

**BOARD OF SUPERVISORS MINUTES
GILA COUNTY, ARIZONA**

Date: July 14, 2015

MICHAEL A. PASTOR

Chairman

MARIAN E. SHEPPARD

Clerk of the Board

TOMMIE C. MARTIN

Vice-Chairman

By: Laurie J. Kline
Deputy Clerk

JOHN D. MARCANTI

Member

Gila County Courthouse
Globe, Arizona

PRESENT: Michael A. Pastor, Chairman; Tommie C. Martin, Vice-Chairman (via telephone); John D. Marcanti, Member; Don E. McDaniel, Jr., County Manager; Jacque Griffin, Assistant County Manager/Librarian; Marian E. Sheppard, Clerk of the Board; and Laurie J. Kline, Deputy Clerk. There was no attorney present.

Item 1 – CALL TO ORDER - PLEDGE OF ALLEGIANCE

The Gila County Board of Supervisors met in a work session at 10:00 a.m. this date in the Board of Supervisors' hearing room. Jon Cornell led the Pledge of Allegiance.

Item 2 – REGULAR AGENDA ITEMS

A. Information/Discussion regarding the Gila County Technology Department accomplishments and activities update.

Don McDaniel, County Manager, stated that the following update is to continue the practice of informing the Board of Supervisors regarding the activities of various County departments.

Jacque Griffin, Assistant County Manager/Librarian, added that the services provided by the Information Technology (IT) Department are very broad in range and that there are changes and improvements that occur in technology, as a whole, very frequently. The IT Department strives to provide the best possible service to the County.

Kelly Riggs, IT Department Director, stated that it is the goal of the IT Department to provide the necessary resources in order for County employees to work effectively and also to ensure that citizens of the County can access information and conduct business with the County as needed. He provided an update on the following topics:

1. Phone System

- a) Recent System Upgrade
- b) Caller ID/SIP Trunking/Redundancy

The County's voice over phone system is approximately 10 years old and it is still functioning well. Two months ago a major upgrade was done on the phone system by an outside company with virtually no interruption to functionality. The IT Department has been working with CenturyLink for the last 6-7 months on getting caller ID (identification) for County phones in Globe; determining the infrastructure that needs to be in place; and ensuring that CenturyLink will perform necessary upgrades to ensure dependable functionality. County phones in Payson have caller ID capabilities. Currently the County has three lines to access the outside world; one line to the Payson Sheriff's Office, one line to the Globe Sheriff's Office and one line to the Globe Courthouse. The new lines are digital instead of analog, so this will allow IT to reduce its outside dependence. Existing lines, one at the Globe Sheriff's Office and one at the Payson Sheriff's Office, will be converted as those are considered to be the most critical locations to ensure that the 9-1-1 system and emergency dispatch center are not interrupted. In having two digital lines, it creates true redundancy and ensures that phone service will not be lost, because if one line fails the calls will automatically re-route through the other phone line.

Supervisor Marcanti inquired as to the reason that caller ID wasn't available within the County in the Globe area because he knows of people that have it on their land lines. Mr. Riggs explained that those people who have caller ID in the Globe area are most likely using the Cable ONE, Inc. service. Until recently, there wasn't a strong need for CenturyLink to add that feature for the Globe area. CenturyLink will be updating its equipment as will the County, which will enable caller ID to be implemented in the Globe area. Mr. Riggs advised that moving to the upgraded system will actually save the County money on the monthly bill. Chairman Pastor inquired if the upgrade was actually going to occur. Mr. Riggs stated that the required equipment is on order and work is being done with regard to the contract language with CenturyLink, so he is hopeful that it will be completed by the end of this calendar year, and certainly by the end of the current fiscal year. Chairman Pastor emphasized the importance of getting caller ID capability in order to communicate with constituents that may not answer a call unless the caller ID is displayed. Jon Cornell of KQSS radio station inquired if the phone system interferes with the service over the Internet. Mr. Riggs replied that it does not; in fact, in the last 10 years only once has the County had an interruption in phone service.

2. Capital Upgrades/Investment

- a) Replacement Strategy
- b) Future Funding

IT plans to budget for large capital expense items rather than asking the Board each time a purchase needs to be made; it is the goal to build a fund large enough to see the growth and replace equipment as needed which will ultimately save the County money. It will also be possible to monitor equipment life to get the most out of every piece of equipment and use budgeted funds that are earmarked for this purpose.

3. Bandwidth

- a) Recent Upgrades
- b) Future Upgrades, Short-Term Strategy

Mr. Riggs stated that the County has been out of bandwidth for quite some time; however, there have been two major improvements to bandwidth last year which have increased the bandwidth in Payson by approximately 25%. IT hopes to bring bandwidth upgrades to Globe and is working with Cable ONE, Inc., which currently hosts the bandwidth between the buildings to provide faster Internet service to the County facility in Central Heights and the Public Works buildings. IT has also been in negotiations with the SCATUI (San Carlos Apache Tribe Telecommunications Utility, Inc.) and the Indian Nation for the last approximately 7 months in an effort to provide additional resources, not only to improve Internet speed and connectivity between County buildings, but also to provide additional resources for citizens. Mr. Cornell inquired if there could be a fiber connection created at the Gila County fairgrounds where there is only a WIFI (a facility allowing computers, smartphones, or other devices to connect to the Internet or communicate with one another wirelessly within a particular area) connection to Pinal Mountain Peak as it is virtually impossible to use. Ms. Griffin replied that the County has the bandwidth it needs to function; however, the County can't afford the bandwidth that individuals may want to have.

4. Virtual Desktop Infrastructure (VDI)

- a) Overview
- b) Licensing and How We Purchase Software

Mr. Riggs explained how VDI works and that converting to VDI requires quite a bit of bandwidth; therefore, it is something to move toward in the future when IT has more bandwidth to utilize. He stated that VDI would be most cost effective by having it Countywide. The way VDI works is that employees can access the virtual servers, where all the resources are housed, from the desktop computers which would reduce the use of the memory and hard drive of the desktop computers. The VDI sends an image of the desktop computer to the monitor and interacts with the keyboard and mouse. It is cost effective because rather than there being a need to replace desktop computers every 3-5 years, computers may last between 10-15 years. It will also allow the IT Department more time to research technology and become proactive rather than reactive to IT issues that occur. He believes that is it feasible to start moving in the direction of converting to VDI countywide in accordance with

direction from the County Manager and the Board of Supervisors. He stated that a possible downside to VDI would be if a fiber optic line connection was cut; but other than that he believes it to be a beneficial course of action for the County to pursue. There also will be a cost savings with regard to software licensing because with VDI each desktop computer isn't required to have its own license; multiple desktops can be used for hundreds of dollars less than it costs to license a single desktop computer because the virtual server would house the license. Another benefit to moving to VDI is that it would standardize the operating system and software utilized by the County.

Chairman Pastor inquired if moving to VDI would eliminate the software conflict between the Assessor's Office and the Treasurer's Office. Mr. Riggs stated that it would not resolve that issue because that conflict is a result of Harris Systems USA, Inc., and Tyler Technologies having divergent systems. IT will continue to be proactive to ensure that the conversion of data that occurs between the Assessor's Office and Treasurer's Office for the preparation of property tax bills will be correct and ready to be mailed on time. Vice-Chairman Martin requested that IT be involved in the conversation prior to any County department or elected office purchasing software in order to ensure compatibility with other software which may be or is currently in use by the County. Mr. Riggs agreed and conveyed that it is important to look at what is best for the County as a whole and partner in making any decisions that affect other departments and elected offices in the County as he believes the use of standardized methods and equipment is the best practice.

5. Website

- a) Upgrade and overhaul
- b) Mobile, online payments, search engines and social media

Mr. Riggs spoke regarding the Gila County website stating that it is great and that it is a solid location for citizens to find information and learn about the services that the County is currently providing; and to learn what is happening in the County. IT is seeking to upgrade the website to allow citizens to conduct business via the website, such as the ability to pay a property tax bill, building permit fee, court fee or dog license fee, which would improve the convenience and functionality of the website.

The Board held a brief discussion regarding making sure the information on the website is current and that there is a filter for information received from the departments and elected offices to ensure the content of the website information is an appropriate representation of County information.

Ms. Griffin added that, as a County, it is important to be consistent and demonstrate commitment with regard to keeping information current on the website. It is also important to ensure that the Gila County website appears first when an individual uses a search engine to find Gila County resources.

Supervisor Marcanti inquired if the County web filter was working properly because some emails are filtered into quarantine and do not contain viruses instead of being delivered to the electronic mail inbox. Mr. Riggs stated that he is pleased with the performance of the web filter currently in use and he suggested that Supervisor Marcanti set up an appointment with someone from IT to ensure that the web filter is set up properly on his computer. Supervisor Marcanti inquired as to the IT support that is provided in Payson, to which Mr. Riggs stated that Lisa Modglin, IT Support Specialist, covers IT support in Payson; however, any member of IT staff is available to provide support in Payson as needed. The Board thanked Mr. Riggs for the update.

Item 3 – CALL TO THE PUBLIC: Call to the Public is held for public benefit to allow individuals to address the Board of Supervisors on any issue within the jurisdiction of the Board of Supervisors. Board members may not discuss items that are not specifically identified on the agenda. Therefore, pursuant to Arizona Revised Statute §38-431.01(H), at the conclusion of an open call to the public, individual members of the Board of Supervisors may respond to criticism made by those who have addressed the Board, may ask staff to review a matter or may ask that a matter be put on a future agenda for further discussion and decision at a future date.

There were no comments from the public.

Item 4 – At any time during this meeting pursuant to A.R.S. §38-431.02(K), members of the Board of Supervisors and the County Manager may present a brief summary of current events. No action may be taken on issues presented.

Vice-Chairman Martin and Chairman Pastor presented information on current events. Supervisor Marcanti and Mr. McDaniel had no comments at this time.

There being no further business to come before the Board of Supervisors, Chairman Pastor adjourned the meeting at 11:05 a.m.

APPROVED:


Michael A. Pastor, Chairman

ATTEST:


Marian Sheppard, Clerk of the Board