

## **Case Study – Chautauqua County**



### **The Background**

Chautauqua County, the western gateway to New York State, occupies the extreme southwest corner of the State. The County has two cities, Jamestown and Dunkirk, twenty-seven towns, fifteen villages, encompasses 1065 square miles and has a population of 142,000. The County has six beautiful lakes and approximately fifty miles of Lake Erie shoreline. Chautauqua County is an area rich in history and recreational possibilities.

Like many counties in the country, Chautauqua County continues to face budget challenges and constantly seeks new ways to reduce expenses. One of the many areas that the County chose to examine in an effort to reduce costs was that of telecom and data expenses.

### **The Challenges**

Due to the County's geographic location and large number of facilities, the County deals with multiple phone companies providing service to the County. This makes the management of telecom and data expenses for the County a massive endeavor. Part of this challenge was the sheer number of telephone lines and special circuits that are used to support both voice and data communications across the County. Keeping an ongoing and accurate inventory of these services for all County locations requires considerable time and diligence.

To further complicate matters, many of the County's departments had previously procured voice or data services on their own. Services had been added and changed over the years by various departments but there were no records of what many of these items were being used for, or if they were being used at all.

The vast amount of telecom bills, complexity of services, and four different local phone companies, made the prospect of reviewing these bills a massive undertaking for the County. It also meant that there was a very real possibility that the County was being billed in error or had missed savings opportunities.

### **The Solution**

Using its **Cost Recovery and Reduction™** services, Cost Control Associates made a thorough review of the County's telecom bills that included:

- ✓ Verification that the correct tariffed and/or contracted rates were being billed
- ✓ Evaluation of rates being billed to determine if savings was possible through alternative rate plans with the County's current providers
- ✓ Verification and identification of all lines and special circuits being billed to ensure that they existed and were in use by the County
- ✓ Recovery of refunds for services billed incorrectly
- ✓ Implementation of approved savings recommendations

### **The Outcome**

Cost Control Associates identified and recovered \$19,687 in refunds for the County. The County also realized \$15,500 in annual savings, the vast majority of which was related to lines and circuits that the County was paying for but which were not being used by the County.

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