2027 Budget Information Paper

Name of Department *

General Government- Administration

Budget *

- [x] Capital (included in capital Forecast, over $5,000)
- [ ] Maintenance (On existing items)
- [ ] New (new item not replacing an existing item)
- [ ] Operating (not part of Capital Forecast)
- [ ] Replacement (replacing an existing item in it's entirety)
- [ ] Refurbish (repair to extend the life of the item)

Please enter a date *

11/6/2026

Name: *

Mackenzie Sykes, Financial Analyst/IT Supervisor

Account # *

10-02-0250-5560

Account Name *

Capital Equipment

Category *

Capital- Equipment

Subject: *

Phone System Refresh (Phase 1)

Recommendation: *

That $6,000 be included in the 2027 Capital Budget for phase 1 of the phone system refresh.

Background: *

The Township's contract agreement with Bell Canada for our desk phone system is up for renewal in 2027. Currently, all municipal desk phones operate through Bell Total Connect IP/PBX and voice over IP (VoIP). This agreement has been in place since 2018 and is due to be refreshed. Current software and applications in use are becoming outdated or have already passed their end-of-life date and are no longer functioning correctly. Staff are experiencing ongoing glitches and dropped calls due to the outdated applications that are no longer supported by the vendor. The majority of the physical phones models in use are also no longer supported and have surpassed their end-of-life date so they cannot receive or process any system or security updates.

Analysis: *

The Township would benefit from an audit of all our current phone lines, replacing the first phase of physical desk phones, as well as an upgrade to the software and application for the VoIP system to allow functional soft phones. Staff are currently investigating multiple options for upgrades and are completing a comprehensive audit of our current phone system. At minimum the Township will need to enter an updated agreement and replace the first phase of physical desk phones.

Financial Implications:

Dollar Amount of Item *

$6,000

How does it affect your budget *

Increase in Expenses Over Previous Year Budget for this item

How will it be funded? *

OMPF

Details if Other: