

**COUNTY OF SAN DIEGO
BOARD OF SUPERVISORS
WEDNESDAY, JANUARY 28, 2026**

MINUTE ORDER NO. 17

**SUBJECT: MODERNIZING COUNTY COMMUNICATIONS TECHNOLOGY TO
CAPTURE MILLIONS IN ONGOING TAXPAYER SAVINGS
(DISTRICTS: ALL)**

OVERVIEW

The County of San Diego (County) is preparing for a difficult fiscal year driven largely by significant reductions in federal funding. As the County approaches the upcoming budget cycle, maintaining public trust requires demonstrating that every reasonable efficiency, consolidation, and cost-saving measure has been identified and pursued before any service reductions are considered.

Over the past several years, the way County employees work has fundamentally changed. Accelerated by the COVID-19 pandemic, the County rapidly expanded remote and hybrid work, increased reliance on mobile devices, and adopted secure, software-based communications tools such as Microsoft Teams to maintain operations and public access to services during unprecedented disruption.

This item advances modernization by accelerating the County's transition to enterprise software-based communications. By standardizing modern tools that are already widely in use and responsibly phasing out legacy systems that were maintained during the transition for continuity, the County can align its technology spending with how work is actually performed today. These actions are expected to capture between \$1.5 and \$7 million in yearly taxpayer savings without reducing public access to County services or disrupting operations.

RECOMMENDATION(S)

SUPERVISOR LAWSON-REMER AND SUPERVISOR MONTGOMERY STEPPE

1. Direct the Chief Administrative Officer (CAO) to develop and implement a plan for the adoption of an only one phone number standard for staff and define an exception process.
2. Direct the CAO to develop and implement a plan to replace desk phones with the adopted County Technology Office enterprise standard for softphones and define an exception process.
3. Direct the CAO to develop and implement enterprise-wide policies for the timely return of unused devices.
4. Direct the CAO to develop and implement a plan to replace fax machines with virtual fax applications and eliminate the use of analog phone lines and fax machine hardware.

EQUITY IMPACT STATEMENT

Modernizing County communications technology and reducing ongoing operating costs help preserve resources for the essential services that residents rely on every day. By aligning technology investments with current work practices and capturing ongoing savings, the County strengthens its ability to sustain health, safety, and economic stability programs, particularly for communities disproportionately

impacted by rising costs of living and potential service disruptions. This approach ensures that modernization improves efficiency without reducing public access to services, supporting more equitable outcomes across all communities.

SUSTAINABILITY IMPACT STATEMENT

Modernizing County communications technology reduces reliance on energy-intensive legacy hardware and physical infrastructure. Expanding software-based tools supports more efficient operations and advances the County's sustainability goals by reducing unnecessary equipment, maintenance, and resource use.

FISCAL IMPACT

There is no fiscal impact associated with these recommendations. Anticipated savings resulting from implementation of policies will be incorporated into future Operational Plans. There will be no change to net General Fund cost and no additional staff years.

BUSINESS IMPACT STATEMENT

N/A

ACTION:

ON MOTION of Supervisor Lawson-Remer, seconded by Supervisor Montgomery Steppe, the Board of Supervisors took action as recommended.

AYES: Aguirre, Lawson-Remer, Montgomery Steppe, Desmond

ABSENT: Anderson

State of California)
County of San Diego) §

I hereby certify that the foregoing is a full, true and correct copy of the Original entered in the Minutes of the Board of Supervisors.

ANDREW POTTER
Clerk of the Board of Supervisors



Signed
by Andrew Potter

