



# TOWN OF CONCORD MUNICIPAL UTILITIES

ELECTRIC | WATER | SEWER | TELECOMMUNICATIONS

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## May 2022 – Broadband Updates

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Concord Broadband is pleased to share the following updates and information from the past month. Please do not hesitate to contact us at [broadband@concordma.gov](mailto:broadband@concordma.gov) should you have any questions, concerns, or feedback.

### Operations

Despite having two staff members out for a large portion of the month, our team has done a terrific job at keeping deployments moving forward with a net increase of 17 customers in April.

We have received the purchase order to contract with a third-party to assist with the pulling of fiber in several neighborhoods. Concord Broadband staff will still be splicing the fiber and installing the equipment in customers' homes or businesses, but this help will help us get through the wait list without adding unnecessary delays for customers. We have already prepared a list of work to be done and are coordinating with the vendor to schedule the work.

We are conducting interviews for the Telecom Director position this week after reviewing and screening several qualified candidates. At June's Light Board meeting we hope to be able to announce the name and start date of the next Director.

In order to have relevant data at our fingertips, we have worked with Concord's GIS Department to increase Broadband's mapping capabilities. So far we have used these new resources to plan deployments of new customers, determine where details are required, and confirm the number of customers that were affected during a scheduled power outage (due to the accident on Sudbury Road this month). We have automated a degree of this data, and we are in the process of determining what else can be automated so we have real-time visibility into service orders and pending customers.

### Network Services

#### *Upgrades and Updates*

Broadband is currently in the middle of a major equipment upgrade, which includes replacing the core switching and routing equipment located at our Network Operations Center (NOC). This month, we moved forward with procurement by working with several vendors and resellers to pin down the specifics of what we are looking to purchase. We have found vendors capable of fulfilling orders for products impacted by supply chain issues, but we are still waiting for the procurement process to clear a few hurdles before placing the order.

### Maintenance

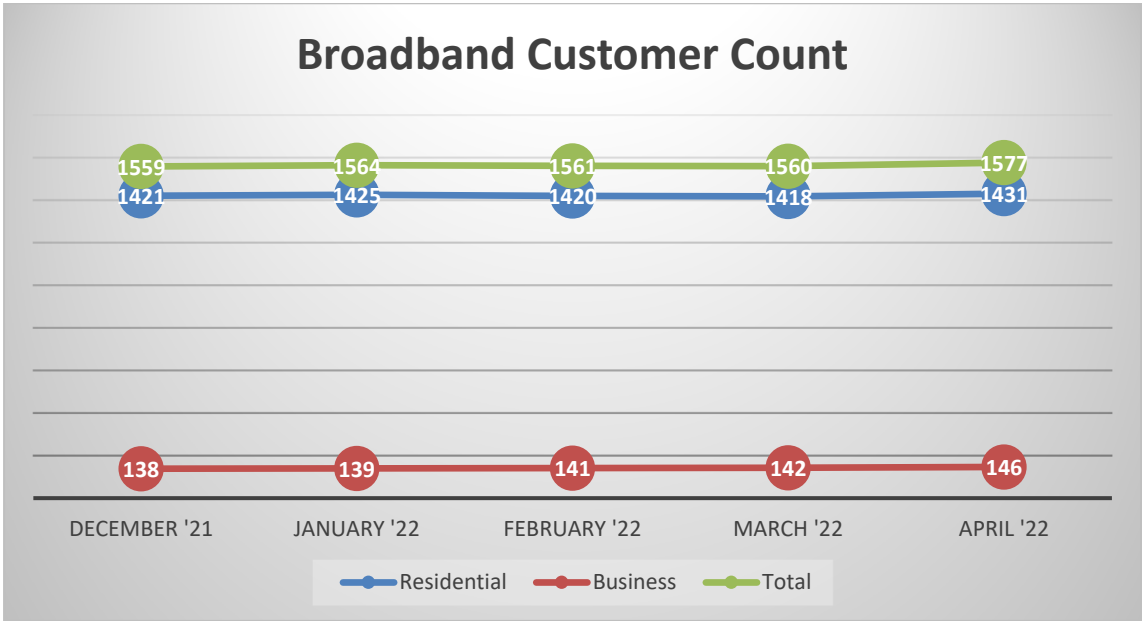
In early April 2022, we update all of our equipment to the latest stable software releases. Unfortunately, the software for our routers had a memory leak bug, which required a workaround to keep the devices operating as expected. Our team scheduled a maintenance window for Saturday, April 30th at 1am, and applied the fix. During the reboot cycle, customer internet may have experienced a brief slow down or interruption in service. We appreciate the hard work and diligence of our network team who prepares for these events and completes the work when it will least impact our customers.

We have a vendor coming on site next week to assist with the setup and deployment of our new server to be used for management and monitoring software. And by next month's meeting, our total bandwidth available should be 21Gb/s.

### Special Projects

Concord Broadband, in addition to supporting customers and providing internet service, assist the Town in several ways when it comes to cabling, fiber connectivity and networking. This month, Broadband staff were instrumental in several Town projects, including the relocation of the White Pond shed, a new smart irrigation system at Emerson Park, network connectivity for the school system at Knox Trail.

### Metrics and Business Data



### Marketing

Concord Broadband is preparing lists of locations who have previously had our service so we can reach out to ask if they are interested in signing up. These customers can be turned on quickly and with very little cost to Concord Broadband.

We are preparing brochures for Telecom Technicians to distribute in the field to nearby homes who are in our service area. This will hopefully spread the word to people not aware of Concord Broadband's fiber.

## Fiber Broadband Completion Task Force Report

In April, the Fiber Broadband Completion Task Force released a draft of their final report, which will eventually be presented to the Select Board. This report was the culmination of nearly a year's worth of weekly meetings, discussions, and research. We strongly urge everyone to review this important document as it serves as a reflection point explaining how Concord Broadband came to be and asking questions about where it should go in the future. Light Plant and Broadband staff have embraced many of the recommendations in the report, and we pledge to continually notify the Light Board about the progress made in these areas. Once again, we thank the Task Force for their work and this report.

The recommendations fall into a few distinct categories: policy recommendations, which likely will require further input, clarification or votes by boards/committees or the public; and strategic recommendations, which can be further broken down into subcategories of (1) metrics, (2) planning, (3) research, and (4) operations. These strategic recommendations, where they already align with stated and adopted policy, can be put into place as soon as practicable given the operational bandwidth of the division.

We have assembled a chart in the appendix to provide a summary of these recommendations and will highlight them at monthly Light Board meetings when relevant. At the next meeting, we will provide additional information about next steps for some of these recommendations.

## Future Projects and Things to Note

- Congratulations to Telecom Technician Rob Muir and his family on the birth of their daughter Nora in late April. We wish them the best!
- There were a couple power outages this month, and while it did not require fiber repair or splicing, Broadband staff was mobilized and on standby in the event staff were needed. Our staff is on call 24 hours a day, 365 days per year, and we thank them for their contribution.

## Appendix

### Fiber Broadband Completion Task Force's Draft Report Goals

Goal	Type	Next Steps	Additional Info.
<b>Policies (p.36)</b>			
• Universal Access	Policy		
• Expansion outside current territory	Policy		
• Support Economic Vitality, Sustainability, Equity & Inclusion	Policy		
• Affordable Housing	Policy		
• Sustainability	Policy		
• Public Safety	Policy		
• Education	Policy		
• Economic Support	Policy		
• Government Access (PEG)	Policy		
<b>Recommended metrics for tracking (p.37)</b>			
• Parcels served	Metric		
• Premises served	Metric		
• Road miles served	Metric		
• Subscribers	Metric		
• Take rate	Metric		
• Churn	Metric		
• Installations	Metric		
<b>Governance (p.39)</b>			
• Track progress against completion	Metric		
• Rate of return policy	Policy		
• Financial goals	Policy		
• Retained earnings and reserve policy	Policy		
<b>Strategic Planning Goals (p.40)</b>			
• Marketing and growth	Metric		
• Business return	Policy		
<b>Budgeting Process for Fiber Expansion (p.41)</b>			
• Expand to fill existing opportunities	Planning		
• External funding sources	Research		
<b>Capital Planning Process (p.42)</b>			
• Quantifying cost of expansion	Research		
• How to fund expansion	Research		
• Revise/refine methods for computing ROI	Research		
<b>Construction and Logistics (p.42)</b>			
• Vibratory plow – direct buried fiber cables	Operations		