Agenda

**City of Lucas
Technology Committee Meeting
April 9, 2019
7:00 PM
City Hall - 665 Country Club Road – Lucas, Texas**

Notice is hereby given that a meeting of the Technology Committee will be held on Tuesday, April 9, 2019 at 7:00 pm at Lucas City Hall, located at 665 Country Club Road, Lucas, Texas 75002-7651 at which time the following agenda will be discussed.

Call to Order

- Roll Call
- Determination of Quorum
- Reminder to turn off or silence cell phones
- Pledge of Allegiance

Citizen Input & Open Discussion

The Citizen Input portion of the agenda is an opportunity for the public to address the Technology Committee on any subject. By completing a "Request to Speak" form and submitting to the City Secretary, citizens have an opportunity to speak at the Technology Committee meeting.

1.　Citizen Input & Open Discussion **(Technology Committee Chairman Paul Rathgeb)**
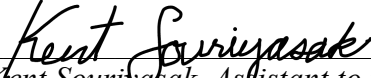
Regular Agenda

2.　Consider approving the minutes of the March 12, 2019 Technology Committee meeting. **(Technology Committee Chairman Paul Rathgeb)**

3.　Consider periodic presentations to the City Council. **(City Manager Joni Clarke)**

4.　Consider moving the May 14, 2019 Technology Committee meeting. **(Assistant to the City Manager Kent Souriyasak)**

5.　Discuss a coverage map of Frontier internet service. **(Technology Committee Member Dennis Scully)**

6.　Discuss communication efforts in the community, data collection, speed test options, and improvements for a communication website. **(Technology Committee Member Mark Skaggs)**

7.　Provide an update on the webpage application to collect data on internet speed and mapping. **(City I.T. Consultant Bill Baxter)**

8.　Discuss establishing task leaders and responsibilities for problem data gathering and analysis, demographic gathering and analysis, and universe of possible solutions. **(Technology Committee Chairman Paul Rathgeb)**

9.　Adjournment.

Certification

I do hereby certify that the above notice was posted in accordance with the Texas Open Meetings Act on the bulletin board at Lucas City Hall, 665 Country Club Road, Lucas, TX 75002 and on the City's website at www.lucastexas.us on or before 5:00 p.m. on April 5, 2019.

Kent Souriyasak, Assistant to the City Manager

In compliance with the American with Disabilities Act, the City of Lucas will provide for reasonable accommodations for persons attending public meetings at City Hall. Requests for accommodations or interpretive services should be directed to Kent Souriyasak at 972-912-1213 or by email at kent@lucastexas.us at least 48 hours prior to the meeting.

City of Lucas
Technology Committee Request
April 9, 2019

Requester: Technology Committee Chairman Paul Rathgeb

Agenda Item Request

Citizen Input & Open Discussion

Background Information

NA

Attachments/Supporting Documentation

NA

Budget/Financial Impact

NA

Recommendation

NA

Motion

NA

City of Lucas
Technology Committee Request
April 9, 2019

Requester: Technology Committee Chairman Paul Rathgeb

Agenda Item Request

Consider approving the minutes of the March 12, 2019 Technology Committee meeting.

Background Information

NA

Attachments/Supporting Documentation

1.   Minutes of the March 12, 2019 Technology Committee meeting

Budget/Financial Impact

NA

Recommendation

NA

Motion

I make a motion to approve the minutes of the March 12, 2019 Technology Committee meeting.

City of Lucas
Technology Committee
Regular Meeting
March 12, 2019
7:00 PM
City Hall – 665 Country Club Road – Lucas, Texas
MINUTES

Call to Order

Chairman Paul Rathgeb called the meeting to order at 7:00 pm. It was determined that a quorum was present.

Committee Members Present:
Chairman Paul Rathgeb
Member Mark Skaggs
Member George Brody
Member Dennis Scully

Committee Members Absent:
Vice Chairman Trey Sleeper

City Staff Present:
City Manager Joni Clarke
Special Projects Coordinator Kent Souriyasak
Bill Baxter, City IT Consultant

City Council Liaison Present:
Councilmember Debbie Fisher

Regular Agenda

1.   **Citizen Input.**

Bill Esposito, 13 North Star, lives in Lakeview Estates located at Lakeview Drive and Christian Lane. Mr. Esposito is concerned about unreliability and slow internet and would like increased bandwidth, preferably a fiber or cable solution. Mr. Esposito works from home and having reliable internet is important. Mr. Esposito currently has Rise Broadband and uses line of site to radio tower. AT&T is a provider in this area, but Mr. Esposito could not make it work because it is too far from the hub. Mr. Esposito indicated HughesNet could not provide VPN, which is essential when you work from home, and offered to help the Committee.

Russell Guzman, 12 Rollingwood Drive, discussed which entities are responsible for the internet infrastructure. Mr. Guzman would like the City to play a role and explained he currently receives telephone service from AT&T and internet from HughesNet. Mr. Guzman shared that daughter needs internet to access school data for homework from Willow Springs. Mr. Guzman indicated that when it rains, the water interferes with telephone service from AT&T. Mr. Guzman also indicated that there is fiber on Rollingwood, and AT&T was not willing to provide him with service.

Chuck Vavra, 15 North Star, indicated that he is a Geologist and runs a consulting business from home. Mr. Vavra has very large reports and subscribes to Rise Broadband, but Rise Broadband's customer service is not adequate. Mr. Vavra lives adjacent to USACE land and had to remove a tree to connect to the Winningkoff Tower because there are trees on USACE land interfering with line

of sight. The speed is inadequate, and Mr. Vavra has difficulty uploading reports for clients. Mr. Vavra indicated that AT&T telephone is terrible and the VOIP option is not adequate. Mr. Vavra believes that our community has many people that are working at home.

Russ Edwards, 655 Stallion Drive, surveyed his neighborhood and found results all over, and that there was a lot of diversity with AT&T and Rise. Mr. Edwards has Rise Broadband and pays $50 a month for 20 MB. Mr. Edwards is willing to represent his neighborhood.

Nick Knize, 1001 Stansted Manor Drive, relocated from Rockwall and is new to Lucas. Mr. Knize works at home as a software developer and uses Rise Broadband which has stable network. Mr. Knize indicated that Suddenlink is doing a site survey and will provide a bid to extend a node costing approximately $10,000, but the closest one is about a mile. Mr. Knize also indicated that if a request for a site survey is made to Spectrum and AT&T, they will have to pitch a business case to see if it is profitable. Suddenlink has taken an interest and we need enough voices to help make our case. Some counties have agreements that may help extend nodes to areas with coverage issues.

2.   **Consider approving the minutes of the January 24, 2019 Technology Committee meeting.**

MOTION: A motion was made by Committee Member Mark Skaggs, seconded by Committee Member George Brody to approve the minutes of the January 24, 2109 Technology Committee. The motion passed unanimously by a 4 to 0 vote.

3.   **Provide update on communication efforts.**

Committee Member Mark Skaggs indicated that the meeting notice was posted on Nextdoor and has been trying to share information with homeowner associations. Committee Member Skaggs explained we are on the committee because we have experienced the same issues. Committee Member Skaggs shared that he lives in Claremont Springs and is working on mapping and will be posting this information to the website.

4.   **Provide further insight into the results of the 2018 Technology and Communication Survey.**

Committee Member Mark Skaggs re-evaluated the data from the survey that the City administered last fall and categorized the comments. Committee Member Skaggs looked at satisfaction by zone and evaluated patterns, indicating that Zone 4 has the best ratio of satisfaction to dissatisfaction. The survey data shows a shift from dissatisfaction to satisfaction between 20 MB and 100 MB. Delivery mechanism concluded that fiber was linked to satisfaction. Committee Member Skaggs highlighted the providers with AT&T, Rise and Frontier serving 84.9% of the service in the City.

Bill Esposito, 13 North Star, asked do we have any leverage, and will they give us a map?

Committee Member Skaggs responded no.

Councilmember Fisher explained that property owners are giving individual easements.

Mr. Esposito indicated we need a heat map.

5.   **Consider exploring opportunities to steer interest from Verizon for 5G Home service.**

Committee Member Dennis Scully explained that he works with Verizon which rolled out 5G Home but unfortunately, they have not provided any information and it is in six different cities now. Committee Member Scully indicated that we are not alone in our internet challenges and that 5G Home is expensive. Committee Member Scully is hopeful that he will have additional information at the next meeting. It may not be a solution today, but it is a possibility.

Russ Edwards, 655 Stallion Drive, shared one of the key things about the 5G Home is that we will see mobile devices this first half that support higher speeds. 5G Home probably will not be here until the second half. Mr. Edwards indicated we need a network.

Councilmember Fisher confirmed that this type of technology is regulated by state law.

The Committee discussed how we can we be friendly to internet service providers.

Russell Guzman, 12 Rollingwood Drive, asked what the City has for its telephone service?

Councilmember Fisher responded that the City uses Grande.

NOTE: Committee Charmain Paul Rathgeb MOVED item 7 before item 6.

7.   Consider adding Speedtest Custom by Ookla to the Technology Committee webpage on the City website in order to objectively gather information on actual internet speeds that residents are experiencing from providers.

The Committee discussed a website that was developed by a citizen and would process location and speed information.

MOTION: A motion was made by Committee Member Mark Skaggs, seconded by Committee Chairman Paul Rathgeb to add a speed test to the Technology Committee webpage on the City's website to collect data on actual internet speeds from residents with proper security, privacy and location information. The motion passed unanimously by a 4 to 0 vote.

NOTE: Committee Charmain Paul Rathgeb MOVED item 8 before item 6.

8.   Consider a strategic plan to pursue internet solutions and improve resident satisfaction.

Committee Chairman Paul Rathgeb explained that the Committee needs more specific information to internet service providers to determine if they can provide service. The Technology Committee's role is to provide recommendations to the Lucas City Council. There is a need to define the problem and get the detailed information. The Technology Committee needs to evaluate the opportunities for internet service providers to invest in our community. We need to be able to demonstrate that our community is a worthwhile investment. We must build our case and we also need to figure out what our solutions are, and it will probably not be a one size fits all. We should explore universal solutions and figure out if there are gaps, how we can fill them and present that information to potential internet service providers. We may need to consider a future bond proposal and hold an election. Once we have all this information, we will present it to the City Council.

6.   Consider assigning responsibilities to committee members in order to collect and manage information.

Committee Chairman Paul Rathgeb discussed the following areas of responsibility:
- Collecting and managing information/communication effort
- Leadership of identifying the problem
- Probable solutions and lead this effort

Committee Member Mark Skaggs volunteered to collect and manage information/communication efforts.

The Technology Committee will place this item on the April agenda to discuss specific assignments.

Committee Chairman Rathgeb asked those citizens in attendance to send the Technology Committee an e-mail if you want to help with any of these efforts. We need help, so the more people that are interested, please let the Committee know.

The Technology Committee discussed having a booth at Founders Day and City staff will assist with this endeavor.

Russell Guzman, 12 Rollingwood Drive, asked about T-1 lines and Committee Member Skaggs responded that he had some information.

The Committee discussed mailers and using the newsletter to get out information. Committee Member Skaggs and Special Projects Coordinator Kent Souriyasak agreed to work on a mailer.

Michael King, 1200 Bloom Street, indicated that whether a citizen is satisfied or dissatisfied doesn't mean that they are indifferent about improvements. Satisfied doesn't mean you are not interested. Mr. King also indicated that it was not an option to use TV via internet because of internet deficiencies.

MOTION: A motion was made by Committee Chairman Paul Rathgeb, seconded by Committee Member George Brody to have Committee Member Mark Skaggs and Special Projects Coordinator Kent Souriyasak work on preparing mailing inserts and assist in preparing a booth at Founders Day. The motion passed unanimously by a 4 to 0 vote.

9.   Adjournment.

MOTION: A motion was made by Committee Member George Brody, seconded by Committee Member Mark Skaggs to adjourn the meeting at 8:17 pm. The motion passed unanimously by a 4 to 0 vote.

_____   _____
Paul Rathgeb, Chairman   Joni Clarke, City Manager

City of Lucas
Technology Committee Request
April 9, 2019

Requester: City Manager Joni Clarke

Agenda Item Request

Consider periodic presentations to the City Council.

Background Information

The City Council has expressed interest in receiving periodic updates regarding the actions and communication efforts of the Technology Committee. After each Committee meeting, City Manager Joni Clarke will provide an update in the weekly Council Communication letter informing the City Council of the Committee's intended plans and actions. The Technology Committee should consider giving presentation updates at future City Council meetings that would also help inform the City Council of the Committee's planning and communication efforts to improve internet service throughout the City.

Attachments/Supporting Documentation

NA

Budget/Financial Impact

NA

Recommendation

NA

Motion

NA

City of Lucas
Technology Committee Request
April 9, 2019

Requester: Assistant to the City Manager Kent Souriyasak

Agenda Item Request

Consider moving the May 14, 2019 Technology Committee meeting.

Background Information

City Staff has reached out to City Attorney Joe Gorfida about the Technology Committee facilitating open discussion in regard to the Open Meetings Act. City Attorney Joe Gorfida has agreed to attend the next Technology Committee meeting to provide legislative updates on the Open Meetings Act, specifically, regarding informal or social meetings and meetings of less than a quorum. City Attorney Joe Gorfida will also provide insight on experience in negotiating contracts for the implementation of 5G at other cities in the Dallas-Fort Worth metroplex.

Due to scheduling conflicts, City Attorney Joe Gorfida will not be able to attend the Technology Committee meeting on Tuesday, May 14, 2019. Referenced below is a list of proposed dates to move the May 14, 2019 meeting:

- Wednesday, May 8, 2019, at 7 pm
- Wednesday, May 29, 2019, at 7 pm
- Thursday, May 30, 2019, at 7 pm

Attachments/Supporting Documentation

NA

Budget/Financial Impact

NA

Recommendation

City Staff recommends moving the May 14, 2019 Technology Committee meeting.

Motion

I make a motion to approve/deny moving the May 14, 2019 Technology Committee meeting to
_____.

City of Lucas
Technology Committee Request
April 9, 2019

Requester: Technology Committee Member Dennis Scully

Agenda Item Request

Discuss a coverage map of Frontier internet service.

Background Information

In an effort to collect data on internet service that is available at each residential address, Technology Committee Member Dennis Scully has been working with Frontier Communications to develop a coverage map of where Frontier internet service is located throughout the City. Committee Member Scully has also reached out to a Frontier Communications representative to request a detailed coverage map of where FiOS and copper is available in order to forecast how residential service will be improved through potential upgrading of network infrastructure.

Attachments/Supporting Documentation

1.   Frontier Coverage Map

Budget/Financial Impact

NA

Recommendation

NA

Motion

There is no motion required, this is a discussion only.

City of Lucas
Street Map

Collin County

Fairview

Allen

Lucas

Saint Paul

Wylie

Parker

LEGEND

Roads

— Paved
-- Rock
— Dirt
— Urban
— Private
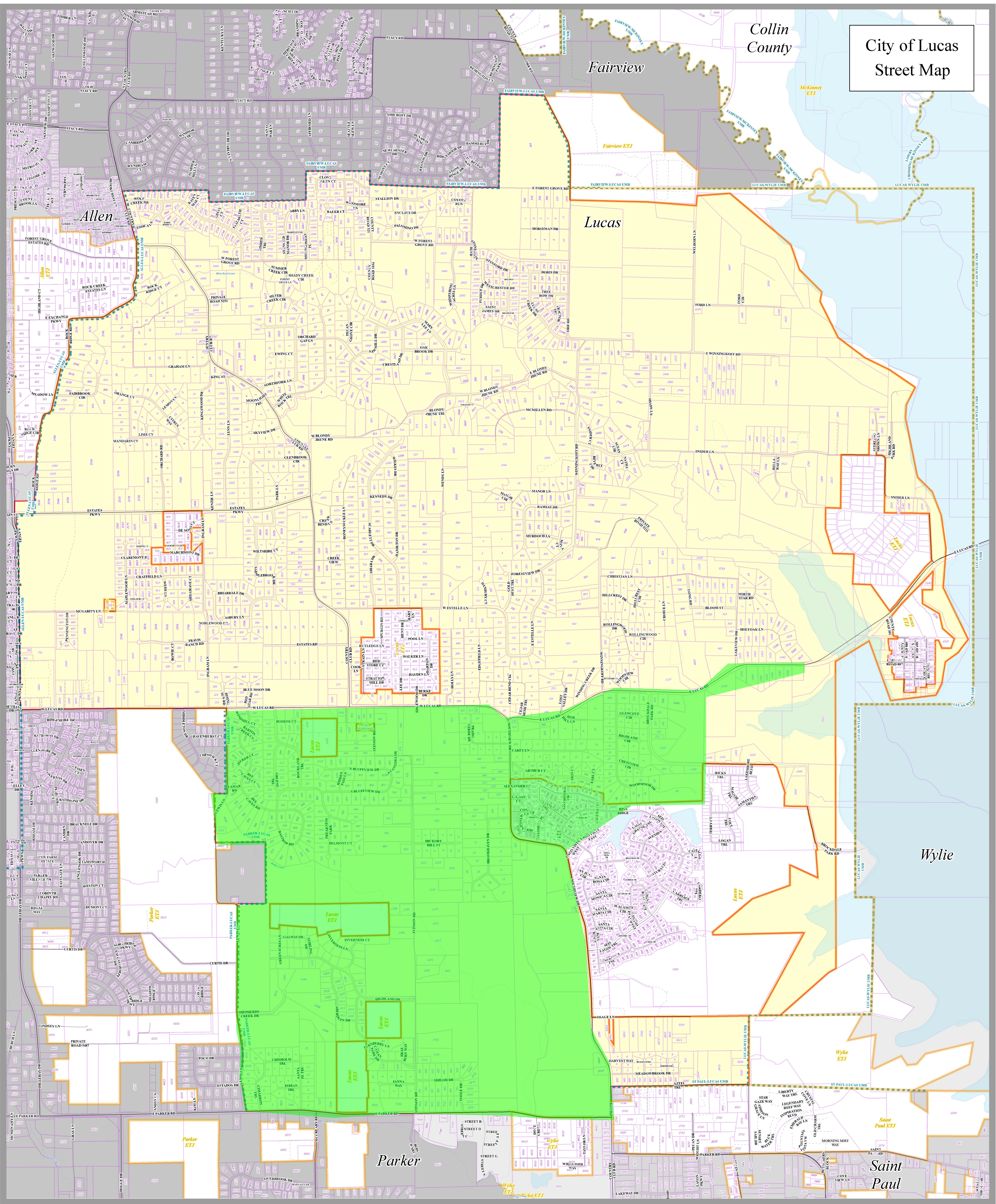
☐ CITY OF LUCAS

☐ Unincorporated

···· Agreed Ultimate Mutual Boundaries

0 — 0.5
Miles

N
W E
S
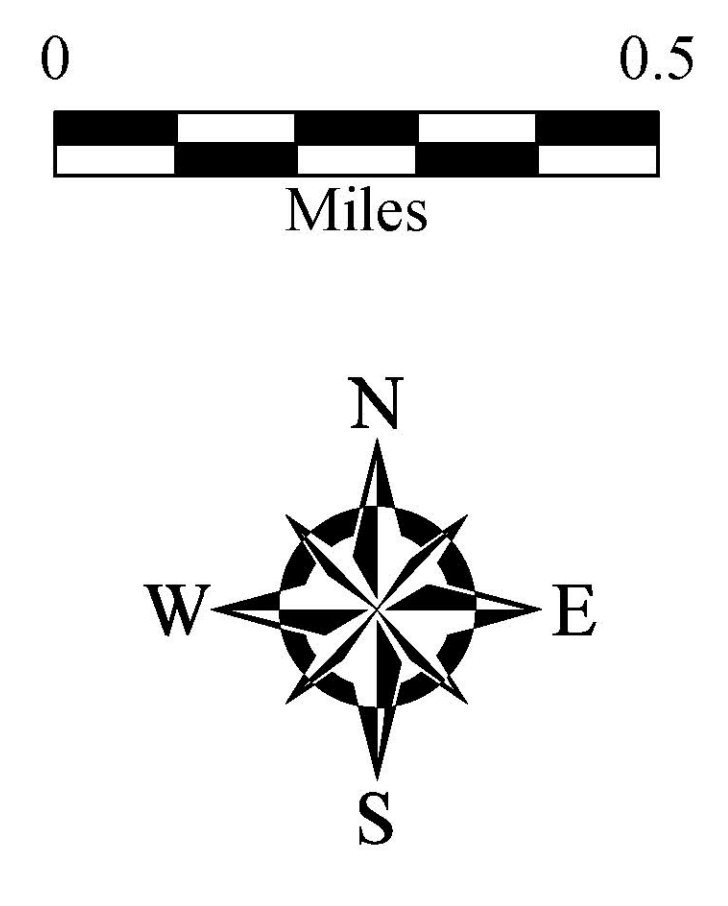
Source data compiled from Collin County GIS databases, aerial photography (2009), digital data from cities, and various maps throughout Collin County.

This map is a graphic representation of Collin County and should only be used for illustrative purposes. In no way should this map be used to settle any boundary dispute or locational conflict.

July 9, 2014

City of Lucas
Technology Committee Request
April 9, 2019

Requester: Technology Committee Member Mark Skaggs

Agenda Item Request

Discuss communication efforts in the community, data collection, speed test options, and improvements for a communication website.

Background Information

At the January 24, 2019 Technology Committee meeting, the Committee discussed various ways of reaching out to Lucas residents and encouraging them to attend meetings. The purpose of the community outreach is to acquire more feedback and information regarding internet service for each residential area.

Technology Committee Member Mark Skaggs volunteered to reach out to the community in order to encourage residents to attend meetings. Committee Member Skaggs has been working on a variety of communication efforts in the community which includes a website (www.lucasbroadband.com) to share and collect information from Lucas citizens.

At the March 12, 2019 Technology Committee meeting, the Committee discussed speed test options for gathering community data. There are different options in terms of costs, benefits, security, ease of maintenance, and collecting data and servers. An example of a speed test option can be found at: http://lucasbroadband.speedtestcustom.com/

Attachments/Supporting Documentation

NA

Budget/Financial Impact

NA

Recommendation

NA

Motion

There is no motion required, this is a discussion only.

City of Lucas
Technology Committee Request
April 9, 2019

Requester: City I.T. Consultant Bill Baxter

Agenda Item Request

Provide an update on the webpage application to collect data on internet speed and mapping.

Background Information

At the Technology Committee meeting on March 12, 2019, the Technology Committee discussed adding a speed test to the Technology Committee webpage on the City website in order to objectively gather information on actual internet speeds that residents are experiencing from providers. The Committee unanimously passed a motion to approve adding a speed test to the Technology Committee webpage on the City website to collect data on actual internet speeds from residents with proper security, privacy, and location information.

City I.T. Consultant Bill Baxter has offered to donate resources to the City in order to build a securely protected speed and mapping application that will be linked from the Technology Committee webpage on the City website. The core coding and database has been provided and the Baxter I.T. development team is working to redevelop the application with security, mapping, and reporting.

The internet speed and mapping application will include the following features:

Security
- GEO fencing are blocked (all countries except the United States)
- IP address whitelisting for administrator access (locked down to only administrators)
- Cloud firewall
- 2FA authentication (available)

Maintenance
- Hosted on U.S. servers
- Maintenance provided by Baxter I.T.

Attachments/Supporting Documentation

NA

Budget/Financial Impact

NA

City of Lucas
Technology Committee Request
April 9, 2019

Recommendation

NA

Motion

There is no motion required, this is an update only.

City of Lucas
Technology Committee Request
April 9, 2019

Requester: Technology Committee Chairman Paul Rathgeb

Agenda Item Request

Discuss establishing task leaders and responsibilities for problem data gathering and analysis, demographic gathering and analysis, and universe of possible solutions.

Background Information

At the Technology Committee meeting on March 12, 2019, Committee Chair Paul Rathgeb discussed the below-referenced plan for improving internet service:

1. Identify the problem
2. Quantify the opportunity
3. Universe of solutions
4. Know the gap
5. Close the gap
6. Propose recommended solutions

Committee Chair Rathgeb also discussed areas of responsibility that include collecting and managing information/communication effort, leadership of identifying the problem, and probable solutions to lead the effort. The Committee decided to place this discussion item on the meeting agenda for April 9, 2019, to further discuss specific assignments.

The Committee should consider establishing task leaders and responsibilities to drive forward the following initiatives:

- **Problem Data Gathering and Analysis:** With respect to the information from residents through various means (e.g. email, post, web site), the leader of this task is responsible for managing collected data, analyzing the data, and preparing useful and compelling reports, charts, maps, etc., to fully characterize the location and extent of internet service problems within Lucas.

- **Demographic Gathering and Analysis:** This task leader will work with City Staff to collect demographic information that characterizes the City. This information should demonstrate our property valuation, population growth, length of residency, income, education, and other factors. This information should be practical and possible, and shown geographically as an overlay of the material developed by the Data Gathering and Analysis Task Leader.

City of Lucas
Technology Committee Request
April 9, 2019

- **Universe of Possible Solutions:** Using information developed by the Data Gathering and Analysis Task Leader and the Demographic Gathering and Analysis Task Leader, this task leader will develop a portfolio of possible and potential solutions to improve internet service quality to the distressed areas. This role is not authorized to pursue any solution, and is authorized to gather information identifying possibilities, exclusively.

Attachments/Supporting Documentation

NA

Budget/Financial Impact

NA

Recommendation

NA

Motion

There is no motion required, this is a discussion only.