

**DRAFT, SUBJECT TO REVIEW, CORRECTION, AND APPROVAL  
DUNBARTON TECHNOLOGY COMMITTEE  
MEETING MINUTES**

**Date:** Monday April 27, 2015 @ 7pm

**Location:** Dunbarton Police Department Conference Room

**Committee Members Present:**

Jason Dubrow

Tom Groleau [Selectman Representative, Chairman]

Scott Kuhn [Recording Secretary]

Daniel Sklut

Ron Slocum

**Committee Members Absent:**

None

**Members of the Public Present:**

Eric Weiss

**Guests**

David Montgomery – President, Dunbarton Telephone

Chris Rand – VP, CSO, Granite State Communications

Teresa Rosenberger – President, Devine Strategies

**Meeting Opening**

The committee members and guests introduced themselves and then Tom Groleau called the meeting to order at 7:00pm.

**Previous Meeting Minutes**

Tom asked the committee if there were any questions, concerns, or discussion on the meeting minutes from the May 30<sup>th</sup> meeting. With no discussion, Daniel Sklut made a motion to accept the minutes, Jason Dubrow seconded. VOTE: All in favor. Motion Passed.

**Town Internet Service**

Chris Rand presented a service provided by Granite State Communications, GSC, which would provide Dunbarton with TV over the Internet. The service would provide eight local broadcast HD channels through a Roku set-top box. People who wish to use this service and already have a Roku can use the one that they have. Otherwise people can purchase a Roku on their own, through GSC, or may lease one through GSC. TDS provides a similar service to some towns in New Hampshire.

The service requires internet service from GSC and when TV is being viewed approximately 1.5 Mbs of Internet bandwidth is consumed. With the 3 Mbs level of service from GSC, it is possible that significant additional bandwidth usage through other connected devices could cause pixelation of the picture. Using email, Facebook, or simply looking at websites will not cause issues, but streaming video, using Netflix, or gaming on a computer, tablet or phone while watching GSC TV, could consume enough bandwidth to result in pixelation.

Teresa Rosenberger explained that due to its nature, the state regulates this service as cable TV. Due to the regulations, which Teresa provided to the committee, GSC is required to have a franchise agreement with Dunbarton in order to provide the service to residents. Such an agreement would be non-exclusive and therefore would not prevent another company from equivalently negotiating a franchise agreement with Dunbarton to provide a competing cable TV service. A typical franchise agreement requires a 3% fee paid to the town. Chris said that the 3% fee would be charged to customers and would span both the service and the set-top box, for customers that lease the box.

Jason asked about the franchise agreement and Teresa provided him with a copy of a sample agreement. Teresa could not leave that copy with the committee but indicated that she would send an electronic copy of a sample agreement to Tom. Jason indicated that he has been unable to have any additional conversations with Comcast and Teresa indicated that typically Comcast is uninterested in small communities. Ron Slocum said that he has heard that there are potential issues for Comcast as a large population of utility poles in town are not tall enough and therefore would need to be replaced. David Montgomery indicated that any company that wanted to provide cable would have to use the utility poles and that some may or may not need to be replaced.

With no further questions on the topic of GSC TV, the discussion turned to Internet service. David Montgomery assured the committee that Dunbarton Telephone is very motivated to bring improved Internet service to town. They recognize that the bandwidth options that were first made available over 10 years ago are no longer sufficient for the many devices everyone has connected now. David told the committee that Dunbarton Telephone has worked with a firm to engineer a fiber optic rollout to the town. They have the design completed and have an estimated cost of \$5 million to complete the project. Since Dunbarton Telephone is unable to afford this on their own, the company is in the final stages of securing a government loan to assist them in the project. Dunbarton Telephone will not obtain any additional revenue as a result of the project. The three pricing tiers for the fiber optic internet service from GSC is the same as current DSL service pricing tiers. David explained that fiber optic is more complex to string on poles than traditional wire and he expects that the rollout of fiber optic to the town will take five years to complete.

David addressed several questions that were raised by the previous committee meeting:

1. The Town office, Library, Police department, Fire department and Elementary School are all on fiber optic already due to their proximity to the Dunbarton Telephone office and due to their importance.
2. A section of Grapevine will have fiber optic by this fall in support of a new subdivision.

The committee and members of the public had several questions about the cost and timeframe required to complete the project:

Eric Weiss: Do companies charge customers to help defray the cost? Some customers may be willing to.

David: Dunbarton Telephone has only increased rates \$1 in the last 20 years, but will likely have to raise rates more in the coming years.

Chris: Ultimately laying fiber optic is a long term investment that only pays off after decades. It is possible for companies to charge a small installation fee, but ultimately they are regulated and restricted by the Public Utilities Commission.

Teresa: It's possible that the town could define a special assessment to

Jason: Is there any way to speed the installation, can multiple crews be applied to the project?

David: We hire contractors to string the fiber and Dunbarton Telephone will handle the home installations which can be time consuming.

Chris: Shortening the timeframe for installation is typically prohibitively expensive and in GSC's experience a five year plan is a reasonable timeframe to complete a town.

Jason: What is the nature and bandwidth between GSC and Dunbarton Telephone?

Chris: There is currently a Gigabit connection between GSC and Dunbarton Telephone. Additional bandwidth can be obtained when needed by upgrading the lasers on both ends of the connection.

Tom recommended that we bring the GSC TV and Internet information back to the Board of Selectman for their review. Tom indicated he would get the committee on the agenda for an upcoming meeting.

With no further questions or discussion, the committee thanked the guests for taking the time to meet with them and for the information they were able to provide

### **RFP for Information Technology Managed Services**

The next agenda item was to review the draft RFP for Information Technology Managed services for the town. The RFP is for services to manage the town computer equipment, keeping them up to date and functioning properly, as well as for installation of a new office server and configuration and installation of replacement equipment. (This does not include printers which are covered separately.) The RFP is intended to collect bids by May 28<sup>th</sup> for services from June 2015 through December 2016.

Scott and Ron questioned whether the RFP is detailed enough for bidders to respond and so the committee agreed that a statement of work. Ron also pointed out that the RFP reads like a contract and Tom indicated that some additional cleanup is needed. Jason suggested that specific products or services called out in exhibit B should be made generic. Ron asked who would review the bids and Tom said that the Board of Selectman and the committee would review and have input on the responses. Ron suggested that existing and required software products should be called out. Jason suggested that expected response time for support should be called out or requested as part of the responses so that the town understands how much time it may take to resolve hardware or software issues. Additional review and revision will be needed.

### **Town Web Site**

Jason had an action item from the previous committee meeting to contact Dan Troy, the Web Master for the town web site. Jason has reached out to Dan, but has not heard back from him. Jason will try again and will invite him to the next committee meeting.

Since the last committee meeting Jason researched companies that provide online bill payment services for municipalities and found Interware Development Company (IDC) and contacted them for further information. They are a New Hampshire based company that provides bill payment and other e-Government services to municipalities in New Hampshire. Jason indicated that representatives from IDC are willing to provide the committee with a presentation of their services and to answer any questions the committee might have. Tom asked the committee if we should invite them to our next meeting and the general consensus was that we should. Daniel Sklut and others noted that Linda Landry should also be present as she can ask questions relative to her current processing of car registrations, dog licensing, and tax payments. Tom took an action item to invite Linda and Line Comeau to the next meeting once IDC is confirmed for the next meeting. Jason took the action item to contact IDC and confirm them for the next committee meeting. The committee agreed to May 11<sup>th</sup> as the next meeting date.

### **Town Office Equipment**

Tom had an action item from the previous meeting to obtain an accounting of the office equipment in the Town Office, including service, warranty, age, and other supporting information for review by the committee. Tom has started working with Line Comeau on gathering this information and will have more to share at the next meeting.

### **Town Office - Cameras**

Since the idea of having the Board of Selectman meetings videotaped was raised during the Board of Selectman's meeting on April 23<sup>rd</sup>, Tom suggested that perhaps security cameras for the building could serve to provide security and

be used to record the meetings. Daniel Sklut recommended that distinct cameras be used for security and for town meetings since non-public portions of the Board of Selectman's meetings should not be recorded and since security cameras should remain on continuously. The committee agreed with this recommendation. No further discussion was held on the topic.

**Closing and Adjournment**

Daniel Sklut made a motion to adjourn the meeting, Jason Dubrow seconded. VOTE: All in favor. Motion Passed. The meeting was adjourned at 9:05pm

**Next Meeting**

**Date:** Monday May 11, 2015 @ 7pm

**Location:** Dunbarton Police Department Conference Room

Respectfully Submitted,

Scott Kuhn, Recording Secretary