



**TOWN OF GOLDEN BEACH  
One Golden Beach Drive  
Golden Beach, FL 33160**

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**Official Agenda for October 20, 2020  
Fiber Options Workshop called for 6:30 P.M.**

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**Zoom Room Meeting ID: 832 9789 9019 Password: 465292**

**For Dial In Only: Call 929.205.6099 Meeting ID: 832 9789 9019**

The Town is considering the installation of fiber to every home to increase the internet capacity and speeds. We have invited Atlantic Broadband and Hotwire Communications to make presentations to this very important matter. We invite all residents to participate as we discuss and consider funding and options.

**A. MEETING CALLED TO ORDER**

Mayor Singer called the meeting to order at 6:34 p.m.

**B. ROLL CALL**

**Councilmember's Present:** Mayor Glenn Singer, Vice Mayor Bernard Einstein, Councilmember Jaime Mendal, Councilmember Kenneth Bernstein, Councilmember Judy Lusskin

**Staff Present:** Town Manager Alexander Diaz, Town Attorney Steve Helfman, Town Clerk Lissette Perez, Finance Director Maria D. Camacho, Police Chief Rudy Herbelo, Building Director Linda Epperson, Resident Services Director Michael Glidden

**C. PRESENTATIONS**

**Mayor Singer** stated that this is for discussion purposes only. A decision will not be made tonight. Each vendor has fifteen minutes.

**Town Manager** stated in the interest of protecting the proprietary information, please do not talk about contract pricing. That is something we will be doing in a closed session directly with the vendor. We will only be discussing the service they will be providing.

**1. Atlantic Broadband**

**Heather Ventrone, Senior Account Executive Select Communities**

They have serviced Miami Beach from South Beach all the way up to Aventura for the last 15 years. They are the eighth largest cable provider in the United States. They acquired the assets of fiber light in the South Florida market. They are expanding outside of Miami Beach by running their own fiber. Listed their different tiers, Advanced at 100Mbps, Premier at 250Mbps, Extreme at 400Mbps, and

Gigaedge at 1Gigabit. Explained the different platforms and accessories they provide. Explained that the Manager asked for a brand new fiber infrastructure and they are very willing to do that. They have two options available for the Town. First option, a bulk internet and video is a very robust option and includes most of their channels, TV programming, voice remote, GigaEdge 1 Gig internet with WiFi gateway, wire maintenance (no charge for service calls), courtesy services, two community channels in HD, and new fiber to the home. Second option is internet only, the TV residents would be on their own, it includes GigaEdge 1 Gig internet to each home, one WIFI gateway per home, wire maintenance (no charge for service calls), courtesy services, two community channels in HD, and new fiber to the home. They have a dedicated support team that works 24/7, 365 days a year. If the Town of Golden Beach was to choose Atlantic Broadband as their bulk provider phase 1 (60 days) is project initialization and preparation, phase 2 would be (6 months) of onsite work and testing world class products, and finally phase 3 (60 days) is system launch.

**Town Manager** asked if the about the slide where she said 1 gig, is that 1 gig up and 1 gig down or what?

**Heather Ventrone** stated currently their 1 gig is 1000 Megs over 50. After they upgrade their network that speed will be passed on to the residents.

**Town Manager** asked if there is an additional fee to that

**Reagan Anderson, Vice President of Select Communities** stated that they can work something out with the Town. They would put a contract rate in, the Town would be bulking that gig package, so if that gig package itself moves then you move to that speed automatically with no additional interest. If you want to move to a symmetrical package, there may be a minor adjustment in the rate.

**Mayor Singer** asked if that includes local channels

**Heather Ventrone** stated yes of course

**Mayor Singer** asked what percentage faster will Atlantic provide then what we currently have

**Heather Ventrone** stated it all depends on what the current user has in their home. She believes most of the residents have 250 so that would be about 4 times faster on the download speed, and 2 times faster on the upload.

**Councilmember Mendal** asked if a resident is currently locked in to a contract with a different service provider, what's the protocol there.

**Heather Ventrone** if they are under contract with them on a retail basis, we would send out a notification to the resident letting them know what is available to them in the bulk services. It is a very smooth transition any of the bulk services that you are paying retail for, they would be included in your bulk and your bill will be eliminated by a certain date.

**Councilmember Mendal** asked what if they are currently with a different provider, who is liable to pay for their settlement with their current provider since we would be forcing them to transition to Atlantic Broadband.

**Heather Ventrone** stated that typically, it would be the resident and it is up to the resident to take the bulk services as well. The resident should take into consideration how much less they would be paying once they took the bulk services.

**Councilmember Bernstein** asked if they were to choose the internet only package what would happen to the cable portion

**Heather Ventrone** stated then the residents would have to pay for their TV on their own.

**Councilmember Lusskin** asked if they would be going back into the underground cabling in Golden Beach and adding to what we have or would they be putting new cabling in, and if they would be taking out the old cabling.

**Heather Ventrone** stated everything would be brand new cabling, it will be fiber optic.

**David Greenberg, Project Manager** stated that there is existing conduit in the ground, they would just run a small count fiber to feed all that they will be putting in place. Everything is going to be brand new if it comes with fiber.

**Councilmember Mendal** asked if they do the north part first, would they just turn on the services their or would they wait on the whole project to be completed.

**David Greenberg** stated they would build the whole entire network first and test everything to make sure all the ends work before they release it for actual installations.

**Vice Mayor Einstein** asked about the difference when it comes to streaming

**Regan Anderson** sated it all depends on the speed of doing what you need to get done, as well as having multiple devices on it.

**Town Manager** stated he will be providing each Councilmember with the contact information for each of the providers so they can have individual one on one discussions to go over your concerns.

**Heather Ventrone** thanked everyone for having them. Reminded everyone that they do service a lot of the residents of Golden Beach and would love the opportunity to rebuild our community and continue you to service the Town for the next few years.

## **2. Hotwire Communications**

**David Ramos, Executive Vice President** stated they looked at this from a smart city perspective. What they are recommending is an integrated smart city solution, which includes 10 Gigabits per home capability, fiber to the home, 100% redundant/robust fiber optic network, residential services, commercial services, security/access control, and park and beach Wi-Fi. Their headquarters are 15

minutes away from Golden Beach. They are known for their leadership and innovation; they are typically leading the industry in deployments that require any new innovation and video technology. Stated if Florida were to have a hurricane that hits extra hard they would be able to route the traffic which essentially will always keep the network up. They service over 1,100 residential and commercial properties; they have thousands of fiber miles of redundancy. Their technology center is a Category 5 building infrastructure and tier four data center. They never shut down, they are open 24/7 365 days a year. Stated that their services will almost always be up at an uptime of 99.999% compared to their competitors. This is enforced in their contracts, which state all response time and any penalties if they fail to meet the service level requirements. Once you get away from discussing technology and products what separates them from the rest is their white glove customer service. Once a contract is signed they begin the process of construction, they work closely with all the municipalities, begin putting fiber, handle the consultation process, conduct training sessions to the residents to explain what they should expect, select preferences for the residents, set up the accounts, and then coordinate the installation. You will never experience any down time from the current provider to their services. They test everything and if that home is not signed off at a 100% pass rate that home is not considered completed. They bring the fiber to a box that is installed outside of your home then they install the fiber inside the homes. With as little disruption and construction as possible.

**Town Manager** stated he knows that they are offering two options one with cable, and one internet only. Wants the highlights of each package.

**David Ramos** stated there are two double bulk options, which is internet and cable. The first one comes with 200 channels, a DVR, high definition 4k box, and a gigabit symmetrical package, meaning it is a 1000 over 1000. The second one includes everything but it is asymmetrical which means it is a 1000 over 300, there is a slight difference in pricing but both are great packages. The third option, an internet only package, will be a symmetrical package, meaning it is a 1000 over 1000, but everyone would have to purchase video on their own.

**Vice Mayor Einstein** asked after the set up process what if they are trying to get a hold of customer service and they are not being helped? Where in your contract is that addressed.

**David Ramos** stated the agreement has a very extensive service level agreement, if they do not meet their obligations they can terminate their agreement just like with any other vendor. They have built in financial penalties, built in response times, and if you prefer to not have to call a 1-800 number, you can use the TV and/or the app. The beauty of their system is that they typically know that there is an issue before the customer; they can solve about 95% of the issues virtually.

**Vice Mayor Einstein** asked if there is a way to see the product and how it works before deciding.

**David Ramos** stated that he has offered to do demos. You can go to their facilities to see it in person in Fort Lauderdale or they can do it virtually.

**Councilmember Mendal** stated some of the residents are locked in with contracts with other providers, will Hotwire help with any of the costs for breaking a contract.

**David Ramos** stated that since this is about a year out they would have enough time to exit those contracts with minimal impact. If there is a cost to exit, they will work that out with each individual resident that would not be a burden on the Town it would be sorted out through credit's or adjustments.

**Town Manager** asked how do their rates compare and what they have to offer compared to what the residents have now. Also asked if he can clarify the 10 gig versus the 1 gig.

**David Ramos** stated in bulk they are proposing a gigabit worth of speed, meaning four or five times what is available in the Town today. Then they are proving additional tiers that if anyone were to need more than a gigabit they can buy it individual, not everyone would need something like that but it is available.

**Councilmember Bernstein** asked if they are offering 10 gigabits and we currently have one, is 10 gigabits available for everything

**Town Manager** stated we are offering one and if you want to buy up to ten, you choose to do so on your own but that is not part of what were ordering.

**Mayor Singer** thanked David for their presentation

**Town Manager** stated at the next council meeting we will talk about the funding for this project

**R. ADJOURNMENT:**

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A motion to adjourn the Council Meeting was made by Councilmember Lusskin seconded by Councilmember Mendal.

Consensus vote 5 Ayes 0 Nays. Motion passes.

The meeting adjourned at 7:38 p.m.

Respectfully submitted,

*Lissette Perez*  
Lissette Perez  
Town Clerk

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