



## AGENDA ITEM SUMMARY FORM

**PROPOSED MEETING DATE:** November 1, 2023  
**PREPARED BY:** Phil Green, Director  
**DEPARTMENT:** IT

### AGENDA ITEM DESCRIPTION:

Consideration, discussion, and possible action on discontinuing services with Spectrum/Charter and transferring to AT&T MetroEthernet Services.

### BACKGROUND/SUMMARY:

On June 7, 2023, the City of Manor took action to end our internet service agreement with Spectrum. In the fall of 2022, Phil Green, Director of Information Technology was able to reduce the cost of internet service by \$5,004 for City Hall, the Police Department, and the Public Works facility. The reduction in the cost for internet services switch component from Spectrum was for a Public Works facility that was never utilized. The overall service reliability for the other two (2) city locations experienced significant downtime throughout several months of 2023. There were some instances when the downtime would last up to 6 hours during our peak operating hours at all the facilities and a week at Public Works during the 2023 winter storm event.

Our Information Technology Team took measures this spring seeking another high-speed internet option and identified AT&T as the option the city should transition to for internet services. This option produced a cost savings for the city. The FY22-23 budget covered the discontinued agreement with Spectrum Fiber Service, which was estimated at \$56,000. The city will continue to pay on a month-to-month basis until all facilities are connected with the new fiber services.

**LEGAL REVIEW:** Yes  
**FISCAL IMPACT:** Yes, Reduction in Internet costs  
**PRESENTATION:** No  
**ATTACHMENTS:** No

### STAFF RECOMMENDATION:

It is the city staff's recommendation that the City Council approve the continuation of the month-to-month services with Spectrum/Charter and authorize the discontinuation of internet in an amount not to exceed \$56,000.

**PLANNING & ZONING COMMISSION:**      **Recommend Approval**      **Disapproval**      **None**