

**Notice of Public Meeting of the
Technology Advisory Board
Meeting Minutes
Monday, October 16, 2017. 5:30 P.M.
City Hall, 9101 Bonita Beach Rd.
Bonita Springs, Florida 34135**

		<u>TIME</u>	<u>INFO</u>	<u>DISCUSSION</u>	<u>ACTION</u>
I.	MEETING CALL TO ORDER	5:37			X
II.	ROLL CALL	5:35			X
	Present: Tim Deaton Jim Kauffman Vince Marchesani				
	Staff: Mike Gibson Jose Duran				
	Absent: Carlene Harrison John Poldoian Jane Hess Ike Lichtenstein				
III.	PUBLIC COMMENT	5:40			
	No Public Comments.				
IV.	MINUTES OF AUGUST 21, 2017	5:45			
	<i>Mr. Deaton asked for a motion to accept the minutes as amended above; all in favor, motion passed unanimously.</i>				
V.	COUNCIL LIAISON ITEMS	6:50			X

Mr. Gibson reported that the challenge after the storm was communication. One suggestion was having a local radio station broadcast information, which they did for two days after the storm, then they went back to normal broadcasting. Mr. Gibson stated they considered having a special broadcast just for the City of Bonita Springs.

Mr. Marchesani asked if the city had a crisis management team and a crisis management plan. Mr. Kauffman replied they do have a crisis management team because he was there with them for six days at Fire Station 4 which is the Emergency Operations Center (EOC) for South Lee County. Mr. Marchesani asked if they had one at City Hall. Mr. Kauffman explained, they don't operate at City Hall, they evacuate to the South Lee County EOC, which is at the fire station. Mr. Kauffman explained that when the EOC is activated, a joint command structure is established made up of law enforcement, the fire district and the City. The City Manager, Assistant City Manager and Director of Communications were there representing the city. All communications to citizens came out from a single source representing Law Enforcement, Fire-Rescue services the City and BSU. Mr. Kauffman stated he was very pleased with how it went and observed that the best you can do is to have those who understand most about what a community needs

and how a community functions, use their collaborative expertise to make decisions as the data continually rolls through the doors.

The Committee discussed problems that occurred during the hurricane to impede communications. Bonita Springs Fire Station 4 functioned as the EOC for Southwest Lee County.

- Of three layers of county-based radio communication, two failed during the hurricane
The telephone lines that connected the county radio site in Bonita to other county sites failed
- The county's radio site at the Race Track site lost power and the generator failed to start.
- CenturyLink lost almost all their facilities and failed completely
 - The roof blew off one of CenturyLink's substations.
 - Fiber stayed up; CenturyLink's copper lines failed. Broadband-based Voice over IP phones worked.
 - The EOC was able to maintain internet because they had Comcast with failover to FPL fiber – two sources of internet connectivity.

Mr. Kauffman commented that contingency plans often relied on copper lines wired directly to a telephone central office as a suitable backup topology. Yet the only thing to survive Irma was broadband. In Mr. Kauffman's opinion, the copper-based PSTN (public switched telephone network) is not suitably fault tolerant. Mr. Duran added that fiber is the way to go, as it is relatively impervious to water.

Mr. Marchesani commented he was impressed with Bonita Springs Utilities. BSU went over to auxiliary generation power 6 hours before the storm hit, so when citizens turned on their faucets, they had water. BSU has thirty-three wells. No one in Bonita Springs lost water.

The Committee discussed communication procedures during a natural disaster:

- When the power goes out there has to be somebody assigned to communication
 - In a community
 - Assign a street captain, someone to execute the plan.
 - Take note of community members with special needs.
 - Have a plan on paper
 - Run exercises on executing the plan every couple years; this can be a table top exercise
 - There has to be a scribe
 - Write down everything that happens each day
 - Have a "post mortem" - what went wrong and document it
 - Challenges
 - Who is going to do it
 - How do you know it's getting done.
 - Level of participation varies in each community
 - Physical demands of the disaster
 - Exercises are expensive, it takes people away from doing their jobs

Mr. Gibson, stated the hardest part was getting the word out. After the second storm, communities were left without power, flooding, trees down everywhere. Mr. Gibson recommended the following:

- Dedicated radio station
- Emergency page on the City web site
- "One Call" feature used by the schools, message goes out voice mail and text.

Mr. Kauffman commented that much depends on being able to access the internet. During Irma, internet access – especially wireless internet – was spotty. Text messages are good because in overloaded systems, text takes less data. The reality is that during a disaster, communication often fails completely. Mr. Kauffman said the idea to have an emergency broadcast station is good. Mr. Deaton commented that he got his information via radio because WINK was broadcasting.

The Committee discussed a city owned radio station

- Problems discussed:
 - Lack of wattage; power restrained area
 - Finding a spot for the antennae
 - The cost
- Ideas discussed:
 - Find out what other municipalities have
 - Piggy back on another broadcast station
 - Look into getting a contract or agreement with one or more existing stations to fulfill a role during times of emergency.
 - Use existing infrastructure through cooperative agreements
 - FGCU (Lee County uses it and there is already history of having space on that tower)
 - Race Track Tower

The Committee discussed other fault tolerant communication options:

- The Committee discussed the benefits of CB radio:
 - CB radio operators maintain communication all the time.
 - CB radios are cheap
 - CB is one of the most robust fault resistant systems
- Tower
 - With point to point repeaters that could broadcast Wi-Fi from one building to another.
 - Capability to interconnect buildings and other locations, if needed.
- Walkie Talkies for individuals
 - Walkie Talkies have a respectable 5 watt output limit.
- Zello
 - But it requires cellular service
- VHF
 - Lee County has a network of VHF radios that does not depend on a repeater infrastructure to work.

Mr. Kauffman stated, from a governance and budgeting standpoint, **they** have a short window of opportunity to talk to those who make those budget decisions on how money might be placed to execute these safety provisions. Take the lessons learned and transfer those lessons into two or three projects that speak directly to what they have encountered.

Mr. Marchesani recommended asking other communities outside this area what they have done. Ask the pros and cons.

Mr. Kauffman stated some municipalities negotiate with broadband providers to provide broadband to government and schools for free when the provider applies for the permit to lay cable. If there is a way give the City this benefit through moral suasion or some type of ordinance, the City would be in a much better position to do what other cities do. The City may not have any legal recourse, but may want to use moral suasion on existing providers and say these are things we have identified as detrimental to public safety.

Mr. Kauffman made a motion that the committee as a board investigate the technology and practicality of establishing an emergency broadcast network, Mr. Deaton seconded, motion passed unanimously.

Mr. Kauffman asked the Committee to bring an emergency communication plan for discussion next meeting.

VI.	STAFF INFO & UPDATES	7:00	X	X
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Mr. Kauffman asked Mr. Duran if the Committee has money for the projects discussed in this meeting. Mr. Duran replied no. Councilman Gibson said that the current budget has been set up differently this fiscal year, instead of each department having its own money, the money will be in one pool and if someone needs something, they can go to Council and ask.

VII.	NEW BUSINESS	7:15		X
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Mr. Deaton wanted to thank the responsible party for fixing the two nasty spots on Old 41, north of the roundabout near east Terry Street, they got those spots fixed and did a good job.

Mr. Deaton asked if anyone could tell him what the bike markings are. Councilman Gibson explained they mean “share the road”, bicycles are allowed on the road.

Mr. Deaton voiced his concern that Century Link is not delivering what they’re telling customers they’ll deliver. Century Link is advertising 40/20/12, his customers are lucky if they’re getting 10, most customers are getting 7. Most people are having trouble uploading. This is in various neighborhoods. Mr. Deaton asked if the Committee has any responsibility to see if there is something that can be done; do we have a responsibility to recommend to the public what they should do. Mr. Deaton said after the third time calling, they’ll send someone out. Mr. Deaton explained that the majority of his customers are 70 to 85 years old. They call because they’re computer is slow, it’s not their computer. When they call Century Link, they are put on hold and then get a technical explanation they do not understand.

Mr. Kauffman replied that Century Link is a state-regulated utility and that they serve City Council. If City Council decides they want to the Committee play an advocacy role, we could perform that role. Mr. Kauffman said that it’s important to first determine the facts and how widespread the problem is.

Mr. Duran reported the City has two regular POTS lines at the Rec Center that are used for fire alarms. Both have been out since the hurricane. Mr. Kauffman said this is obviously a public safety issue. The fire code requires that commercial fire alarm systems be connected to an alarm monitoring service using two POTs lines for redundancy. If CenturyLink is not fulfilling their obligation as a utility to provide service, it should be escalated within CenturyLink or reported to state utilities regulators – although, in his opinion, telcos generally respond to these issues if escalated internally.

He added, “There are still plenty of people who depend on landlines and when a telco is deficient in supporting their infrastructure, it’s not only unconscionable, but non-compliant with state regulations.” Mr. Kauffman thinks we have a duty to act as a municipality if telco services compromise life safety.

The committee decided to put Century Link issues on the agenda for next meeting.

VIII.	OLD BUSINESS	7:30		X
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A. Post Hurricane Communication

IX. NEXT MEETING, November 20, 2017

X

Next meeting changed to November 13, 2017.

X: ADJOURNMENT

X

Respectfully submitted,

Nadine Chiaramonte
Nadine Chiaramonte, Office Assistant

APPROVED

TECHNOLOGY ADVISORY BOARD:

Date: 3.19.18

AUTHENTICATED:

Jim Kauffman
Jim Kauffman, Chairman

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