



Meeting Minutes City Council

Rich Constantine - Mayor
John McKay - Mayor Pro Tem
Gino Borgioli - Council Member
Yvonne Martinez Beltran - Council Member
Rene Spring - Council Member

Wednesday, February 24, 2021 7:00 pm

Virtual Meeting

SPECIAL MEETING

A Special Meeting of the City Council was called at 7:00 pm for the purpose of conducting a Community-City Council Workshop.

CALL TO ORDER

Mayor Constantine called the meeting to order at 7:00 pm.

ROLL CALL ATTENDANCE

City Clerk Michelle Bigelow called the roll.

Attendee Name	Title	Status	Arrived
Rich Constantine	Mayor	Remote	
John McKay	Mayor Pro Tem	Remote	
Gino Borgioli	Council Member	Remote	
Yvonne Martinez Beltran	Council Member	Remote	
Rene Spring	Council Member	Remote	

DECLARATION OF POSTING OF AGENDA

City Clerk Michelle Bigelow declared the posting of the agenda.

COMMUNITY-CITY COUNCIL WORKSHOP

The City is and has been aware that broadband service in Morgan Hill does not meet the community's expectations, nor in many cases does it meet the community's true needs as was experienced during the

internet outage on February 3, 2021 as a result of a fiber cut. The Morgan Hill Broadband Community Workshop Series (February 24, March, 24 & April 28) will provide an opportunity to share information, ask questions and better understand the challenges we face as a community. The workshops will focus on:

- Providing the community with a better understanding of the history of broadband services in Morgan Hill.
- What infrastructure (both wired and wireless) exists in Morgan Hill.
- How broadband is regulated and what that means to Morgan Hill.
- What the City can and cannot do.
- What residents and local businesses can and should do.

Mayor Constantine thanked the community for taking the time to join us for this important conversation. He acknowledged how impactful the internet outage that took place on February 3rd was to our community. Internet service in Morgan Hill has been an ongoing conversation as we know more needs to be done. In fact, this series of Broadband workshops to have this important conversation was scheduled before the internet outage happened. Please know that we take this very seriously and will continue to work with the community to address this issue.

He announced that in this workshop setting, to share your comments/questions, please do so by either raising your virtual hand to speak or by typing your comments/questions in the Q&A box. We would like community members to speak on their own behalf. As such, we will not allow ceding of time.

City Manager Christina Turner reiterated what Mayor Constantine said and thanked everyone for joining this important conversation, noting feedback is important to us. She acknowledged that now more than ever, losing internet service is incredibly impactful with so many people working from home and many families whose kids are participating in schooling from home. She then provided a summary of the evening's agenda. During the outage, the City contacted Charter to try to identify the scope and source of the outage. Messages were sent out to the community notifying residents that a significant outage had occurred and was being worked on. While staff knew that many people would not see the messages due to the outage, some residents who weren't Spectrum customers did maintain service and would see the messages. Police officers were doubled and sent to highly visible and heavily traveled locations within the City. Patrol teams also checked on vulnerable facilities such as assisted living centers. Fire protection and medical response services were unaffected. The City also sent letters to the California Public Utilities Commission and the community.

She shared that the City's 911 Dispatch Center was up and running during the February 3rd outage because it uses copper lines, not fiber, and has a backup internet service through South Valley Internet. The City proactively switched 911 services to the County during the outage, in an abundance of caution, but never lost landline services. We understand that many people could not call 911 because they lost their (voice over internet phone) VOIP and some Verizon Wireless service. The City has no franchise agreement with Charter/Spectrum for broadband internet services. Broadband services are essentially only regulated by the Federal Government. The minor regulatory role the City does have is limited to relatively insignificant cable television standards.

Other broadband providers have been encouraged and continue to be welcomed to come to Morgan Hill at any time. The vast majority of Americans are served by just one cable company due mostly to the high costs of building a second new broadband network in a community.

The City of Morgan Hill does not have the financial, infrastructure, nor staffing resources to become an independent wired broadband provider. The City has and continues to encourage public-private partnerships with providers as the only realistic option the City has to facilitate improved services for our residents and local businesses. We have explored and will continue to explore wireless options for the community that may expand the options available.

Other services (Frontier landline, Frontier broadband, wireless broadband) are available to most people in the community. Those strongly interested in maintaining service and the ability to call 911 during service outages should consider maintaining two paths of connectivity. Even with enhanced system redundancy, outages will inevitably occur. The City, for example, gets backup service from a local internet service provider, South Valley Internet.

Lisa Ludovici spoke on behalf of Charter and provided the community with an overview of their services and what they can do to help with future issues.

The Mayor opened the questions and answers period. City staff, along with Lisa Ludovici, answered questions.

Mayor Constantine opened the floor to the Council Members, who shared their comments.

Christina Turner asked the community to communicate with the CPUC to demand redundancy and invited the community to join for the future two workshops in this broadband series.

WORKSHOP SUPPLEMENT 1

WORKSHOP SUPPLEMENT 2

WORKSHOP SUPPLEMENTS 3-5

BROADBAND WORKSHOP PRESENTATION

PUBLIC COMMENT

Public comment for items not on the agenda opened at 9:14 pm.

There being no requests, public comment closed.

ADJOURNMENT

There being no further business, the meeting adjourned at 9:15 pm.

MINUTES PREPARED BY:

Michelle Bigelow