

**From:** Alison Band

**Subject:** Eureka, found my original email! - Conduit Task Force Review Committee Suggestions

I finally found my original emailed complaint outlining my suggestions. Here they are cleaned up a bit.

- 1) proper written minimum 48 hour notice shall be given either via door hanger or via mail (postcard will suffice) to a resident homeowner that work will be performed on their property on a certain time and date
- 2) this notice shall provide a point of contact NAME, phone number, email address, and project or city permit number (whichever makes the most sense) regarding the work
- 3) this notice shall provide an estimated completion date
- 4) this notice shall provide an after-hours help desk number that is manned 24/7 regarding issues with the work shall the line get accidentally cut, or causes damage to the yard, or the work is causing an immediate safety hazard to the resident, this number should also be able to be used to report a violation of expectations should a lock or gate be damaged or a pet has been let out
- 5) it is important that this notice states and shows a picture of what the badging and identification of the employees that will be working in the yard should look like. No one likes a strange unidentifiable truck in front of their house or a stranger without proper identification in their yard. We believe in the 2nd amendment in Texas and this is simply a safety hazard for both parties.
- 6) at the time of arrival for the work, the employee or contractor shall give 2 separate LOUD courtesy knocks BEFORE beginning work on the property. The employee or contractor shall be prepared to answer any reasonable questions should the door be answered and be prepared to give a business card or give the resident their name and badge number
- 7) on work that is being performed across multiple properties/ across roads/ on the sides of public roads where there is not a private residence: clear signage shall be staked with a yard sign. It is preferable that the size of the sign is akin to the size of our NCTONA general membership meeting signs which are slightly bigger than the zoning change request signs. However, it is understandable given economies of scale if a sign similar to the zoning change request sign is used; the sign shall list the city permit or project number (again, whichever the committee decides) that the work is being performed under, it should also list a point of contact NAME, phone number, email, and estimated completion date. Also, to tag onto what Google does, having the workers carry business cards with a website describing the work is a smart idea. However, I don't know we can force everyone to have a publicly accessible website updated constantly like this is the Eagle Ford Shale exploration. A NAME, phone number, email, and project/city permit number will suffice. It would be helpful if a brief description of what is being done could be listed i.e. "repair of cable line", "installation of new fiber optic cable", etc. but I don't know what the companies are comfortable with posting
- 8) just FYI, when I mean a contact name, I am referring to a project manager or engineer or permit manager, etc who actually has visibility of the work. I can't stand silly things when a department head of 16 different sub-departments is listed and you get some person on the phone who has no clue what is going on. Case in point, I had to talk to a number of people at AT&T only to later realize that the person who actually had the MAP and really knew what was going on, was a subcontractor. Please don't waste our residents' time. One of our neighbors sat in a

constant state of hold-transfer-hold with one of those "help line" numbers with AT&T for an HOUR AND A HALF and got absolutely nowhere.

I think really what the committee has to decide is WHO is going to deal with all the headache of these phone calls? Does 311 want to handle all of it? If so, then probably listing the city DSD permit number would be the best way to go. Now, problem being if 1 permit is covering 15,000 addresses, that does not do any good for track ability to problems. So that is the case, their needs to be a unique identifier to each location. Also, then 311 is simply serving as somewhat as a middle man between the utility companies and the public. While that may give the city high visibility of what is going on, how prompt can the response be? The only other added benefit is if there is no door hanger or sign out there or the permit number is missing, then the public knows that possibly the permit has not been pulled yet. Just like when our neighbor down the street called about the issue on Black Canyon that had been there since October and DSD couldn't find a record for any permit. That sent some red flares up that someone forgot to check a box.

If the individual utility company wants to field their own complaints, while that may give them a better ability to "deal with their own" problems, it does leave the public trying to remember and track down multiple numbers, etc. on when they "need someone" to talk to. However, this does give the public greater visibility is who is doing what where. That maybe good for the public, but not so good for the individual companies competitors.

Okay, on the layering issue. I sent you an email on that I think about visible "pins" that you can see across a "google" map to see where all your open permits are and by type. That would help on if you are fielding phone calls if the person at the call center can see where "xyz" is working when Jon Q Public calls about an issue on his street but maybe doesn't have all the right information. On the GIS layering that SAWS requested, there seems to be a number of methods that can be used to put historical infrastructure on a GIS map. Question is, how much and how long would this take? Is it in the budget? Is it necessary or how many sewer pipes have to be drilled through or yards flooded before the outcry will be that this needs to be taken care of? Is this something that interns or Project Quest students could be used for or teams that are interested in projects affiliated with the OHP since it would be a temporary project? (We need our historic infrastructure preserved, not destroyed, right? It's a stretch, I know.) In conjunction, moving forward, all new conduit is put on a GIS layer visible to other utility companies. Moving forward, maps and plans need to be submitted to the city before new conduit is put in place I would suggest. Now I don't know if there is a way to keep security close hold on this since AT&T probably doesn't want TWC know where all their lines are I'm supposing. But I don't know. If the city was the keeper of the maps of everyone's "stuff" would that suffice?

I had one other strange question. Back in 1999 I believe, it seems like there was an FTC regulation thrown down that said essentially if "XYZ telecom" throws down some fiber optic, they didn't own all usage rights to it into perpetuity. They had to allow other companies to piggy back on their lines. Now, this was back when I was in college and my brother was working for EarthLink in Atlanta. So I vaguely remember this being a "good thing" for EarthLink since it meant they didn't have to invest a lot in infrastructure, they could lease from others. So is that still in place and does that apply to this situation? Are the other companies worried about their

lines being sabotaged by competitors or if the lines were available for lease, wouldn't it behoove the competitors not to sabotage them? Just trying to get a clearer understanding.

Thank you for your time, Alison Band

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