

**GOVERNMENT OPERATIONS, PERSONNEL,  
INFORMATION TECHNOLOGY & HOUSING COMMITTEE**

**OF THE**

**SUFFOLK COUNTY LEGISLATURE**

**MINUTES**

A meeting of the Government Operations, Personnel, Information Technology & Housing Committee of the Suffolk County Legislature was held in the Rose Y. Caracappa Legislative Auditorium of the William H. Rogers Legislature Building, 725 Veterans Memorial Highway, Smithtown, New York on February 24, 2016.

**MEMBERS PRESENT:**

Leg. Robert Calarco, Chairperson  
Leg. William J. Lindsay, III, Vice Chair  
Leg. Kara Hahn  
Leg. Leslie Kennedy  
Leg. Kevin J. McCaffrey

**ALSO IN ATTENDANCE:**

George M. Nolan, Counsel to the Legislature  
Sarah Simpson, Assistant Counsel/Legislature  
Amy Ellis, Chief Deputy Clerk/Legislature  
Benny Pernice, Budget Review Office  
Joe Muncey, Budget Review Office  
Katie Horst, County Executive's Office  
Lisa Santeramo, County Executive's Office  
Vincent Mezzanotte, Commissioner/IT  
Scott Mastellon, Deputy Commissioner/IT  
Douglas Miller, Director of Management/IT  
Donna Cumella, Project Manager/IT  
Nicole DeLuca, Chief Deputy County Clerk/Suffolk County Clerk's Office  
William Shilling, Aide to Leg. Calarco  
Zachary Baum, Aide to Leg. Hahn  
Jennifer Hahn, Aide to Leg. Lindsay  
Ali Nazir, Aide to Leg. Kennedy  
Greg Atherton, Aide to Leg. McCaffrey  
Rick Brand, Newsday  
And all other interested parties

**MINUTES TAKEN BY:**

Diana Flesher, Court Stenographer

**MINUTES TRANSCRIBED BY:**

Denise Weaver, Legislative Aide

**THE MEETING WAS CALLED TO ORDER AT 10:04 AM**

**CHAIRPERSON CALARCO:**

Good morning and welcome to the Government Operations, Personnel, Housing and Information Technology Committee. If we all could please rise for the Pledge of Allegiance led by Legislator Kennedy.

**SALUTATION**

**CHAIRPERSON CALARCO:**

Okay. Welcome everyone to our Committee this morning. We are going to go into our agenda. I have no correspondence and I have no cards from the public portion. Is there anybody in the auditorium who would like to address the Committee this morning? Seeing none, okay, we're going to move on.

We have -- we do have a presentation. But what I'd like to do before we get into the presentation just so that we have somebody here from the Clerk's Office who wanted to -- just make -- if there were any questions regarding a resolution later on in the agenda, regarding a -- IR 1121. Is there anybody in the Legislature that would like to ask Nicole DeLuca from the Clerk's Office any questions regarding that issue so we don't hold her up through the presentation? No one? If you'd like to say something, go ahead, Nicole, otherwise I think everybody's happy. (Laughter) There's no issue.

**MS. DeLUCA:**

I'm in agreement. Nicole DeLuca, Chief Deputy Clerk.

**CHAIRPERSON CALARCO:**

Does anybody have any questions for Nicole? Nicole, thank you for being here. Once Legislator Hahn gets here, we'll call the vote on the issue.

**MS. DeLUCA:**

Okay, thank you very much.

**CHAIRPERSON CALARCO:**

You're welcome. Thank you.

**PRESENTATION**

**CHAIRPERSON CALARCO:**

Okay. So we're going to go into our presentation, then, while we wait for Legislator Hahn. She is en route. I invited our Commissioner of Information Technology, Vincent Mezzanotte to come and give us a brief rundown of his department. Information Technology is a new component to this Committee's oversight roles and so we thought it would be useful for him to come and introduce himself and his chief staff and kind of give us a rundown what they do, what they have going on, projects they may have in the works and -- so that we're all familiar with what they do there. Commissioner.

**COMMISSIONER MEZZANOTTE:**

Thank you. Yeah, so two or three weeks ago I had the opportunity to meet with Legislator Calarco just to give a quick overview, introduction to the IT Department. And he had suggested that we provide a similar presentation to the Committee, which I think is a great idea. I appreciate this opportunity to be here today to talk a little bit about what the department's all about, what's on our agenda for the future and some of our opportunities. Some people might call them challenges, but

I think in terms of the way we view it, it's opportunities. So, with that, we'll get right into the presentation.

I'd also like to introduce key members of the department, individuals who really are helping lead the department towards where we need to be; it's Doug Miller, who's the Director of MIS; Scott Mastellon, who's our Deputy Commissioner; and Donna Cumella, who leads the budget and administrative crew. Doug and Scott are going to help me present some of the information today.

**CHAIRPERSON CALARCO:**

Great. Thank you, Commissioner. If you could hold one second for me, I want to get Nicole out the door since she doesn't stick around for this resolution now that we have Legislator Hahn here. So what I'd like to do is make a motion to take IR 1121 out of order; second by Legislator Lindsay. All those in favor? Opposed? Abstentions? IR 1121 is now before us.

**INTRODUCTORY RESOLUTIONS**

**IR 1121 - Amending the Suffolk County Classification and Salary plan in connection with a grade change for the Title of Director of Optical Imaging in the County Clerk's Office. (Pres. Off.)** I'll make a motion to approve.

**LEG. McCAFFREY:**

Second.

**CHAIRPERSON CALARCO:**

Second by Legislator McCaffrey. Legislator Hahn, we had Nicole come up earlier to answer any questions. Nobody had any for her at the time, but in case you had any questions for her.

**LEG. HAHN:**

Not at this time.

**CHAIRPERSON CALARCO:**

Not at this time; okay. So we have a motion and a second. All those in favor? Opposed? Abstentions? **IR 1121 is approved. (VOTE: 5-0-0-0).**

Thank you, Commissioner, for your indulgence. Nicole, thank you for making yourself available and I'll turn the floor back over to you, Commissioner.

**PRESENTATION**

**COMMISSIONER MEZZANOTTE:**

Okay, great. Thanks. So in terms of the agenda for this presentation, what we'd like to do is provide you with an overview of our services, what we currently manage, how we're organized, some of our recent accomplishments, what we've got planned for 2016 in terms of key initiatives and our future opportunities; and then open it up for any discussion or questions. But, of course, any questions you might have along the way, feel free to jump in.

So in terms of our services, like many IT organizations, we've evolved from a mainframe environment in the early '70s to a function that now supports many vital County functions and services ranging from software applications, geographical information systems, supporting our data network, which provides connectivity to all the County departments and agencies; provide voice services, e-mail services, all access to the web for web content.

Cyber security's another critical function to make sure we keep the network secure and highly

## 2/24/2016 Government Operations, Personnel, IT & Housing Committee

reliable. Server and data storage. We have a helpdesk function where we provide phone call support as well as deskside support. Disaster recovery planning is another area where we -- we focus a lot of attention to ensure that we've got proper backup and the ability to maintain business continuity in the event of a disaster or any type of an event. And we also are managing the cell site deployments, which is an excellent revenue source for the County; and project management is a key ingredient within the Department to ensure that we deliver projects in a timely and effective fashion.

So in terms of what we manage, our operating budget's 21 -- \$20.1 million. That's against a, you know, a 2.9 billion dollar County budget. It's relatively small in terms of technology investment. It's less than 1%; and recognizing that there's other technology investments throughout the County, but it still is -- from my experience, it's a relatively modest budget in terms of what we have to deliver.

We provide support to over 340 network devices, switches, routers, firewalls that span 200 locations. We support two primary data centers, one here in Hauppauge, and one out in Riverhead. There's over 8800 e-mail boxes. With those e-mails we process about 180,000 messages per day. Every one of those messages needs to be scanned and examined, not in terms of content, but in terms of viruses and any type of potential threats.

There's over 7,000 desktop computers, over a thousand mobile devices including cell phones; 12,000 telephone lines, 200 -- over 200 file servers and we have over 188 applications that we support. So, it's, you know, it's -- when you start to identify an inventory what is really out there, it's a significant amount of resource to manage.

In terms of our organization structure, as I mentioned before, we've organized based on three tiers or three organization units. The Infrastructure Unit, which really focuses on the -- the network, the data centers, our desktops, the stuff that's more physical; our facilities, disaster recovery and our helpdesk support. And then the application group is focused on developing software applications and maintaining our applications, whether they're departmental, web-based. We have geographical information systems. I think that that's -- that's an area where we made a lot of progress and there's significant opportunity there, especially as we start looking at future generation 911 systems and a lot of what we can do with Real Estate and Property.

And we're looking to put more focus on data governance, which also translates to business intelligence. How can we, you know -- as you all know, we have lot of disparate systems that are siloed. There's a lot of data out there, it's not in a similar -- in a consistent format. How could we put more governance around that to translate that -- all that data into some meaningful information. And what you'll notice within each one of the organization units we have a focus on project management because there's projects going on within each unit so we're also structured that way.

And then last but not least, the financial administrative group is really what -- our back office operation, the group that keeps things going for the Department in terms of our budget, administration, procurement, payroll, personnel, you know, everything associated with keeping the department going. And another big piece, there is the cell tower license agreements, which is a revenue generator, as I mentioned before.

How are we organized? As you you all know, we're a centralized and decentralized fashion, you know, we've got some departments that IT supports directly; and then there's a number of departments and elected officials that are supported externally with their own internal IT staff. So what -- in terms of what departments are where, you know, those centrally supported IT departments are really County Exec and all the Executive agencies, Civil Service, the County Attorney, Economic Development and Planning, Real Property, Soil and Water, the Comptroller's Office and Treasurer combined, we support them directly; Parks, Public Works, FRES, Health,

## 2/24/2016 Government Operations, Personnel, IT & Housing Committee

Medical Examiner and Labor. And as you notice, there's a number of departments there that have the asterisks next to them that were really moved into a centralized approach back in 2012 as we -- as we transitioned to a federated reorganization.

And then the departments that are not supported directly by IT -- but that doesn't mean we're not closely in contact with them to collaborate, communicating on terms of what our plans are and visions and try to standardize as much as possible in terms of the technology and also leverage resources where appropriate: The elected officials, governor, the DA, the Leg, the Clerk and the Sheriff's Departments, Social Services, Police, Probation, Board of Elections and Legal Aid.

So with that, I'll turn it over to Doug Miller who will provide some information on what we've accomplished on the infrastructure side of the house.

### **DIRECTOR MILLER:**

Good morning. How you doing? All right. **[Indicating]** So if you take at this slide, Recent Accomplishments for the Infrastructure, it has a couple of pictures on it, which I just want to point your attention to it. Some of you have seen our data center in Hauppauge and taken the tour that we give, it's a pretty good tour. But on the left is prior to us renovating that data center. It says *before 2008*. And that's what it looked like. And that's what many of the County data centers look like.

Then you flash-forward to today and this was actually taken on Monday; actually our Commissioner took it with his cell phone. Nice job. And you notice right down the center of that photo above on the -- sort of the upper part of that photo, that's where we have our wiring now; where it used to be in the prior photo underneath the floor, which presented other problems for us. Just want to point it out, looks like a nice modern data center. We have plenty of capacity now. And this is a mirror image of what we have in our Riverhead data center as well, which provides us disaster recovery between the two locations. So we have a nice modern data center. We invited anybody who would like to see it from the Legislature, please join us.

Anyway, so going through the slide route, we replaced all of our end-of-life network's switches and routers. And we do that on a scheduled basis as they become end-of-life meaning you can't update the software on the switches anymore. We don't just do it on a timed basis. We do it when we no longer can support them. And we do that to make sure that the County's infrastructure is protected.

Also we've upgraded the data centers for improved resiliency and disaster recovery. And what that means is we've cross-connected our power sources. Every device has two power source, you know, power supplies within it. And they're connected to two different areas of the County's power grid, so to speak, in our data center. So if we lose power on one section, the device can stay up and running. If the whole data center were to be cut off, we fail over to our Riverhead center, and the County can still have our key services and our software running. And that was proven during the last hurricane we had, Sandy. The County didn't lose anything during that; everybody remained up and running.

Also, as mentioned, we upgraded our perimeter firewalls in the Riverhead data center to match the Hauppauge firewalls. So now we're -- we're totally protected on that end of it.

Let's see. We've implemented WI-FI in key locations. What do we mean my that? We do that in public facing locations. So, the Dennison Building lobby, Traffic, Riverhead County Center, the Legislative auditoriums we're putting WI-FI in those areas. So as the public comes in, they can use guest WI-FI. They can't get to our resources but they can get to the internet on their cell phones and devices while they're there.

## 2/24/2016 Government Operations, Personnel, IT & Housing Committee

Let's see. We've consolidated a lot of our physical server hardware using virtualization. So, as you mentioned previously in one of the slides we had something like 200 servers, we continually reduce the number of servers through virtualization so we don't have to maintain as much physical hardware. Reduces the cost. As departments come to the Steering Committee, for example, looking for new hardware, we always offer those departments the usage of our data centers rather than purchase additional equipment. So it's a way to save money in the County. It also protects those -- those departments, applications, devices, data, because they automatically will then take advantage of our disaster recovery system. Anything that's put in the Hauppauge data center is backed up to the Riverhead data center.

We've negotiated new agreements with internet service providers where in the past we might have been paying, let's say, \$100,000 more for internet service. We've been able to reduce that cost and get better bandwidth through those agreements. That's been saving the County some money.

Also we've been doing shared service solutions for the towns. And so what that means is as we increase our -- our capacities and our data centers, we offer that to the towns and villages if they want to take advantage of this. We don't pay for it. They have to place their own equipment; they have to connect to our data center; and they have to manage their own equipment. You might say, like, why would you do that, you know, why would the County offer that? The reason is in case of a disaster or an incident, it's -- it behooves the County to not have them communicate with their constituents. And we've seen this in other -- other storms and incidents over the years.

What happens when you can't get in touch with your town or your village? As a resident you naturally call the Suffolk County Police or the County. So this way it allows them to prop up a webpage, keep their systems going in case of a disaster. And then when that subsides, rollback to their town. And it doesn't cost them anything except for the hardware and the connectivity back to our data center. That's been working out pretty well. We have another meeting with all the towns and villages in March to show them our data center and provide some more information about that.

Let's see. We recovered 680,000 just recently from T-Mobile for underpayments. That's from the -- from the finance group over there. She can talk about that later.

### **MS. CUMELLA:**

Sure.

### **DIRECTOR MILLER:**

So we continue to implement infrastructure upgrades for our Capital Programs. We have a couple of projects we use: 1726, which is a Wide Area Network Project; 1729, which is Disaster Recovery; and 1807, which is Globally Managed Network Protection.

We also recently consolidated our helpdesk for all centralized and federated departments. Where we normally would have -- we were paying for two separate instances of the helpdesk system and the Health Department and DoIT, we're now combining them into one in order to save some license cost; and also to make it somewhat more uniformed for all the departments that use the helpdesk.

Just recently we implemented the automated attendant to augment the switchboard operator function. The County has one switchboard operator and she actually -- the individual actually answers the calls physically and there's a lot of calls that the County gets. And so this will prevent -- present a -- sort of more uniform answering system for the County. So that's just coming into play this week.

Recently we're also working on updating the Countywide computer usage policy and get that out to everybody so it's a -- it's been updated and they can all take a look at that.

## 2/24/2016 Government Operations, Personnel, IT & Housing Committee

Also, we -- last year we were able to offer our data center to DSS who were doing their own sort of disaster recovery and now they're going to take advantage of the County's, which thereby saving the expense of them buying a whole 'nother system. And that's in testing right now.

As I mentioned, we expanded the shared services of local governments and we're really tracking the software license system now. That's all -- that's all my end of it.

### **MR. MASTELLON:**

Hi, how you doing? So as far as applications or concerns, some of the more recent accomplishments that have occurred is the implementation of an employee portal, which is available to all County employees. Currently, right now, we have 3,253 registered employees that are accessing the portal on a regular basis for various pieces of information. It's been widely successful throughout the County. We're looking to obviously continue to -- to increase the amount of users there. We've supported the Affordable Care Act requirements. There's been a significant effort on our behalf to basically -- there's about 55,000 individuals, dependents, retirees, active employees, part-time employees that have some sort of involvement as it relates to the Affordable Care requirements and we're working with a vendor to identify the specifics with those individuals and provide them with the appropriate information for taxing and whatnot.

We've supported the implementation of a parks reservation system and made significant improvements from -- from last year's implementation to get ready for this year's -- this year's season, which ultimately -- well, it really kind of started last night when they opened up reservations for the Memorial Day weekend on the site.

We've also supported the implementation of TLC, the Taxi and Limousine Commission. To date there's about 400 licenses that have been entered into the system and we're looking to work with Labor and Consumer Affairs in support of expanding that system for business licensing.

We've supported legislation with regard to open data over the last year, year-and-a-half, in moving into that direction.

Worked with the Treasurer's Office and the Comptroller's Office from a consolidation standpoint. Supported some new application developments in the Treasurer's Office with regard to Hotel/Motel, enhance some bail activity systems and then also supported the consolidation on -- or at least continuing to support the consolidation of the websites.

Supported additional legislation for the Parks Rx system through Legislator Hahn; supported legislation for a County infrastructure reporting application through Legislator Cilmi. And that's something that is -- is ongoing at this point in time.

We've also supported legislation for contract agency performance measures through the deputy -- through the Presiding Officer. Supported processing of the police exams. There's about 3800, I believe, police exams that were processed through the department, through Civil Service and then we supported the posting of them up to the website.

In addition, we've also developed a number of new websites: Suffolk Marathon, Long Island Innovation Zone, Suffolk County Task Force to Prevent Family Violence and Suffolk County Film Commission. In addition, we've also developed a Suffolk Stat Program for -- to support data-driven decisionmaking.

As far as the key initiatives moving forward in 2016: Continue to work with the Comptroller's Office, you know, related to the improvement of financial management systems, the current IFMIS system working with them very closely to -- to determine the best avenue forward as it relates to

the technology there and the best use of that technology in the most cost-efficient way obviously.

Working with the Health Department to improve environmental quality system functionality. They recently are in the process of issuing out an RFP and we -- we're supporting them with regard to that, which will really advance that particular operation.

Working with the Labor Department, as I mentioned, Consumer Affairs, improving business license system functionality through the implementation of the Accela Program.

One of the big challenges we have is what we kind of refer to as demand management. We get a number of, obviously requests, from various sources for technology initiatives. And the ability to -- to kind of manage that overall demand and ensure that it's properly justified, it's properly identified and it's properly resourced and ultimately managed throughout -- through successful completion. So while we have some -- some basic processes in place, we're looking to really kind of put some significant structure around that to allow us the ability to improve overall demand management and also provide some transparency into that so that people have the opportunity to really see where the different projects are occurring, the different resources where they're working on them.

And, in conjunction with that, you know, really evaluating our overall, what I'll call, application portfolio. As the Commissioner mentioned, we have, you know, upwards of 200 applications, you know, whether they're custom applications written by a consultant that we now manage, written by a consultant that manages by the consultant, it's a bender application. And we need to really kind of take a look at that, and we have been over the past year, to determine where there might be some ability to consolidate some of the applications, extend functionality for more -- from an enterprise standpoint globally across multiple departments and then obviously save money, in addition to save -- save time from a maintenance perspective. If we have to provide maintenance on a particular application we don't want to do it three times, we'd like to do it once. So there's a significant effort that's ongoing at this point in time.

Obviously, in addition to that, supporting the advancement of open-data, a very big initiative, Suffolk Stat, another big initiative. And, as the Commissioner mentioned as well, GIS is something that we're, you know, making significant improvements to. And really what we're looking to try to do is provide some technology and some process around Countywide address management. We're working with the Police Department; we're working with Fire Rescue Emergency Services; we're working with the local towns. And through our GIS coordinator, Jim Daly, we've really made significant strides there. So we're looking to continue along that path and provide improved collaboration and tools to ensure that we have the appropriate information from address standpoint and that'll provide us with the ability to leverage that throughout all our existing applications so that we can -- when we store an address somewhere in an application, it's consistent across the board. So it really provides much more insight into the various services and things that we do as a County across -- across the enterprise.

**COMMISSIONER MEZZANOTTE:**

And the last -- the last slide that we wanted to cover with you folks was the -- our future opportunities. As I said earlier, we could use some of these as challenges, but we're taking the approach that they present an opportunity. Obviously, we got to continue to manage IT costs and balancing that against increased demand. Demand continues to go up, but we recognize that we have financial constraints and we're going to continue to try to manage our resources as efficiently as possible. Heavy focus on cyber security. The threats are a constant. It's my biggest concern. I'm comfortable with the overall model that we have in place, but you can never be overly comfortable with that type of an environment. We will continue to invest our resources towards firewall protection and the resources that we need to keep our infrastructure current so that we

protect the network and all the data and resources associated with it against any type of an attack.

As Scott mentioned, we're really putting more focus on demand management and the overall process. Understanding as we intake work or as we intake requests, how do we evaluate those against the goals of the County to ensure that we're aligning our resources with the correct priorities. So we're working very tightly right now with the application team primarily to put together a process that's going to establish improved evaluation of new demand data sharing capabilities. You know, again, as I mentioned earlier, we've got a lot of siloed applications with a lot of disparate data, you know, how can we leverage that data and get it into a format that's more meaningful without having to build-out new applications.

You know, standards is another important element or an opportunity for us. You know, we need to really establish -- evaluate and establish technology standards based on emergent technologies and then adapt our workforce towards being able to support that both in terms of IT as well in terms of use. So as we -- as we evaluate new demand and we look at new requests, we're going to make sure we look back into our application portfolio and into our inventory of resources that currently exist to see where we can leverage things as best as possible. And in cases where it's old technology and it's time to move on, we really do want to take a serious look at what those new technologies can offer.

Project management: We need to put more emphasis on structure and rigor around the way we manage projects from the time we design, develop specs and requirements and test software products both in terms, again, in the IT Department as well as the business. You know, if you don't put the right level of planning into any software application, it's not going to succeed. And that requires commitment and structure. So we're putting together a processes right now that -- to place more emphasis on that structure.

And then we do anticipate a high level of turnover within the department. For 2016 alone we anticipate another five to six retirements. We're currently at about 100 staff members. That's a significant reduction in staff. And we've lost a number of people over the last few years as well. So we need to continue to come up with succession plans to figure out how we could protect those critical functions within the department to ensure coverage for the future. We're working closely with Civil Service right now to see how we could evaluate and improve the way we recruit for highly technical positions in IT. And the progress has been very positive and, you know, we're looking forward to more frequent testing and establishing pools of candidates that really can be evaluated against the specific need that we have within IT because it's very specialized in many cases.

So that's the end of the presentation. I'd like to, you know, at this point open it up for discussion on any questions that you might have.

**CHAIRPERSON CALARCO:**

Great. Thank you, Commissioner. We appreciate the very thorough presentation. There are going to be a few questions, I think. Legislator Lindsay's first.

**LEG. LINDSAY:**

Good morning, Commissioner. Thank you for your presentation. Thank you to your team for that very informative presentation.

My first question I had was about Voice Over IP. I know we've talked it throughout the County for a while. Do you see us getting any closer to being in a position to utilize that to replace the current phone systems?

**COMMISSIONER MEZZANOTTE:**

You know, I think it's -- I've had experience with Voice Over IP and it provides a lot of added functionality and benefit, but there's a cost associated with that. It's a pretty significant upfront investment that would be required. Yes, it does introduce added functionality and benefit, but we really need to, you know, look at the business case behind it to see, you know, what the benefits are against what the investment and costs would be. So, again, I've had experience with Voice Over IP, it's great technology. It would provide us with the ability to not have to depend on a service provider; however, at the same time it requires an investment in infrastructure to support it and also skills to maintain it.

**LEG. LINDSAY:**

Yeah, I understand the upfront investment, but isn't -- over the long-term isn't there the savings over the traditional phone system and what that service costs. Doesn't that pay back overtime?

**COMMISSIONER MEZZANOTTE:**

Over the long-term you'll see a savings. But it means that we'd have to come up with a capital investment up front to -- to realize that savings. And, again, when you think about, from my experience -- and this becomes more of a policy and business decision, but when you think about the cost that we currently incur with our current Centrex system, it's not significant in comparison to what a Voice Over IP solution would be. And I think we need to do the analysis to see if there really makes -- if this is good strong business case for us to move forward, but I'm not opposed to it but I think it's something that we would need to work with, the various business units, to see where the benefits would be in terms of functionality also.

**LEG. LINDSAY:**

Do you see those systems, though, at some point aging out and not being available, not being able to buy parts and components to support them?

**COMMISSIONER MEZZANOTTE:**

Well, we just recently renegotiated with Verizon to extend the current contract. We're working with them to look at internet-based Voice Over IP solutions that start to move us away from rather than us hosting it. It could be hosted though a Verizon or, other -- and I don't want to just say Verizon, I think we would want to open it up to the competition to see what other options are out there. But, you know, given the timeframe of when the current contract expired, we really needed to look at how we can continue to support voice services. But, yes, we do have plans to evaluate different options as it relates to delivering those voice services both in terms of Voice Over IP as well as with a hosted type solution.

**LEG. LINDSAY:**

Okay. Then my second question was in regards to the Accela Program. I know when it was initially rolled out, the plan was to see how it works with Consumer Affairs and then try to export that program to other departments. Are we at that point yet or is it still too soon to tell?

**COMMISSIONER MEZZANOTTE:**

I'm going to let Scott address that question because he's much closer to it.

**MR. MASTELLON:**

Yeah, so last year the Department, Labor Department, went ahead and acquired an authorization for an additional 500,000, I believe, to move the program forward into the -- into the general business licensing division. So it's -- at this point, it's been very successful through the Taxi and Limousine Commission. And there is -- right now there are ongoing with -- work with Accela to identify a scope of work to move forward for 2016.

**LEG. LINDSAY:**

Thank you.

**CHAIRPERSON CALARCO:**

Any other questions for the Commissioner? Legislator Kennedy.

**LEG. KENNEDY:**

Good morning. Thank you for the presentation. It was very informative. I'm just going to ask if you could send over the organizational chart because the font was too small for me to get a good grip on.

**COMMISSIONER MEZZANOTTE:**

Sure.

**LEG. KENNEDY:**

Just one question. You mentioned something about finance in the Department. Can you expound on where we're at, where you're finding things what we need or have you not done a full financial study at this point?

**COMMISSIONER MEZZANOTTE:**

You mean in terms of staffing or -- I mean, in general terms we're -- you know, I would have to say that we're a bare-bones operating budget. We've got enough resource to secure the network, keep the lights on basically and take on some modest new initiatives and projects. And that's why we're putting more emphasis on managing demand and evaluating intake to see how we could better leverage resources to put them on the right priorities. But, you know, I would say that we're really extremely tight in terms of budget. I'll give Donna an opportunity to address that as well.

**MS. CUMELLA:**

Our operating budget is quite lean. I mean, we make sure that when an infrastructure or any sort of applications are developed that we first have the money and that we stay within our budget. We do not spend what we don't have. So we do run a tight budget. As far as even contracts, I'm ongoing reviewing the past contracts, which is one of the reasons why a 2007 contract with our T-Mobile carrier was looked upon and we uncovered that they were -- they didn't meet the -- the amount of cellular communication towers that they were supposed to develop. And at that time they were getting a break. So we said, well, since they didn't meet that, we're going to go back and tell them that they owe us reoccurring revenue from that date. And we were able to get \$680,000 in recovery of revenue. Now, our cellular communications is a revenue source that's recurring every year. This year we'll bring in over \$900,000 into the County with very little resources that manages that.

We plan on also look -- we looked at other contracts as well and we're recovering about another \$800,000 from agreements that were signed back in 2007 where they were rent free. All that rent is no longer free and we're going to be recovering another \$800,000 between two carriers. So we are constantly, in the Finance Unit, looking at our contracts, renegotiating with our vendors to make sure that we are getting the most for our dollar of services and that we're not overpaying. So when we negotiate with a vendor we'll say, *well, we have spent 5 million with you over the last three years, we're at austerity, what could you do to, you know, give us -- the County a break, we can't afford services.* And we generally have a very good relationship. So I would say that we're very lean. I think that these guys do a great job in getting the services to support the entire County. And I'm happy to be on their team.

**LEG. KENNEDY:**

You don't spend what you don't have. I like hearing that.

**MS. CUMELLA:**

That's right.

**LEG. KENNEDY:**

And thank you for being a fiscal watchdog.

**MS. CUMELLA:**

Thank you.

**CHAIRPERSON CALARCO:**

Thank you. Legislator Hahn.

**LEG. HAHN:**

Just one thing jumped out at me, 12,000 phone lines? I don't even think we have that many employees.

**DIRECTOR MILLER:**

Multiple lines.

**MS. CUMELLA:**

It's fax, it's not just regular telephone lines. It's faxes, it's computer lines, it's any internet.

**LEG. HAHN:**

But that number has been that high for a number of years now and we've been losing employees. So I'm just kind of curious as to -- there's just a continual review and management of the number of phone lines because not every employee -- you know, not every employee, A, has a phone line and a fax line. Not, you know -- many, many, many, many employees share a single fax, if we're even using faxes anymore, which, you know, is a real question we need to be -- be looking at because they can come into your e-mail. It can be set up that way so it seems super excessive considering our number of employees, so I'm just wondering --

**DIRECTOR MILLER:**

We're actually -- we're actually down from almost 15,000 lines over the past few years. And we do a -- last year, I guess, we did a phone review where that is -- a company comes in, they actually dial all these lines and they see if somebody answers at the other end; if not, we move to cancel the line. Because we've been able to reduce the number of lines over time. But, yes, it's not a one for one phone line situation. And most departments do have faxes and most of them have multiple fax lines and mainly because of the requirement of financial agencies to have a wet signature. And you can't do that with e-mail yet. We don't have -- a lot of the County documents still require a signature. And so that's why faxes -- even if you go for a mortgage even, they still want you to fax documents. We don't agree with it either, but it's still out there.

**LEG. HAHN:**

Yeah, I know, I just wouldn't -- how many -- do you know how many departments require wet signature usage? I mean, I think --

**DIRECTOR MILLER:**

It's on the form.

**LEG. HAHN:**

-- most faxes, it's the bagel store is sending us faxes.

**DIRECTOR MILLER:**

No, it's not just the bagel stores. Although we do get the bagel store menu but –

*(\*Laughter\*)*

**DIRECTOR MILLER:**

But it's many County -- pretty much most County forms require --

**LEG. HAHN:**

Do you know how many -- how many of the departments require that usage?

**DIRECTOR MILLER:**

I think any form that anybody has to sign. I don't know how many forms there are in the County, that's not really our end of it.

**COMMISSIONER MEZZANOTTE:**

So, your point's well taken. I think what we're -- the number that's on there is probably based on what the last contract was, but we are looking at ways to, you know, reduce the number of voice circuits as a cost savings measure and we'll continue to do that.

**LEG. HAHN:**

Thank you.

**CHAIRPERSON CALARCO:**

Any other questions? None. Commissioner, thank you very much for coming down and I appreciate the effort and support your effort towards the open data process. I know that you've been chairing the committee and Doug was chairing before you took over and you're doing a great job. I appreciate those efforts on that.

I'm glad to have you under my Committee now. I think IT is probably one of the most important departments in the County given today's age where everybody uses these things constantly and expect to be able to communicate with us via that method, we need to be able to communicate that with the public and that's where you guys come in so we appreciate that.

**COMMISSIONER MEZZANOTTE:**

Thank you. We look forward to working with you guys also.

## INTRODUCTORY RESOLUTIONS

**CHAIRPERSON CALARCO:**

Okay. We're going to finish up with the agenda now. I have no tabled resolutions so we will go into the Introductory Resolutions. We already handled IR 1121 so we are on **IR 1149, Adopting Local Law No. -2016, A Local Law to amend Chapter 42 of the Suffolk County Code to authorize the indemnification and defense of hearing officers appointed by the County. (Co. Exec.)** I'm going to make a motion to table for a public hearing; second by Legislator Lindsay. All those in favor? Opposed? Abstentions? **IR 1149 is tabled. TABLED for PUBLIC HEARING (VOTE: 5-0-0-0)**

I have no other matters before us, if anybody has any other issues? Seeing none, I'll make a motion to adjourn.

**LEG. McCAFFREY:**

Second.

**THE MEETING CONCLUDED AT 10:43 AM  
{ } DENOTES SPELLED PHONETICALLY**