

**CITY OF FRANKLIN
TECHNOLOGY COMMISSION MEETING MINUTES
APRIL 29, 2020**

- I. The April 29, 2020 Technology Commission Meeting was called to order at 6:02 p.m. in the Common Council Chambers of Franklin City Hall by Chair Meade.

IT Director Jim Matelski took roll call; a quorum was present. Members present were Meade, Alderman Mayer, Strowig, Webler, Galusha, Surana, and Farney (all members attended remotely via a Zoom Meeting link). Members Meier, Brandt, and Kaur were excused. Also in attendance was IT Director Jim Matelski.

- II. Citizen Comment Period – No citizens were present.

- III. Review and approval of the March 4, 2020 Meeting Minutes.

Motion made by Member Webler and seconded by Member Meade to approve the March 4, 2020 meeting minutes as submitted. Upon vote, Ayes-All, motion carried.

- IV. Email Spam & Malware Filtering Project

IT Director Jim Matelski presented this item to the Commission members. Discussion was held.

Motion made by Member Strowig and seconded by Member Webler to recommend using Proofpoint as the replacement email anti-spam and malware filtering service for Symantec Email Security Cloud as Proofpoint is recognized as an industry leader and will provide robust security services for a major security attack point. Upon vote, Ayes-All, motion carried.

- V. COVID-19 IT Challenges

IT Director Jim Matelski presented this item to the Commission Members. Discussion was held. Informational item only – no action taken.

- VI. Technical Issues Review

IT Director Jim Matelski informed the Commission members on the following:

- **Fiber Proposals** - The City is currently researching the possibility of using fiber connections to the main offices (City Hall campus & Police Department) instead of using legacy coax networks that have slower upload speeds and no SLA. In spite of recent bandwidth upgrades, both AT&T and Spectrum/Charter have not been doing a sufficient enough job maintaining their legacy networks, where constant periods of outage are being encountered due to the network grids being over-utilized. Network stability at Fire Station No. 3 continues to be a problem. Although considerably more expensive, fiber networks have been envisioned as the final bandwidth solution for the City.

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Synergy is working on several proposals for fiber access to the main facilities that will provide bandwidth from 200Mbps to 1GB. Everstream is a new fiber network provider for business (no residential) and is making serious headway in roads within the Franklin area, and are providing service to several major customers in the Franklin Industrial Park. Everstream is working with Engineering and Economic Development in the installation of conduit in newly planned development areas, where fiber can be added to the location extremely quickly. The vendor is creating a proposal to install new fiber for government access at a cost of approximately \$231,000, which includes fiber going from the Police Department to the Franklin High School for access to the School District's video cameras. The vendor is offering a 36-month contract with no payments for the first five months, moving the payment schedule back by five months. If accepted, the fiber can be installed by October.

This would be a managed fiber solution, where the vendor is responsible for all communication, routing/routing, fiber cuts, and installation work. Many surrounding municipalities have opted to install their own privately-owned fiber or lease dark fiber, which requires specialized IT staff with significant networking experience to maintain the governmental fiber grid. Since Franklin IT does not have this foundation of internal experience, looking at a managed solution makes sense. Once the proposals have been finalized, they will be brought to the Technology Commission for review.

- **Proposal Mitel & Centrex** - The AT&T Centrex lines have a contract renewal date of 4/30/2020. The amount of recent outage being incurred by AT&T for legacy copper phone service has been considerable. The outage makes Centrex phone service very unattractive. Over the past three weeks, the DPW has encountered 5 major phone service outages, where Centrex lines were either down entirely (no dial tone) or the amount of phone static and crackling is so significant as to make conversation nearly impossible. Kevin Schlueter, the DPW Superintendent, is begging for an alternative solution. Phones have been down nearly 50% of the time at DPW.

Synergy is working on a proposal with Mitel to convert all 35-38 phones at Fire Station No. 2, Fire Station No. 3, DPW, and Water & Sewer over to VoIP phones managed from a cloud PBX. This has the advantage of permanently retiring the on-site PBX (no longer covered under warranty or supported by the vendors), in addition to eliminating the need for legacy "bell wiring". The VoIP solution would run under CAT5 cabling and over the Spectrum IP links. Note: this does bring Spectrum reliability into the equation. This would be a quick turn-key solution where the vendor builds the phones, button setup, hunt groups, call paths, auto attendants, and routing and drop ships the leased IP phones. DIDs would be ported over to Mitel and the AT&T Centrex contract cancelled. Alternatively, the City could deploy Avaya VoIP phones to the site and manage the call setup and routing completely by IT. DIDs would be pointed over to the City Hall T1s. The downside with doing the project internally is length of time to setup the equipment and PBX changes, in

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addition to the fact that if the legacy AT&T T1s went down this would impact multiple offices. Eventual migration to fiber SIP lines may be an option, but the former Director of Administration did sign a 5-year agreement for the AT&T T1s.

- **City Tourism - Site Changes** – Franklin Economic Development Director Cali Berg would like to spend time with the Technology Commission discussing planned website marketing and Tourism Commission changes to both the main Franklin website and potentially moving some of the marketing and branding to a dedicated social media site. The City has \$20,000 in available capital for 2020 changes to the web site as part of "Phase 2" changes. With the proposed changes being requested by EDC/Tourism additional funding may be possible.

VII. Director's Report on IT Operations

IT Director Jim Matelski informed the Commission members on the following:

- **Disk Space** - Disk space on the 3PAR SAN is beginning to become an issue. This is particularly true of the Exchange server, where mail store disks needed to be increased due to the massive influx of emails received because of the recent election. IT Director Matelski is working with PDS in working through some of these growth concerns. The new 2016/2019 Exchange server upgrade has to move forward prior to the November Election, especially if more email is used again as the primary ballot request mechanism. New SQL servers also need to be provisioned for BS&A and GIS projects, which also will require additional space. The first goal is to reallocate that which we already have.
- **Panic Alarms Library** - A new panic alarm controller has been installed at the Franklin Public Library and initial testing had limited success. Although the alarm was received by PD Dispatch, they were not getting any audio from the system. At least the alarm is working. Baycom is currently working with both the Library and PD Dispatch to fix all issues with the system.

VIII. Future Agenda Items.

- City of Franklin Website Phase II Updates
- Marketing & Tourism Website Integrations (Calli Berg)
- Strategic Technology Plan

IX. Next Meeting Date: Wednesday, May 13, 2020 – 6 p.m.

X. Adjournment

Motion made by Member Meade and seconded by Member Webler to adjourn the April 29, 2020 Technology Commission Meeting at approximately 7:31 p.m. Upon vote, Ayes-All, motion carried.