



Planned Upgrades Scheduled for City Facilities

Intermittent Telephone Outage Anticipated During Project

STEAMBOAT SPRINGS, COLORADO-December 5, 2019-The city will conduct scheduled upgrades to its computer systems including replacing the core switching hardware at City Hall, Centennial Hall and Parks & Recreation on Friday and Saturday, December 6-7.

“The scheduled work is planned when these facilities are typically closed,” said Information Systems Manager Kent Immenschuh. “We expect some interruption to phone service and possibility to a few customer service functions at some city facilities during the work, but we hope the timing minimizes these impacts.”



The city is replacing its core switching hardware, which acts as the central hub for all city networking and is the location for data convergence and where all digital services are hosted. The original hardware was installed almost seven years ago and has reached its end of life.

Starting Friday, December 6 at noon, IS will begin migrating to the new hardware at City Hall and Centennial Hall, which effects several off-site city departments like Steamboat Springs Transit, Streets and the Wastewater Treatment Facility. The project window runs through 5pm that evening; however, services will be restored as quickly as possible and may not require the entire time to complete.

Steamboat Springs Transit will operate normally on Friday afternoon, and riders should utilize the digital tools like [RouteShout](#), [Google Maps](#) and the [website](#) to access schedules and routes. SST buses run every ten minutes, so passengers will have a general idea when the next bus is expected even without being able to call the SST office. Of course, riders can speak with drivers for additional information or advice.

The project transitions to Parks & Recreation on Saturday morning, December 7, from 8am to noon. Telephones at the Howelsen Ice Complex and Howelsen Hill Ski Area may experience interruptions during this time. For example, guests may call the facility and may simply have a busy signal or that the phone just rings. Both facilities will have normal business operating hours on Saturday.

Public Safety administration phones may see some interruptions, but the 9-1-1 emergency system **WILL NOT** be affected. Fire and Police Services will respond to calls for assistance when dispatched from the 9-1-1 Communications Center managed by Routt County. If residents have an emergency, they should call 9-1-1 immediately.

-WeServeTheCity-

Contact

Kent Immenschuh, Information Systems Manager, 970.871.8266 or email
Alan Lind, General Services Director, 970.871.8249 or email