

DOCUMENTS IN THIS PACKET INCLUDE:

LETTERS FROM CITIZENS TO THE
UTILITIES ADVISORY COMMISSION

From: [William Courington](#)
To: [UAC](#)
Subject: Don't take on fiber until the gas utility is shut down
Date: Friday, June 24, 2022 3:40:06 PM

[You don't often get email from billcour@sonic.net. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

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Palo Alto residents have good options for fiber, the best being — in covered neighborhoods — Sonic. I can't imagine the City ever providing better service ... Sonic is extraordinary. My experience with AT&T and Comcast is through friends, but they seem to provide acceptable, if not great, service.

The Utilities department should focus its resources instead on electrification, or degassification. This means upgrading transformers and pushing and pulling residences and businesses (and City facilities) into switching gas appliances for electric. It's an enormous job, and it needs to be done as soon as possible to stop methane leaking and burning in Palo Alto.

William Courington
1231 Byron St.

From: [Gabe](#)
To: [Palo Alto Fiber](#)
Cc: [UAC](#); [Council, City](#)
Subject: Palo Alto Fiber question
Date: Sunday, June 26, 2022 11:36:02 AM

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Hello there!

Since I see that Palo Alto Fiber survey is being distributed to the public, I just have a question to ask...

How much of % Palo Alto residents would give out a strong indication/vote that fiber being run by CPA is needed throughout the city?

I look forward to receiving your response soon.

Regards,
Gabe Leung

From: [Jeff Hoel](#)
To: [Yuan, Dave](#)
Cc: [Hoel, Jeff \(external\)](#); [Council, City](#); [UAC](#); [Batchelor, Dean](#); [Shikada, Ed](#)
Subject: questions about the City of Palo Alto Internet/Broadband Services Survey
Date: Monday, June 27, 2022 1:08:03 PM

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Dave,

Yesterday, Don Jackson forwarded to me an email message he had received

From: City of Palo Alto <fiber@cityofpaloalto.org>
Subject: City of Palo Alto Internet/Broadband Services Survey
Date: June 23, 2022 at 11:39:25 AM PDT
To: <dcj@clark-communications.com>

inviting him to take a Palo Alto FTTP survey.

Today, he forwarded to me another email message he had received

From: City of Palo Alto Fiber Internet <invites@mailers.surveygizmo.com>
Date: June 27, 2022 at 7:05:45 AM PDT
To: don.jackson@gmail.com
Subject: City of Palo Alto Internet/Broadband Services Survey

also inviting him to take a Palo Alto FTTP survey.

I haven't received either of these messages from the City yet.

QUESTIONS:

1. To how many people was each of these messages sent? How did the City choose these people? I had the impression that the City was going to send such a message to essentially every residential premises and every business premises. What was the City's intent? If the City invited a smaller number of people to take the survey, how were they selected, and why does the City think that this set of people is "representative"?
2. I had the impression that each invitation email message contained a personal identifier, in effect permitting the recipient to take the survey. If I take the survey using Don's invitation email message, will it count? (I haven't done this yet. I did try to look through the survey without answering questions, but the survey wouldn't let me do that.) What will the City do with surveys received without the personal identifier?

Please send me an email invitation to take the survey (assuming that's consistent with City policy).

Thanks.

Jeff

Jeff Hoel
731 Colorado Avenue
Palo Alto, CA 94303

From: [Don Jackson](#)
To: [Palo Alto Fiber](#)
Cc: [UAC](#); [Council, City](#)
Subject: Fiber/Internet Survey and "Submit a Deposit" programs
Date: Monday, June 27, 2022 6:30:19 PM

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A few points about the recently announced Survey and "Submit a Deposit" initiatives regarding a potential fiber/Internet service:

I suggest that you "lead" with the "Submit a Deposit" link and promotion, instead of only mentioning it at the end of the survey.

I feel that a \$50 deposit is a stronger indication of interest, and should be positioned/promoted as such:

"To DEMONSTRATE that you are interested in a fiber/Internet service, submit a deposit. To inform our decision making, please also take our survey...."

In addition, every day/week the running total of deposits that have submitted should be published on the Fiber website, so we can all see how that is going, similar to the "goal thermometers" often used to incentivize a community (see image below)

The "Make a Deposit" program should be touted/featured in the weekly "Notice for City Council Meetings' Agendas and Reports" email and the "Weekly City Manager Blog"

Another very direct way for Council to gauge voter interest would be to put an "advisory question" on the November election ballot, something to the effect of:

"Should Council proceed to create a fiber/Internet service utility for residences and businesses in Palo Alto?"

The section of the survey where the participant is asked to chose between 10 combinations of potential services is quite poorly done (in my opinion), for example, when asked for a preference between X Mbps fiber/Internet service from Palo Alto versus X Mbps from Comcast (for the same value of "X"), the context/explanation is not provided that the speed of the Palo Alto service would be symmetric (same speed up and down), and that a cable Internet service (from Comcast) might be X Mbps down, but will never be more than ~25 Mbps up, and this huge difference is not at all apparent in the current survey.

Regards,

Don Jackson

From: [E. Nigenda](#)
To: [UAC; Batchelor, Dean](#)
Subject: Electric Resilience Toolkit
Date: Thursday, June 30, 2022 9:31:34 AM

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Dear UAC Commissioners, Utilities Director:

From Columbia Law School's Sabin Center for Climate Change Law, the EDF, and the Initiative on Climate Risk and Resilience:

"A new [Electric Resilience Toolkit](#) aims to support policymakers and stakeholders working on issues around electric sector regulation and climate resilience planning. Such planning is essential to ensure electricity infrastructure is designed and operated in a way that accounts for the impacts of climate change."

Best,
Esther Nigenda

From: [Jeff Hoel](#)
To: [UAC](#)
Cc: [Hoel, Jeff \(external\)](#); [Council, City](#); [Yuan, Dave](#); [Horrigan-Taylor, Meghan](#); [Batchelor, Dean](#); [Shikada, Ed](#)
Subject: FTTP -- survey and deposit information
Date: Friday, July 15, 2022 4:14:12 PM

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Commissioners,

I hope that FTTP will be an agenda item at your 08-03-22 meeting. Maybe it could even be an action item, so that the commission could vote on how it wants to advise Council.

I have some questions pertaining to the FTTP "hub" page.

<https://fiber-palo-alto.hub.arcgis.com/>

1. Re the "Click Here to Start the Residential Survey" button, if a resident clicks this button and follows instructions, will the survey count?

1a. I think I remember from previous discussions that a participant had to be "invited" (by email) to do the survey in order for it to count. Is that just wrong?

1b. How many residents have been "invited" (by email)?

1c. Will staff publish the survey, please? Including all the questions, plus the flow chart for what questions are not shown to the participant, based on the participant's previous answers?

1ci. When I took the survey, I said, on page 1, that I was in charge of financial decisions at my home and I had no home internet service. After that, the only other question the survey allowed me to see or answer was WHY I did not have home internet service. (And it didn't even allow me to check multiple reasons.) I wasn't allowed to say what kind of service I wanted.

2. Re the "Click Here to Start the Business Survey" button, if a business person clicks this button and follows instructions, will the survey count?

2a. Again, I think I remember from previous discussions that the participant had to be "invited" (by email) to do the survey in order for it to count. Is that just wrong?

2b. How many businesses have been "invited" (by email)?

2c. Will staff publish the survey, please? Including all the questions, plus the flow chart for what questions are not shown to the participant, based on the participant's previous answers?

3. Re the "Go Here to Submit a Deposit" button, is this intended for residents only, or for businesses too?

4. At "Track Local Support," this hub page reports on the number of survey responses (2,400) and the number of deposits (498) so far (as of 07-14-22). It promises to update this information weekly.

4a. Please consider reporting separately on the number of residential survey responses and the number of business survey responses.

4b. Please consider reporting separately on the number of residential deposits and the number of business deposits. (Does staff have a way of knowing whether a resident or business made the deposit?)

4c. Please consider reporting on how many residents have been "invited" and how many businesses have been "invited."

4d. Please consider showing a history of this information, week by week, cumulatively, rather than just for the most recent week.

5. If any surveys were returned that didn't count, please provide information about that.

6. If I click on "Get Involved" (in either the top banner or bottom banner), I'm taken to a map <https://fiber-palo-alto.hub.arcgis.com/pages/get-involved> where people can "pin" themselves to indicate an interest in FTTP. I continue to think that most people haven't figured out how to get to this map.

6a. Google can't find the map page. Google "site:cityofpaloalto.org 'happy connecting' " 1 hit, not relevant.

6b. As of 07-14-22, there were 498 deposits but only 268 "pins." Does it make sense that (about) twice as many people were willing to make a \$50 deposit as were willing to put themselves on a map? I don't think so.

6c. At the 06-08-22 UAC meeting, Dave Yuan came up with the idea that the map could show WHERE the people making the deposits were. Sounds like a good idea. I don't know how hard it would be.

Thanks.

Jeff

Jeff Hoel
731 Colorado Avenue
Palo Alto, CA 94303

PS: The word "hub" doesn't appear on the "hub" page, although it does appear in its URL.