Persons wishing to display presentation materials using the City’s display equipment under the Citizen Participation portion of a meeting or during discussion of any Council item must provide any such materials to the City Clerk in a form or format readily usable on the City’s display technology no later than two (2) hours prior to the beginning of the meeting at which the materials are to be presented.

NOTE: All presentation materials for appeals, addition of permitted use applications or protests related to election matters must be provided to the City Clerk no later than noon on the day of the meeting at which the item will be considered. See Council Rules of Conduct in Meetings for details.

The City of Fort Collins will make reasonable accommodations for access to City services, programs, and activities and will make special communication arrangements for persons with disabilities. Please call 221-6515 (V/TDD: Dial 711 for Relay Colorado) for assistance.

- PLEDGE OF ALLEGIANCE
- CALL TO ORDER
- ROLL CALL
### Discussion Items

The method of debate for discussion items is as follows:

- Mayor introduces the item number, and subject; asks if formal presentation will be made by staff
- Staff presentation (optional)
- Mayor requests citizen comment on the item (three minute limit for each citizen)
- Council questions of staff on the item
- Council motion on the item
- Council discussion
- Final Council comments
- Council vote on the item

**Note:** Time limits for individual agenda items may be revised, at the discretion of the Mayor, to ensure all citizens have an opportunity to speak. Please sign in at the table in the back of the room. The timer will buzz when there are 30 seconds left and the light will turn yellow. It will buzz again at the end of the speaker's time.

1. **First Reading of Ordinance No. 100, 2019, Calling a Special Municipal Election to be Held in Conjunction with the November 5, 2019 Larimer County Coordinated Election.** (staff: Delynn Coldiron; no staff presentation; 10 minute discussion)

   The purpose of this item is to call a Special Municipal Election to be held in conjunction with the November 5, 2019 Larimer County Coordinated Election and preserves the opportunity for Council to place Council-initiated or referred issues on the November ballot. If Council decides to place any measures on the ballot, it would need to do so no later than at its September 3 meeting. If Council does not take action by ordinance or resolution before the statutory deadline (September 6) to certify ballot language to Larimer County, the election will be cancelled, and the provisions of this Ordinance will be of no further force and effect.

   This Ordinance does not submit a specific measure to the November 5, 2019 ballot. Adoption of this Ordinance is a required step in preserving the option for City Council to submit any ballot measures that Council may desire, at the November 5, 2019, Coordinated Election.

2. **Council will adjourn and move to the CIC to hold a work session, then will reconvene to consider a motion to adjourn into executive session.**

3. **Consideration of motion to adjourn into executive session.**

   Motion to be provided under separate cover.

- **ADJOURNMENT**
AGENDA ITEM SUMMARY
City Council

July 30, 2019

STAFF

Delynn Coldiron, City Clerk
Carrie M. Daggett, Legal

SUBJECT

First Reading of Ordinance No. 100, 2019, Calling a Special Municipal Election to be Held in Conjunction with the November 5, 2019 Larimer County Coordinated Election.

EXECUTIVE SUMMARY

The purpose of this item is to call a Special Municipal Election to be held in conjunction with the November 5, 2019 Larimer County Coordinated Election and preserves the opportunity for Council to place Council-initiated or referred issues on the November ballot. If Council decides to place any measures on the ballot, it would need to do so no later than at its September 3 meeting. If Council does not take action by ordinance or resolution before the statutory deadline (September 6) to certify ballot language to Larimer County, the election will be cancelled, and the provisions of this Ordinance will be of no further force and effect.

This Ordinance does not submit a specific measure to the November 5, 2019 ballot. Adoption of this Ordinance is a required step in preserving the option for City Council to submit any ballot measures that Council may desire, at the November 5, 2019, Coordinated Election.

STAFF RECOMMENDATION

Staff recommends adoption of the Ordinance on First Reading.
ORDINANCE NO. 100, 2019
OF THE COUNCIL OF THE CITY OF FORT COLLINS
CALLING A SPECIAL MUNICIPAL ELECTION TO BE HELD IN CONJUNCTION WITH THE NOVEMBER 5, 2019 LARIMER COUNTY COORDINATED ELECTION

WHEREAS, under Article X, Section 3 of the City Charter the City Council may, by resolution, submit any question or proposed ordinance or resolution, or refer any adopted ordinance or resolution, or submit any initiative or referendum measure, to a vote of the people at a special election, in the same manner as a citizen initiated or referred measure, at any time prior to the statutory deadline to certify ballot content to the County Clerk, however, the decision to call a special election must be made by ordinance; and

WHEREAS, although there are no identified ballot measures at this time, in order to preserve the option to hold an election and meet all statutory requirements, an ordinance calling the election and authorizing an intergovernmental agreement with Larimer County for the conduct of the election must be adopted on second reading no later than August 20; and

WHEREAS, for the foregoing reason, the City Council wishes to call a special municipal election on November 5, 2019, to be held in conjunction with the Larimer County Coordinated Election, for the purpose of submitting to the electorate of the City any ballot measures approved by the City Council prior to the deadline for certifying ballot content to the Larimer County Clerk and Recorder.

NOW, THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE CITY OF FORT COLLINS as follows:

Section 1. That a Special Municipal Election in the City is hereby called for Tuesday, November 5, 2019, which shall be held in conjunction with the Larimer County Coordinated Election and conducted in such manner as shall be determined by the Larimer County Clerk and Recorder.

Section 2. That, subject to any applicable provision in Colorado statute to the contrary, the City Council may, by resolution or ordinance, submit to the voters at said election any citizen-initiated or City-initiated measure that complies with the requirements of the City Charter, irrespective of the nature of such measure.

Section 4. That the City Clerk is hereby directed to certify the ballot content for the Special Municipal Election to the Larimer County Clerk no later than September 6, for any ballot titles set by the City Council prior to said date.

Section 5. That the City Manager is hereby authorized to enter into an intergovernmental agreement with Larimer County for conduct of the election, pursuant to Section 1-7-116(2) of the Colorado Revised Statutes.
Section 6. That, in the event that the City Council does not take action by ordinance or resolution prior to September 6, to submit any ballot measures to the voters at the November 5, 2019 Larimer County Coordinated Election, the election provided for herein shall be cancelled and the provisions of this Ordinance shall be of no further force and effect.

Introduced, considered favorably on first reading, and ordered published this 30th day of July, A.D. 2019, and to be presented for final passage on the 20th day of August, A.D. 2019.

ATTEST:


Mayor

City Clerk

Passed and adopted on final reading on the 20th day of August, A.D. 2019.

ATTEST:


Mayor

City Clerk
City Council Work Session
July 30, 2019
After the Special Meeting, which begins at 6:00 p.m.

• CALL TO ORDER.

1. Fort Collins Connexion Update.  (staff: Darin Atteberry, Colman Keane, Erin Shanley; 10 minute staff presentation; 30 minute discussion)

   The purpose of this item is to provide Council an update on Broadband Plan milestone work to date. The presentation will cover the following areas: Broadband Timeline, Network Operations Update, Construction Update, Billing and Marketing Update.

   Stacey Pearson from the Paterson Center will give a presentation on the upcoming StratOp for Connexion.

• OTHER BUSINESS.

• ADJOURNMENT.
SUBJECT FOR DISCUSSION

Fort Collins Connexion Update.

EXECUTIVE SUMMARY

The purpose of this item is to provide Council an update on Broadband Plan milestone work to date. The presentation will cover the following areas: Broadband Timeline, Network Operations Update, Construction Update, Billing and Marketing Update.

Stacey Pearson from the Paterson Center will give a presentation on the upcoming StratOp for Connexion.

GENERAL DIRECTION SOUGHT AND SPECIFIC QUESTIONS TO BE ANSWERED

Connexion staff will present an update on the Broadband Plan; no questions are proposed. Council may also adjourn to an Executive Session after the Work Session to discuss privileged matters relating to Connexion.

BACKGROUND / DISCUSSION

Broadband Timeline

The City Broadband Timeline illustrates the timing for the following key areas for Connexion:

1. Outside Plant Design / Construction
2. CIS/OSS for Broadband and Utilities
3. Network Electronics
4. Marketing Development, pre and post go-live marketing
5. Premise Installation

Key milestones include beta testing, first paying customer and construction completion.

Network Operations Update

The Network Operations team is in the process of standing up a Network Operations Center (NOC). The NOC will consist of technicians and engineers who will monitor, operate, troubleshoot and maintain all Broadband electronics.

- Technical Service Representatives (TSR’s) will provide Tier 1 help-desk technical assistance to end customers with 24x7 coverage.
- Senior Technicians will act as an escalation point for the TSR’s to help triage network issues, restore service impacts, assist with customer interface as needed, and provide advanced monitoring coverage.
- Network Design and Engineering staff will act as the highest escalation point for the NOC.
- The Network Design and Engineering staff will also be responsible for crafting new solutions for business customers and providing Capacity and Planning guidance for future-proofing the Broadband network.

Construction Update

At the direction of City Council and voters, the City is moving forward building and implementing high-speed, next
generation fiber to be available to all residents, businesses and organizations within the boundaries of the City, including land in the City’s growth management area (GMA) when it is annexed into city limits.

The overall fiber network construction began in November 2018 and is expected to take 36 to 48 months, with the first paying customer brought on-line in Q3 2019.

- 90 day rolling design build - design & construction
- Continue to add crews to expedite construction timeline
- Staffing Outside Plant Team:
  - Senior Fiber Engineer
  - Senior Fiber Technician
  - (3) Fiber Technician

The Construction Process

The first sign Connexion will be in a neighborhood is Utility locates. Flags or water-soluble paint will indicate where existing utility, gas, phone lines or other services are located. The standard pre-construction process for Connexion consists of posting updates to affected neighborhoods on Nextdoor.com as well as posting a door hanger with construction details on each home within a neighborhood (minimum 48 hours) prior to crews beginning work.

Additionally, crews are conducting door knocking prior to any machinery set up in the right-of-way in front of a property. If any lawn restoration work is required, crews will also provide a follow up door hanger outlining steps for care and a direct phone number for immediate assistance.

All Atlantic Engineering Group (AEG) contractors are required to display the Connexion Approved Contractor magnet on their vehicle doors identifying them.

Billing

The new Open SmartFlex System is moving forward, with testing currently ongoing.

- Comprehensive system for all five utilities
- State-of-the-art technology and cyber security
- Robust web self-service capability
- Configurable bill format

Marketing Update

The marketing team has a number of activities rolling out in Q3 2019.

Door Hangers

Sales Door hangers are being printed. These door hangers will be placed on all homes in a neighborhood that is ready to receive Connexion service. Marketing staff is working with Customer Care to coordinate an email out to all Utility customers with an existing email account in activated neighborhoods.

Bus Shelter Ad

Connexion has secured a bus shelter at Lincoln & Lemay. Additionally, Connexion will be identifying available bus shelters through Lamar Advertising within active neighborhoods to provide additional out of home (OOH) advertising.
Movie Theater Advertising

Connexion is currently running 00:15 second pre-show ads on screens from July - Dec 2019 at the following Fort Collins Theaters:

- The Lyric - all screens
- Cinemark Movie Bistro and XD - 9 screens
- Classic Worthington 6 - 6 screens
- Cinemark Fort Collins - 16 screens

Social Media

Connexion continues to post updates on Facebook and Twitter. Updates are 1-2x per day and include information about Connexion, reposts/tweets for other City entities including The City of Fort Collins, Fort Collins Utilities, City of Fort Collins Recreator, etc. as well as fun, relevant technology or industry related content, employee spotlights and more. Follow Connexion on twitter at @ConnexionFC and Facebook at @FCConnexion.

Website Development

The new Connexion site, www.fcconnexion.com will launch in August, following the completion of the Open SmartFlex CIS/OSS testing.

The site will provide a new look and feel for Connexion, along with product information and e-commerce capabilities. Customers visiting fcconnexion.com will be able to go directly into the Open portal and sign up for new service, schedule an install and manage their account.

ATTACHMENTS

1. Powerpoint presentation (PDF)
City Broadband Timeline

- **OSP Design Standards**
- **OSP Design / Construction**
- **CIS/OSS (Broadband & Utilities)**
- **Network Electronics**
- **Marketing Development / Pre-Launch Marketing**
- **Post Go-Live Marketing**
- **Premise Installation**
- **Construction Complete**

Timeline:
- **2018**
  - Aug
  - Sep
  - Oct
  - Nov
  - Dec
- **2019**
  - Q1
  - Q2
  - Q3
  - Q4
- **2020**
- **2021 - 2022**

Key Events:
- **Start of Beta Test**
- **1st Paying Customer**
Network Operations Update

- NetOps Team in process of standing up a Network Operations Center, or "NOC".
- The NOC will consist of Technicians and Engineers to monitor, operate, troubleshoot and maintain all Broadband electronics.
- Technical Service Representatives (TSR’s) will provide Tier 1 help-desk technical assistance to end customers with 24x7 coverage.
- Senior Technicians will act as an escalation point for the TSR’s to help triage network issues, restore service impacts, assist with customer interface as needed, and provide advanced monitoring coverage.
- Network Design and Engineering staff will act as the highest escalation point for the NOC. The Network Design and Engineering staff will also be responsible for crafting new solutions for business customers and provide Capacity and Planning guidance for future-proofing the Broadband network.
Construction Update

• Rolling design build - 90 days - design & construction
• 36-48-month timeline with first customer Q3 2019
• Continue to add crews to expedite construction
• Staffing Outside Plant Team: Sr. Fiber Engineer, Sr. Fiber Technician, (3) Fiber Technician, (3) Installers (Interviews in progress)
Construction Process

- Utilities locates
  - Flags, water soluble paint
- Door Hangers placed by crews 48 hours prior to work in a neighborhood
- Door knocking prior to machinery set up in right-of-way in front of property
- Notifications on Nextdoor.com

Dear Neighbor:
Fort Collins Connexion crews and contractors will be working to install state-of-the-art network fiber optics in your neighborhood.
We appreciate your patience and apologize for any inconvenience our construction may cause you.
If you have questions or concerns, please call (970) 674-7800.

STAY TUNED!
We will be notifying you as soon as service is available for order at your home.

Nextdoor
Construction Update

Outside Plant Report - July

<table>
<thead>
<tr>
<th>AEG Construction Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>COFC Total FDH's = 277</strong></td>
</tr>
<tr>
<td><strong>Underground Work</strong></td>
</tr>
<tr>
<td>Missile Bore</td>
</tr>
<tr>
<td>Directional Bore</td>
</tr>
<tr>
<td>Pothole or Keyhole for Existing Utilities</td>
</tr>
<tr>
<td>Pull/Blow Fiber through Conduit</td>
</tr>
<tr>
<td>Install Vault (17x30x24)</td>
</tr>
<tr>
<td>Install Vault (30x48x36)</td>
</tr>
<tr>
<td>Install Vault (36x60x36)</td>
</tr>
<tr>
<td>Install Flower Pot (10x10)</td>
</tr>
<tr>
<td><strong>Technical Services</strong></td>
</tr>
<tr>
<td>Install Underground FDH Enclosure</td>
</tr>
<tr>
<td>Splice Closure Preparation</td>
</tr>
<tr>
<td>Single Fusion Fiber Splicing</td>
</tr>
</tbody>
</table>
Billing Update

- Comprehensive system for all five utilities
- State-of-the-art technology and cyber security
- Robust web self-service capability
- Configurable bill format
Customer Facts and Numbers

1M BILLs PER YEAR

Approximately 1M utility bills are issued every year (31% are electronic). Payments totaling about $200M are processed annually.

119,000 CALLs annually (10,000 per month).

Wait time averages 1.11 MINUTES

Customer service representatives respond to approximately

65,000+ RESIDENTIAL CUSTOMERS

32 KEY ACCOUNTS

27% of total water use 43% of total energy use

9,000+ COMMERCIAL ACCOUNTS

Utilities serves:

OVERALL CUSTOMER SATISFACTION

TYPICALLY OVER 80%

Utilities has a comprehensive INCOME-QUALIFIED AFFORDABILITY portfolio of programs for those who need it most.

4,900+ FOLLOWERS

40,000+ REACH in six months

Follow US on

Four social media platforms and a website.

Reached 27,400+ RESIDENTS with 80+ PROGRAMS & 370+ ACTIVITIES
Sales Door Hanger:

Will be placed on all homes in a neighborhood that is ready to receive Connexion service.
Marketing Update

Bus Shelter Ad

Location: Lincoln & Lemay
Movie Theater Advertising:

00:15 sec ad will run July – Dec 2019:

- The Lyric
- Cinemark Movie Bistro & XD
  - 9 screens
- Classic Worthington 6
  - 6 screens
- Cinemark Fort Collins
  - 16 screens

VIDEO TO BE SHOWN AT MEETING
Marketing Update: Twitter

Follow us @ConnexionFC

We know how important world class customer service is to our community. One of Connexion’s biggest commitments is to provide outstanding customer service for our subscribers. From signing up to installation, we’ll strive to provide exceptional customer service for our community.

Fort Collins Connexion @ConnexionFC - May 24
Our Network Operations team is working hard to get your community owned fiber network up and running. These are the faces behind the scenes who will ensure you stay connected.

Fort Collins Connexion @ConnexionFC - May 9
Well deserved recognition for the Light & Power Crew Chief! Thank you so much for your support.

Kevin Gertz @Kgertz
Congrats to our Light & Power Crew Chiefs for their award at the Employee Recognition Week breakfast 😊. They’ve collaborated with @ConnexionFC staff & contractors to support the launch of the build for the...
Marketing Update: Website

Website Development

- New Connexion site
  http://www.fcconnexion.com
- August go-live
- Following completion of CIS/OSS Testing
FINALLY, A BROADBAND PROVIDER YOU CAN TRUST

SUPERIOR CONNECTIVITY FOR OUR COMMUNITY

Fort Collins Connexion, initiated by a 2017 ballot measure, is the locally managed broadband service our community has wished for. Whether you're a family or a business, we provide the gigabit speeds, services, and support you never thought you'd see from a broadband company.

Choose your path and let's connect!

RESIDENTIAL  BUSINESS
CONNECTING YOUR FAMILY TO THE PEOPLE AND THINGS THAT MATTER MOST
THE BEST SPEEDS, SERVICES, AND SUPPORT FOR OUR COMMUNITY.

VIEW PRODUCTS AND SERVICES

Fort Collins Connexion delivers everything your family needs with the integrity and reliability you've come to expect from the City of Fort Collins.

We're your community-driven, community-owned, gigabit-speed fiber network. We've got all your broadband needs covered — internet, video, home phone — with service levels and bundling options that fit your needs, without gimmicky promotions or messy contracts.
CONNEXION PROFESSIONAL
STATE-OF-THE-ART TECHNOLOGY FOR YOUR GROWING BUSINESS

Your business demands scalable, cost effective solutions built for the future. Whether you have multiple locations, growing usage or require enhanced services, Connexion Professional solutions will help you maintain connectivity and increase productivity.
Connexion Launch Party

CELEBRATE WITH US!

• Thursday, August 29, 2019
• 5 – 7p.m.
• The Lincoln Center