DEPARTMENT: Technical Services

RECOMMENDED ACTION AND JUSTIFICATION:

Approve a project to document service interruptions from TDS customers in Mariposa County’s District II and District III.

BACKGROUND AND HISTORY OF BOARD ACTIONS:

No previous Board actions on this matter.

ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:

The County would not assist the constituents in District II and III in our attempt to encourage TDS to improve the phone switch infrastructure.

Financial Impact? (X) Yes ( ) No  Current FY Cost: $750.00 (estimated)  Annual Recurring Cost: $0

Budgeted in Current FY? ( ) Yes ( ) No ( ) Partially Funded

Amount in Budget: $0

Internal Transfer

Unanticipated Revenue ______ 4/5’s vote

Transfer Between Funds ______ 4/5’s vote

Contingency ______ 4/5’s vote

( ) General ( ) Other

List Attachments, number pages consecutively

1. Cover Letter

2. Letter from David and Teresa Sizemore

3. TDS LETTER FROM JANET G. O'BY

4. TDS LETTER FROM CYLE TURPIN

The foregoing instrument is a correct copy of the original on file in this office.

Date: 

Attest: MARGIE WILLIAMS, Clerk of the Board

County of Mariposa, State of California

By: Deputy

COUNTY ADMINISTRATIVE OFFICER:

Requested Action Recommended

No Opinion

Comments:

Revised Dec. 2002
COUNTY of MARIPOSA
P.O. Box 784, Mariposa, CA  95338 (209) 966-3222

BOB PICKARD, CHAIR
LEE STETSON, VICE CHAIR
LYLE TURPIN
JANET BIBBY
DIANNE FRITZ

DISTRICT V
DISTRICT I
DISTRICT II
DISTRICT III
DISTRICT IV

MARIPOSA COUNTY BOARD OF SUPERVISORS

MINUTE ORDER

TO:  RICK PERESAN, Technical Services Director
FROM:  MARGIE WILLIAMS, Clerk of the Board
SUBJECT:  APPROVE A PROJECT TO DOCUMENT SERVICE INTERRUPTIONS FROM TDS CUSTOMERS IN MARIPOSA COUNTY’S DISTRICT II AND DISTRICT III RESOLUTION 05-558

THE BOARD OF SUPERVISORS OF MARIPOSA COUNTY, CALIFORNIA

ADOPTED THIS Order on December 6, 2005

ACTION AND VOTE:

Rick Peresan, Technical Services Director;
Approve a Project to Document Service Interruptions to TDS Customers that Reside in Districts II and III in Mariposa County

BOARD ACTION: Discussion was held with Rick Peresan, and he estimated that the cost of a survey would be approximately $750.00. Supervisor Bibby commented on some of the problems that are being experienced due to the service interruptions. Rich Inman, County Administrative Officer, recommended that the expense come from the Technical Services budget, and the Technical Services Director can come back with the mid-year budget if an adjustment needs to be made. (M)Turpin, (S)Fritz, Res. 05-558 was adopted approving the survey project, with the cost to come from the Technical Services budget. Chairman Pickard clarified that the results of the survey will come back to the Board with a recommendation; and he asked that a copy of the survey be distributed to the Board members. Rick noted that he will advise TDS of the survey. Ayes: Unanimous.

Cc:  Lyle Turpin, Supervisor District II
     Janet Bibby, Supervisor District III
     File
MARIPOSA COUNTY TECHNICAL SERVICES MEMORANDUM

To: Mariposa County Board of Supervisors

From: Richard Peresan, Technical Services Director

Date: November 22, 2005

RE: TDS Survey

In a meeting with the Mt. Bullion citizens group in October 27, 2005, I discussed our efforts thus far to encourage the local telephone company, TDS, to invest in more modern equipment in order to provide more reliable phone service. These efforts include meetings with TDS representatives and a letter writing campaign from the District II and III Supervisors as well as the Sheriff Department.

The group suggested the County fund a survey, where the TDS customers could document service interruptions. This data would be used to leverage TDS into action by delivering the results to TDS, CPUC, and appropriate elected officials.

By using the GIS system, we can generate mailing lists and labels to mail the survey to the TDS customers. At the January Mt. Bullion citizens group meeting we can review the proposed survey instructions and form. I expect the Mt. Bullion citizens group to contribute with clerical work for the mailing.

Aside from a lack of Broadband Internet access, our real concern is a lack of dependable phone service, especially in emergency situations.

The County contribution includes paper, envelopes, and postage, estimated at about $750. In addition, the Technical Services Director will assist in compiling the data and may request clerical help from other county staff.
October 28, 2005

Janet Bibby
Board of Supervisors
PO Box 784
Mariposa, CA
95338

To Whom It May Concern:

We have been residents of Mt. Bullion and customers of TDS Telecom for over four years. During this time, we have experienced repeated and lengthy episodes of intermittent service. More importantly, we have experienced interruptions of our emergency service. Our neighbors have voiced similar dissatisfaction. Repeatedly, we have voiced our complaints to TDS.

Would the board of supervisors give consideration in their agenda to a request for a county survey TDS’ customers and compile them as evidence to make a formal complaint against TDS Telecom.

Sincerely,

[Signature]

David & Teresa Sizemore
June 28, 2005

Mr. Charles Green
General Manager, TDS Telecom
18025 Olinda Road
Anderson CA. 96027-8262

Dear Mr. Green,

Thank you for your time meeting with us here in Mariposa County. I appreciated your effort to discuss with us first hand the issues facing TDS Telecom in delivering dependable phone service to the citizens of Mariposa County’s District III.

However, I must voice my concern regarding the phone service you provide. As a resident, and through complaints from my constituents in Hornitos and Cathey’s Valley, I know first hand the voice service is inconsistent and broadband data services are non-existent.

Our County has invested in technologies to assist us in the event of emergency. The use of reverse 911 is specifically designed to notify residents of pending danger, especially in the event of fire. We are very concerned that your current equipment cannot handle the call volume generated by this system which is intended to save lives and property.

This same issue has risen in the past with a 911 call where many residents call 911 in such volume that they are unable to report an emergency event. This is very troubling to me.

Finally, many of my constituents have expressed the desire for broadband Internet access. I recognize the economic challenges of providing that service in rural areas. However, Mariposa County is willing to work with you, including seeking grant funding, to help provide dependable telecom services. We encourage TDS to pursue upgrading your infrastructure, especially in light of the questionable emergency service availability.

Sincerely,

JANET BIBBY
Mariposa County Supervisor District III

cc: Members, Board of Supervisors
Congressman George Radanovich
Senator Chuck Poochigian
Assemblyman Dave Cogdill
June 28, 2005

Mr. Charles Green  
General Manager, TDS Telecom  
18025 Olinda Road  
Anderson CA. 96027-8262  

Dear Mr. Green,  

Thank you for your time meeting with us here in Mariposa County. I thought our discussion was both informative and productive.  

However, as the Supervisor of District II in Mariposa County, I must express my concern regarding the phone service you provide. Through my constituents in Hunters Valley and Bear Valley, I've learned that the voice service is inconsistent and broadband data services are non-existent.  

Our Sheriff’s Department has invested in technologies to assist us in the event of emergency. The use of reverse 911 is specifically designed to notify residents of pending danger, especially in the event of fire. We are very concerned that your current equipment cannot handle the call volume generated by this system, which is intended to save lives and property.  

This same issue can and has risen in the past with a 911 call where many residents are calling 911 to report an emergency event. This is very troubling to me.  

Finally, many of my constituents have expressed the desire for broadband Internet access. I recognize the economic challenges of providing that service in rural areas. Please understand that Mariposa County is willing to work with you, including seeking grant funding, to help provide this service. In addition, we encourage TDS to pursue upgrading your infrastructure, especially in light of the questionable emergency service availability.  

Sincerely,  

LYLE TURPIN  
Mariposa County Supervisor District II  

cc: Members, Board of Supervisors  
Congressman George Radanovich  
Senator Chuck Poochigian  
Assemblyman Dave Cogdill