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MEMORANDUM

Research Department, Kansas Legislative Council

August 29, 1966

RE: Improved Telephone Service for the Legislature

Conferees: From Southwestern Bell Telephone Company - Mr. Jim Durham, Account Manager; Mr. Bud Buser, Special Representative, and Mr. George Williams, Communications Engineer were in attendance. Dr. Beasley, Dick Ryan and Ben Barrett represented the Research Department.

Representatives from Southwestern Bell Telephone Company discussed present and possible future telephone service to the Kansas Legislature. Essentially three approaches to the problem were pursued.

Company representatives noted that the present type of service is archaic and, in fact, is one of the lowest quality switchboard services provided by the Company. The present monthly cost of telephone service for each house (excluding WATS lines) is approximately \$160.00. Each house presently has one WATS line at a monthly cost per line of \$610.00.

Southwestern Bell reported on steps that could be taken to improve service to the legislature. Features of these approaches are discussed below:

System 756

System 756 is a versatile dial communication which is available in units that can handle up to a capacity of 60 phones. The most observable difference to the user between the "756 system" and the present legislative facilities is substitution of automatic equipment for manual operation of the switchboard on outgoing calls. The operator would handle only incoming calls. It is estimated this change would free the operator of about 50 percent of her present duties. As a comparison, Kansas State University, with 700 stations, presently has a system where outgoing calls go through by direct dialing and three operators are employed by the University to handle all incoming business. The Telephone Company said it was important to remove outgoing calls from an operator's responsibility in a modern system.

Services that can be provided by system 756 are as follows:

- a. Conference calls.
- b. Up to 60 telephones could be installed at desks.
- c. Individual billing records could be kept.
- d. WATS lines could be secured through telephone contact with an operator.

Space requirement for the system does not pose a problem. Each unit is about the size of two file cabinets and, if necessary, can be located in a hallway.

As an illustration of cost, for 60 stations per house, the "756" would cost \$430.00 per month per house. (This figure excludes WATS lines, operators' wages, and any one-time costs.)

The necessary installation time for system 756 is three to four weeks.

System 740 or 701

The 740 or 701 System is an integrated method of handling telephone service for both houses. (Presently the State Office Building uses a "701".) A small room (approximately 10' x 12') is needed to house the equipment. The room can be located anywhere in the capitol building at no additional cost to the state.

By use of a numbering system, the unit channels calls to one house or the other, and two operators could probably handle all necessary duties. As with the "756", only incoming calls are handled by the operator; and the operator need not be located near the legislative chambers.

The services of the "740 or 701" are similar to those of the "756". For example, conference calls can be made, individual billing can occur, WATS calls can be made through the operator, and automatic dictating equipment can be installed in the system. The 740 or 701 System will provide 100 to 1,000 phones.

The estimated combined cost for providing 150 telephones for the House and 50 for the Senate is about \$1,200.00 per month of operation.

Fourteen to sixteen weeks are required for installation of this system.

Hand integrated system

15 trunk

Present Services Expanded

Representatives from the Southwestern Bell Telephone Company recommended certain desired changes that could and should be made immediately if the systems noted above are not installed. They are:

860

- a. Three trunk lines per house should be added. The total monthly cost of six trunk lines is \$125.10.
- b. A minimum of two additional WATS lines should be added. (At least one additional line for each house.)
- c. Each house should add one additional switchboard.

If the Legislature should choose to improve existing services in this fashion, estimated costs would be:

- a. WATS line at \$610.00 per month of service per line.
- b. Trunk lines at \$20.85 per month of service per line.
- c. \$25.00 per month for each switchboard (plus operator salary).
- d. Additional telephone booths at a negligible cost, if any.

General Improvement of Telephone Service

In addition to simply "beefing up" current telephone service to legislators, some suggestions were made which could have the overall effect of upgrading service quality.

In the House, the congested area where the switchboard operator is presently located is considered to be a poor location for good service. Aside from her regular duties, the operator often acts as a receptionist or an information clerk. The preferred situation is where all questions directed to the operator are received by telephone rather than by personal appearance. There would be no additional charge by Southwestern Bell to the state for relocating the switchboard.

A message-waiting system could be used to relay certain communications. For example, a "waiting call light" could be installed on each desk with or without a telephone to notify the legislator that the operator has a message for him. The cost for this system is approximately \$17.00 per month plus 25 cents per message-light location.

General Discussion Items

Representatives of the Company noted that each of the representative's desks is not presently wired for telephones. However, the desks can be reached easily for wiring by using the edges of the tiers on the House floor. Thus, wiring the desks for phones was thought to be a relatively simple and inexpensive project.

For the convenience of the state, the Company has received tentative authorization to change two of its present policies. First, the Company may waive its term contract requirement (although a letter of agreement on terms was requested) and second, equipment may be installed as if it were permanent. It is presently the Company's policy to remove telephone equipment at the end of a session and then to reinstall it prior to the next session.

It is possible to install confidencers on the telephones if they were placed on desks. The confidencer is an attachment to the telephone receiver which is supposed to cut down on side noises and which offers an additional degree of privacy to the person using the phone. The cost would be a monthly charge of 75 cents per unit and a non-recurring cost of \$3.50 per unit. For some telephone calls, telephone booths might still be needed.

The cost of installing telephone jacks is an initial one only of \$7.50 per unit. Installation of jacks has no effect on trunk or main line costs.

Either the 740 or 701 or the 756 system can be adapted to the use of dial dictation equipment at an approximate monthly cost of \$11.00 per line connected to dictating equipment. The actual dictating equipment must be provided by the state, and the Telephone Company needs only advance notice of the type of equipment to be used so that proper wiring arrangements can be made.

Representatives of the Company did not know what noise factor would exist if phones are placed at each desk. It was suggested that the noise could be a disconcerting element and that tests might be run to determine the extent of this problem.

The representatives suggested improving the present system temporarily and then moving to the 740 or 701 system. It was made clear that no unusual problems would result if present services were expanded, and then the 756 system were installed. Even if at a later date system 740 or 701 were selected, the switch-over could be handled. The Company's recommendation was premised on top quality service with a minimum of transitional confusion.

Telephone Company representatives agreed to secure information concerning methods used by other states in providing telephone service. Also, they indicated a willingness to prepare detailed cost figures concerning any system upon receipt of the following information:

- a. Number of telephones wanted.
- b. Whether a separate or an integrated system is desired, and
- c. What additional equipment may be wanted, such as WATS lines, confidencers, dial dictating equipment, and so forth.