Depot? **Because they needed them. Disinfectants, wipes, certain hand sanitizers and some cleaning supplies are difficult to find. When a department finds them, they purchase them. The Village has the same issue with purchasing certain items as the private sector does.**
7. What is the All in one printer from staples for \$166.49 being used for? **Replacing the one in the Officers room it was no longer working. It is needed for daily work that is done by them.**
8. We replaced the security camera at the Fire Station. Is that for the repair that we did last year? I recall we had to pay for the lift truck to repair it. **No, it is a replacement camera that has better resolution and a wider field of view. Unlike the old camera, it covers both the park and Floral Ave. That upgrade is being paid for from a grant through the DA's office. We have also added street cameras at Grand/Baldwin, Grand/Willow, and are upgrading one of the Main Street cameras under that grant.**

I respectfully submit these questions. Please submit these questions and responses into the work session record.

Thank You
Trustee Walker

08182020 ABSTRACT QUESTIONS

Here are my questions:

1. The high lift building blower for water dept. Did it break? Was this just finish up? Bill for \$2,595? **The drive unit for the blower fan failed, it was roughly 15 years old, life expectancy of 5 -9 years. We will be replacing the second one soon , instead of waiting for failure.**
2. What does the full-service water treatment program entail for Library, police station, fire station, and village hall for \$3,514.20? **It is testing of the boiler/systems. The water treatment program purpose is to protect against scale, corrosion and biological fouling.**

I respectfully ask these questions be attached to the work session minutes.

Thank you,

Clark Giblin
Village Trustee
(607) 222-7086