



COLLIN COUNTY

Public Works Department
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Date: February 22, 2022
To: Commissioners Court
From: Jon Kleinheksel *ck*
Re: Cellular Phone Plan Activation

Currently, it is sometimes difficult to contact Chris Cochran, the technology coordinator at Public Works. Because he does not own a cellphone, people must leave a voicemail if he on the county phone or away from his desk when they call. Employees generally do not carry the new digital radios with them unless they leave to work in the field. However, any communications on the radio will be broadcast to all department employees so a private conversation is impossible. The inability to contact Mr. Cochran directly can intensify problems if the issue is of a time sensitive nature.

This year, Public Works will implement the mobile app companion to our department's asset management software called Pubworks. The mobile app allows Road & Bridge employees to record their work while in the field on a smartphone. As Project Manager/Coordinator, Chris Cochran will be the primary point of contact for all Public Works staff seeking assistance. For this project to succeed, employees need a means to contact him quickly and easily. Not only will Mr. Cochran be responsible for staff training and implementation of the mobile app, he will provide tech support to almost 100 office and field workers with varying degrees of computer proficiency.

In addition, Mr. Cochran is the SME for the two electronic keyboxes installed at Public Works and the four diagnostic programs utilized by our Equipment Techs to troubleshoot heavy equipment such as dump trucks. It is imperative that the employees are able to contact him if they encounter an issue with either one of these systems.

Finally, Mr. Cochran sometimes works in the field to video roads prior to the launch of a road reconstruction project. During those times, it is impossible to conduct a private conversation with him because the current radios broadcast conversations to all department employees.

Since Mr. Cochran has already been issued a retired iPhone 8 from IT, Public Works requests Commissioners Court's consideration and approval to purchase cellular service that will be partially subsidized by Mr. Cochran at a rate of \$15 per month. Should you require additional information, please contact me and I will respond accordingly.