



CITY OF  
**ARROYO GRANDE**  
CALIFORNIA

**PRESS RELEASE**  
**FOR IMMEDIATE RELEASE**

Wednesday, February 4, 2015

**CITY LAUNCHES NEW PHONE SYSTEM**

ARROYO GRANDE, CALIFORNIA - Today, the City of Arroyo Grande launched a new automated phone system. The City's main phone number, 473-5400, remains the same. The City's new ShoreTel phone system utilizes Voice over Internet Protocol (VoIP), which is an automated calling technology that uses the internet instead of traditional phone lines. Implementing a ShoreTel VoIP phone system Citywide provides a greater level of functionality, centralized management, local and long distance call savings, and allows the City to utilize its existing network infrastructure. The project was designed to significantly enhance customer service and increase efficiency. The first phase of the ShoreTel phone system project has been implemented at the Police Department, and implementation Citywide will establish continuity between all City departments.

When calling the City, callers will be asked to listen to the menu options and then make their menu selection using their keypad. Callers will respond to the voice prompts and be routed to the right extension, or else request a staff directory listing to find the extension number of the person that they wish to reach. The City is reminding residents that 911 should only be used in emergency situations and should not be used to bypass the automated phone system or to be connected to a department.

A full listing of City department phone numbers can be found online at [www.arroyogrande.org](http://www.arroyogrande.org).

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