

**INFORMATION, TECHNOLOGY, AND GENERAL SERVICES COMMITTEE REPORT
relative to the status of the Mobile Worker Pilot Program from desk phones to smartphones.**

Recommendation for Council action:

DIRECT the Information Technology Agency (ITA) to:

- a. Continue the Mobile Worker Program pilot using T-Mobile's service with other City departments at City Hall East, Piper Tech, Marvin Braude or other facilities until all funds are expended.
- b. Report to the Information, Technology, and General Services Committee relative to:
 - i. In conjunction with Department of General Services and T-Mobile, recommendations for building access agreements.
 - ii. Requiring all City Departments to designate a Mobile Worker Program Coordinator to provide floor plans, employee location and function data, and current mobile device assignments.
 - iii. A timeline and implementation plan for the expansion of Mobile Worker Program to all City Departments, subject to funding approval in the 2018-19 budget.
 - iv. In conjunction with the City Attorney, the City Administrative Officer (CAO) Employee Relations Division, and affected employee unions, developing guidelines and policies for employee terms of use for the new smartphones and to discuss related employee relations matters.

Fiscal Impact Statement: None submitted by the ITA. Neither the CAO nor the Chief Legislative Analyst has completed a financial analysis of this report.

Community Impact Statement: None submitted.

SUMMARY

In a report to Council dated February 22, 2018, ITA discusses the status of the Mobile Worker Pilot Program. ITA reports that United States phone companies, along with Federal Communications Commission guidelines, have announced the termination of traditional phone lines by 2020. This means the City must upgrade over 30,000 aging landlines that are already operating on failing 20 year-old telephone switches and other legacy equipment. ITA has considered various replacement technology options, such as the replacement of current desk phones with Voice over Internet Protocol (VOIP) desk phones running over the City network, or the use of cellular smartphones for desk phone replacement. ITA recommends the replacement of traditional desk phones for City employees with mostly cellular smartphones and some VOIP desk phones for jobs that require stationary phones such as Police Department stations, libraries, receptionists, and call centers.

Replacing desk phones with smartphones rather than VOIP desk phones costs \$6-7 million less and 11 percent less per line, reduces strain on City's data network, improves cybersecurity, and will help recruit young job applicants. According to ITA, smartphones give City employees much more modern options and features than traditional desk phones, including:

- More ways to communicate (call, text, email, chat, or video)
- Easy access to information
- Improved emergency communications, disaster recovery, and business continuity
- Minimal training will be required

ITA goes on to discuss the status of the pilot program and various upgrades implemented to improve smart phone coverage, such as signal boosting devices installed in City facilities. Existing phone numbers are ported to new smartphones. VOIP phones will be provided for administrative employees who heavily transfer phone calls or who work with shared phone numbers that ring on multiple phones. T-Mobile offers a new smartphone with unlimited calls, texting, and data for \$15.35 per month with a phone replacement every two years. Also, T-Mobile will provide engineering analysis and pay for in-building signal augmentation where necessary to provide coverage, and assist with phone distribution and training.

At its meeting held March 27, 2018, the Information, Technology, and General Services Committee discussed this matter with the General Manager, ITA, and Department staff. The ITA General Manager stated that smartphones are an economically superior replacement option for soon to be obsolete desk phones. Smart phones will cost approximately \$15 per month. VOIP replacement phones cost over \$500 and require additional technology support builds. The ITA representatives went on to discuss the pilot program and plans for Citywide program implementation. Larger buildings with greater concentrations of City employees will be the first to migrate to the new phones. Some offices with heavy call volume and call transfers, such as police stations, will keep desktop phones but with VOIP technology.

Committee members discussed related matters such as employees who have already been assigned mobile phones, the availability of multiple lines per phone, and the use of Google Voice, a free voice message recording service. Committee members also discussed the retention of smartphone communications for public records requests and guidelines for proper use by employees.

The Information, Technology, and General Services Committee recommended that Council approve ITA recommendation no. 1 to proceed with implementation of the pilot program to other City departments at City Hall East, Piper Tech, Marvin Braude, or other facilities until all funds are expended. Committee also recommended that Council direct ITA to report back relative to building access agreements, the designation of Department coordinators to assist with program rollout, and employee relations issues.

Respectfully Submitted,

INFORMATION, TECHNOLOGY, AND GENERAL SERVICES COMMITTEE



<u>MEMBER</u>	<u>VOTE</u>
RODRIGUEZ:	YES
BLUMENFIELD:	YES
O'FARRELL:	YES

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-NOT OFFICIAL UNTIL COUNCIL ACTS-