

# 09-18-2019 Town Council Meeting

## Responses to Council Questions

### **ITEM #1: Overview of Technology in the Town**

**Council Question:**

At which major bus stops is WiFi available?

**Staff Response:**

*Transit provides WiFi coverage at the park and rides in:*

- *Southern Village*
- *Eubanks/Caraway Village*
- *Carrboro Park & Ride*

*The University provides WiFi coverage at several stops on campus.*

**Council Question:**

How does the security referenced on p. 13 work in the context of Transit?

**Staff Response:**

*Technology Solutions assists Transit with the maintenance and operation of cameras systems on the buses and town lots. The cameras are deterrents and are used to provide information should incidents occur.*

**Council Question:**

Are all Town facilities connected to Fiber?

**Staff Response:**

*All Town facilities are connected by fiber. In addition, Town fiber purposely overbuilt to share with Chapel Hill-Carrboro City Schools and UNC.*

**Council Question:**

What is the typical depth at which Fiber is installed?

**Staff Response:**

*The Town adheres to a 36" depth standard (there are certain instances where it isn't feasible due to other utility conflicts, etc.). The Town currently does not have an ordinance or code that specifically mentions utility burial.*

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**Council Question:**

How many feet or miles of Town Fiber and Commercial Fiber are there in Chapel Hill?

**Staff Response:**

*The Town maintains roughly 34 miles of fiber including data and traffic systems. The amount of commercial fiber is not known.*

**Council Question:**

What can we expect going forward in further developing the Town's technological capacity?

**Staff Response:**

*Technology Solutions is focused on 4 technical areas.*

*1. Cybersecurity and Risk Avoidance*

*2. Project Partnerships - Productivity/Collaboration –*

- The Town is moving from departmental solutions to enterprise solutions. TS works with departments to see across their services and into the larger need for community services.*
- Improvements in data quantity, data quality and data sharing to improve services.*
- Increase the use of geospatial systems, other large systems and the ability to exchange information in a "market place" across various platforms/systems.*

*3. Resilience, Sustainability, Upgrades*

- Physical - Servers, Switches, Fiber routes*
- Smart City data collection and decision making*
- Internal Services and education for staff*

*4. Regional Partnerships*

- Examples:*
  - RTA – Regional Transportation*
  - RTCC – Clean Cluster – environmental*
  - NCNGN – Networking connections between communities*
  - Regional Smart Cities training and information exchanges*
  - Reducing the digital divide within the community*