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TOWN OF NEWTOWN
EMERGENCY COMMUNICATIONS

MAUREEN A. WILL
Director

RECEIVED

MAY 22 2009

TO: Mr. Joseph P. Borst – First Selectman
FROM: Maureen Will – Director of Emergency Communications
SUBJECT: Telephone System Recommendations
DATE: May 20, 2009

OFFICE OF THE FIRST SELECTMAN

Scott Sharlow and I have been diligently working on the phone system recommendations and procedures for the imminent move from 45 Main Street to the new Town of Newtown Municipal Complex. With this move in mind, we have looked towards the future for equipment and technology that will be need to provided the highest level of service to our citizens and employees of the Municipal Complex.

Currently, municipal offices utilize AT&T as the hardwire vendor for the telephone lines (this both at 45 Main and at Kendro) and administer the phone service. The internal phone system itself is supported by Mid-State Teledata on a Toshiba platform. The phone bill for the Town of Newtown is approximately \$3,700 to \$3,800 monthly. These include lines for radio systems, fire and EMS services, Highway Department, Dog Pound as well as other agencies.

In reviewing the phone system a complete listing of all lines and locations was done – each phone line was traced to a particular location giving us an accurate accounting of lines and phones (to include faxes and internet ports). Based upon this audit of all equipment and lines, the following are the recommendations that as the Communications Director and the IT Manager make to you.

1. Upon the move from 45 Main Street to the Newtown Municipal Complex all telephone and internet systems and equipment be removed. Equipment can be utilized within complex if the current system is maintained or utilized at the EOC or other town owned facilities.
2. The Board of Managers at 45 Main Street would be required to obtain and provide their own system and numbers. The existing numbers delineated for the Board of Managers – box office – projection room, movie information and fax line would stay with them but would not be paid for by Communications.

3. As we have a new system going into a new facility several existing lines can no longer be supported – these agencies will not be located at the Municipal Complex – there will be no connection to their lines from the Complex – one such agency will be the VNA Thrift Store located at the rear of 45 Main Street.

4. The following two agencies should be removed from the Centralink system:

A. Newtown Family and Youth Services – 17 Church Hill Road - currently the Town is supporting five unrestricted telephone lines for this business. The Agency receives funding from the Town however they are not a part of the municipal process.

B. The Children’s Adventure Center – 14 Riverside Road – currently the Town supports five unrestricted telephone lines and the internet for this business.

The above two business will not be relocating to the property of Fairfield Hills nor will they be included within the infrastructure of the phones and internet. The Senior Center will be incorporated within the Municipal Complex geographic area making it feasible to maintain the phones and internet. Both agencies should be notified as soon as practical that they will need to contact another telephone vendor to arrange phone and internet service.

It is the goal of Communications and IT to create a geographic hub of internet and phone redundancy between our service providers and employees – by severing connections at 45 Main Street – 17 Church Hill Road and 14 Riverside Road; we will be able to accomplish this task. There will also be cost savings to the Town by removing unnecessary lines and continuing to use the same type of equipment at all locations instead of having different phones spread between several unconnected locations. Further, restrictions that are placed on our employees are not easily monitored at off site locations where we have no jurisdiction.

This is an exciting time for our employees and our community. We have worked hard and with due diligence on this project and on our recommendations. We have looked at cost saving measures and feel that we have accomplished that goal as we are consolidating and removing redundant costs to the Town of Newtown and striving for a solid framework for the future in the Newtown Municipal Complex.

Scott and I will make ourselves available to you if you or the Board of Selectman has any questions – we look forward to meeting with you.

Respectfully,



Maureen A. Will
Director of Emergency Communications

Phone number	Name Associated	Roll over	Fax #
270-4201 270-4246	Selectman HR - Ross	4202/4203 4202/4203/4201	270-4205
270-4210 270-4214	Town Clerk Debbie Aurelia	4211/4212/4214 4211/4212/4210	No Fax
270-4280 270-4282 270-4281	Probate Judge Hall	4281/4282 4282/4282	270-4243-Shared Fax
270-4320 270-4323	Tax Collector Carol Mahoney	4323/4322/4321 4320/4321/4322	270-4243-Shared Fax
270-4240 270-4242	Tax Assessor Assessor Direct	4241/4242 4240/4241	270.4243-Shared Fax
270-4250 270-4251 270-4252 270-4253	Registrar of Voters Karin Aurelia Mary LeReine Frampton	No roll over - has answering machine attached 4252/4253 4251/4253 4251/4252	
270-4226 270-4221 270-4223 270-4224 270-4225 270-4399 270-4228	Finance Director Finance Donna Leslie Kathy Conference Room Modem	270-4343 - also Finance Director no roll over 4223/4224/4225 4221/4224/4225 4221/4223/4225 4221/4223/4224 No roll over No longer in use	270-7935- Fax Machine
270-0048 270-4286 270-4865 X332	Phone Room Phone Room Phone Room Phone Room	No roll over No roll over No roll over Unknown	
270-4377	VNA	No roll over - no fax machine stand alone phone	
270-4285 270-4286 426-2475 270-4358 270-4359	Edmond Town Hall Board of Managers - 45 Main Clark Machine for Town Hall Movies Box Office Projection Room	No roll over - machine attached No roll over	270-4287 - Fax

Pecks Lane - Kendro Building

270-4291	Health Department	
270-1528	Health Main-Donna Culbert	4290/4292
270-4290	State of CT Health Line	Must go to Bpt Hall
270-4292	Health Department	4291/4292
	Health Department	4290/4291

270-4370	Fire Marshall	
270-4264	Fire Marshall Halstead - Priv Line	No Fax

270-4260	Building Department	270-4263 - Fax
270-4262	John Poeltl	

270-4276	Land Use	270-4278 - Fax
270-4276	George Benson	
270-4276	Ann Mazur	All lines roll over
270-4276	Tammy Hazen	
270-4276	Jean M. St. Jean - Zoning Coordinator	
270-4350	Rob Sibley - Inland Wetlands	
270-4350	Ann Astarita - Inland Wetlands Enforcement	
270-4351	Conservation/Inland Wetlands	
270-3351	Land Use	
270-4277	Zoning Board of Appeals	
270-4276	Zoning Enforcement - Gary Fernette	

	Additional Lines	
270-4271	Economic Development	Not used - office no longer at 45 Main Street
270-9415	Economic Development	Not on Communicatins Bill

	Additional Lines - 45 Main Street	
270-4383	Newtown Hook & Ladder FD	Maintain
270-4384	Newtown Hook & Ladder FD	Maintain
270-4283	Fax Line	Unknown Location

Phone Number	Name Associated	Roll Over	Fax #
Police Department/NECC			
270-4200	NECC - Position 3		
270-4222	Director		
270-4227	Detectives		
270-4229	Detectives		
270-4231	Line 1 - Police Department		
270-4233	Captain		
270-4234	Cindi Mazzucco		
270-4235	SRO		
270-4236	Det. Sgt.		
270-4237	Detectives		
270-4238	Youth Officer		
270-4239	SRO		
270-4244	Lt. Sinko		
270-4245	Lt. Mooney		
270-4247	Fax		
270-4255	NECC - Position 2		
270-4256	Carol Swigart		
270-4257	Chief		
270-4258	Fax		
270-4259	Sergeants Office		
270-4274	Records - Nora		
270-4275	Rings - No answer		
270-4295	Line 2 - Police Department		
270-4297	Records - Bob Berkins		
270-4298	Fax		
270-4299	Fax		
270-4325	Rolls over to Selectmans Office - 270-4201		
270-4355	NECC - Fire Alarm Line		
270-4357	NECC - School Tip Line		
270-4360	NECC		
426-5841	Newtown Police		
Social Services			
270-4330	Social Services - Ann		270-4333 - Shared Fax w/Park & Rec
270-4331	Social Services - Roll over line		
Park and Rec			
270-4332	Voice Mailbox w/Instructions		270-4333 - Shared Fax w/ Social Services
270-4340	P&R - Roll over		
270-4341	P&R - Roll over		
270-4342	P&R Director		
270-4373	Rosanne		

Unidentified Numbers/Locations at 3 Main Street

270-4361	Fax
270-4363	No Answer
270-4368	Fax
270-4381	Fax
270-4248	Total Evaluation Services of Newtown