



Special Meeting Agenda

City Council

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

Wednesday, March 24, 2021 7:00 p.m.

Virtual Meeting

SPECIAL MEETING

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

VIRTUAL MEETING GUIDELINES AND PUBLIC COMMENT

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* Please note that comments made on Facebook are not considered public comment.

CALL TO ORDER

Mayor Constantine

ROLL CALL ATTENDANCE

City Clerk Michelle Bigelow

DECLARATION OF POSTING OF AGENDA

Per Government Code 54954.2

City Clerk Michelle Bigelow

ADOPTION OF AGENDA

COMMUNITY-CITY COUNCIL WORKSHOP

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1. Introduction & Recap of First Workshop
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3. Discussion of Broadband in Morgan Hill
4. Additional Information Related to Charter Outage
 - a. Charter Presentation
 - b. Verizon Wireless
5. Presentation from Other Providers
 - a. Wave
 - b. South Valley Internet
6. Public Input
7. Council Input

FEBRUARY 24, 2021 COMMUNITY-CITY COUNCIL WORKSHOP MATERIALS

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SUSTAINABLE MORGAN HILL



VISION

To sustain a safe, equitable, inclusive, socially responsible, environmentally conscious, and economically sound community

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The City of Morgan Hill is the best community for people to live, work, visit, and operate their businesses.

City Council Ongoing Priorities

- Enhancing Public Safety
- Protecting the Environment and Preserving Open Space and Agricultural Land
- Maintaining Infrastructure
- Supporting our Youth, Seniors, and Entire Community
- Fostering a Positive Organizational Culture
- Preserving and Cultivating Public Trust
- Preserving our Community History
- Enhancing Equity, Diversity, and Inclusiveness
- Advancing Regional Initiatives
- Advocating for Local Control

2020-2021 Strategic Priorities

- **Fiscal Sustainability**
- Affordable Housing and Homelessness
- Community Outreach, Engagement, and Messaging
- Economic Development
- Transportation



These strategic priorities were established prior to the COVID-19 pandemic. In light of recent events, we recognize that all of these goals and priorities will be viewed through the lens of the global pandemic, and we will continue to have equity, public health, and financial responsibility in mind.





CITY COUNCIL STAFF REPORT

MEETING DATE: March 24, 2021

PREPARED BY: Christina Turner, City Manager
APPROVED BY: City Manager

FEBRUARY 24, 2021 COMMUNITY-CITY COUNCIL WORKSHOP MATERIALS

RECOMMENDATION(S)

LINKS/ATTACHMENTS:

1. February 24, 2021 Community-City Council Workshop Materials (weblink)



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Broadband in Morgan Hill

Community Workshop Series #2



Tonight's Agenda



- Quick Review of First Workshop
- Introduction to Broadband Foundation in Morgan Hill
- Presentation from Charter
- Presentations from Other Providers
- Public Input, Questions, and Answers
- City Council Input, Questions, and Answers

Recap of Workshop #1



- Discussed February 3rd Outage and City Response
- Charter Presented on Services Offered and Outage Response
- Public Questions and Answers

Recap of Workshop #1



Core Questions Focused on:

- What Has City Done to Improve Broadband Services
&
- What Will Charter do to Improve System Reliability and Redundancy

What Has City Done to Improve Broadband Services?



- Essential to understand that City does not fund, own, nor regulate broadband services
- Broadband services are provided by privately-held or investor-owned companies
- City activities oriented toward working with service providers to stimulate investment and ensure that City regulations and activities support investments

What Has City Done to Improve Broadband Services?



- City activities to facilitate broadband include:
 - Developed Design Standards for telecommunications conduit
 - Approved Small Cell Design Guidelines and modified Municipal Code
 - Approved Small Cell Master License Agreement template
 - Approved Small Cell License Agreements with Verizon and Extenet
 - Approved a City of Morgan Hill Broadband Agreement with Wave Broadband

What Has City Done to Improve Broadband Services?



- City activities to facilitate broadband include (continued):
 - Approved encroachment permit and Telecommunication Shelter for Fiber Deployment to Paradise Valley
 - Approved encroachment permit for AT&T fiber upgrade for Wireless
 - Approved encroachment permits to Frontier Communications for fiber upgrades
 - Implemented Smart Home criteria in RDCS review process awarding points for projects that improved telecommunications

Broadband Background



- What is broadband?
- What wired infrastructure is present in MH
- What wireless infrastructure is present in MH
- Who regulates broadband?
- What the City can't do
- What the City can do

Charter Communications Outage Update

Keri Askew-Bailey, Group Vice President
West Region Government Affairs



Charter Communications

Maximizing Internet Performance

Lisa Ludovici, Director Government Affairs



Maximizing Internet Speed

What is internet speed?

Internet speed refers to the rate of transferring data and is measured in megabits per second (Mbps). Your internet speed affects both the rate at which your computer can use the internet to receive information (also known as **download speed**) and to send information (also known as **upload speed**).

Maximizing Internet Speed

www.Spectrum.Net

Factors Affecting Internet Performance

- Number of people using your connection at the same time
- Your device's hardware and software
- Applications running in the background on your device
- File Sharing and Streaming applications
- Viruses/Adware/Malware: Download Security Suite
- Firewalls
- System Memory (RAM) – close unused programs

Maximizing Internet Speed

Check Hardware Compatibility on Spectrum.net

Recommended Modems

Select an option below to view all modems authorized for the applicable speed.

Approved for Spectrum Internet tiers up to 1G	▼
Approved for Spectrum Internet tiers up to 400Mbps	▼
Approved for Spectrum Internet tiers up to 300Mbps	▼
Approved for Spectrum Internet tiers up to 100Mbps	▼
Approved for Spectrum Internet tiers up to 60Mbps	▼
Minimally Qualified Modems	▼

Maximizing Internet Speed

What internet speed is required for your activities?

Recommended internet speeds for third-party products and services depend on the type and number of devices you're using.

We recommend the following speeds for common online services and activities:

Download Speed

- 1-6 Mbps for video conferencing
- 3-4 Mbps for smart home devices
- 4-10 Mbps for online gaming
- 5-15 Mbps for streaming video

Upload Speed

- 1-6 Mbps for video conferencing
- 3-4 Mbps for smart home devices
- 5-8 Mbps for posting videos

If you need more details specific to the third-party product or service you intend to use, refer to the service's documentation or support site

Maximizing Wireless Speed

Maximizing Your WiFi Speeds

Your internet and WiFi experience can be affected by several factors, and there are several things you can do to get the best out of your service:



[View Recommended Modems](#)

In order to get the most out of your Spectrum Internet, you'll need a modem that is authorized for the speed tier you've signed up for.

- Place your modem and WiFi router in a central location.
- Avoid signal blockers, such as baby monitors, wireless headphones, microwaves, etc.
- Place your router away from obstructions such as cabinets, windows, etc.
- Periodically reboot your modem and router.
- Your router has two different settings. If network speed is your priority, 5 GHz performs better than 2.4 GHz. If wireless range is your priority, 2.4 GHz performs better than 5 GHz.

Internet Troubleshooting

1. Reset your equipment
(www.spectrum.net)
2. Reboot your equipment
3. Restart your device

Contact us

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- Chat: www.spectrum.com or www.spectrum.net
- Visit our Gilroy store at the Gilroy Crossing shopping mall:
6845 Camino Arroyo, Suite 40
Gilroy

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Thank you!

 @CharterGov

 /CharterGov

Charter
COMMUNICATIONS

Comments, Questions and Answers

- Community members
- City Council

Workshop #3



- Wednesday, April 28, 7 pm
- Items Planned
 - Presentations from Bullet Wireless and Joint Venture Silicon Valley (invited)
 - Focus on Actions Customers Can Take to Improve Service



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Charter
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Broadband workshop Outline

Call to order - Rich

Roll call – Michelle

Declaration of Posting – Michelle

Summary of Agenda: Christina

Presentation: Tony

(includes broadband providers)

Invite community to speak: Rich

- Limit time depending on number of speakers

Invite Council to comment: Rich

- 5 Minutes each

Public Comment – Items not on agenda: Rich

- As a reminder, we would like the community to speak on their own behalf and will not allow ceding of time.

Adjournment: Rich



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WORKSHOP
AGENDA DATE: 03/24/2021
SUPPLEMENT # 1



Legal Department
Alex Leupp
201 Spear Street, 7th Floor
San Francisco, CA 94105
Phone: 415-228-1746
Email: alex.leupp@verizon.com

March 23, 2021

Via email—
Mr. John Lang
Economic Development Manager
City of Morgan Hill
17575 Peak Avenue
Morgan Hill, CA 95037

Re: February 3, 2021 Fiber Cut and Outage

Dear John,

On February 3, 2021 at approximately 11:00AM, a Charter Communications ("Charter") contractor struck a Charter fiber line that resulted in a citywide outage for Charter customers. Because Verizon relies on Charter's fiber network for a portion of its wireless service backhaul in the area, the fiber outage resulted in several Verizon wireless facilities in the area inoperable, impacting many Verizon Wireless customers in the community. Within 30 minutes of becoming aware of the issue at our facilities, we identified the cause of the outage, and immediately contacted Charter to initiate repairs. Within 12 hours of the initial fiber cut and immediately upon charter's completion of its repairs to the fiber network, all seven affected Verizon facilities were back online.

Verizon takes the reliability of its network extremely seriously, and any outage or interruption to our service—no matter how small or brief is unacceptable, as we consider our wireless network to be the most reliable and to provide the best coverage of any wireless carrier. Verizon was not responsible for this particular outage, but we are responsible to our customers, and going forward, we are committed to preventing similar outages, regardless of their origin. We have already initiated the process of implementing network redundancy by adding a secondary backhaul circuit to our Morgan Hill hub, and hope to begin construction within six weeks.

As this unfortunate event has demonstrated, communications infrastructure is essential infrastructure. Verizon spends between 17 and 18 billion dollars

annually nationwide on capital investments in our network just to keep up with the massive growth in demand for connectivity. Building a faster, more reliable wireless network for our customers is a job that is never finished, and we look forward to working with the City of Morgan Hill to deploy more of this critical infrastructure in 2021 and beyond.

Sincerely,

A handwritten signature in black ink, appearing to read 'Alex M. Leupp', with a stylized, flowing script.

Alex M. Leupp
Executive Director, Local Government & External Affairs

cc: Christina Turner, City Manager