



To: Mayor and Common Council

From: Barbara B. Matthews, City Administrator

Date: April 2, 2019

Re: Quarterly Update – Westminister Fiber Network

**Background**

The Westminister Fiber Network is the Mid-Atlantic’s first community-wide gigabit fiber network, creating a competitive local marketplace for Internet services and providing community access to affordable gigabit Internet speeds. The City of Westminister constructs, owns, and maintains the dark fiber network. Under a lease agreement, a private partner installs equipment, lights the network, and provides service to customers. Westminister’s private partner is Ting Internet.

As reflected in the attached map, the Westminister Fiber Network is being constructed in phases. These phases are described below:

- The Pilot phase, which became operational in September 2015, focused on the commercial areas near Carroll County Airport and the residential area near Carroll Lutheran Village.
- Phase 1 of the Westminister Fiber Network, which became operational in February 2017, encompasses the northwest part of Westminister. This phase of the project includes Bolton Hill, Cliveden Reach, the Village of Meadow Creek, Stoneridge Overlook, and Whispering Meadows.
- Phase 2 of the Network is the area generally bounded by MD 140, MD 31, Bell Road, and Old New Windsor Road. It includes the neighborhoods of Avondale Ridge, Avondale Run, Eagleview Estates, Fenby Farm, Furnace Hills, The Greens, and Wakefield Valley. Phase 2 was fully operational as of September 2017.
- Phase 3 is generally bounded by MD 31 south to Bishop Street, the eastern and western City limits north of MD 27, and from Main Street to MD 140 south of MD 27. A small portion of Phase 3 became operational in June 2018; all areas were live as of mid-October 2018.
- Phase 4 is comprised of the Westminister Mall and parts of N. Center Street and Cranberry Road. South of MD 27, it follows the west boundary of the City to the area of Malcolm Drive and Market Street. With the exception of Stonegate in Area H, construction of Phase 4 was essentially complete as of March 31, 2019.

Given the importance of the fiber project, staff provides quarterly status reports to the Mayor and Council. Val Giovagnoni, Ting Internet’s manager for the City of Westminister project, will join City staff in presenting the update on April 8, 2019.

### Project Financial Information

As of March 31, 2019, the City had drawn down \$15,116,225 of the \$21.0 million loan for design and construction of the Westminster Fiber Network. The City had incurred \$587,197 in interest costs as of this date.

In accordance with the contract between the City and Ting Internet, Ting pays the City \$6.00 per month for each unit passed by the Network. The City also receives \$17.00 per month for each subscriber. As of March 31, 2019, the City had received \$966,424 in lease and miscellaneous revenues.

The chart below provides the total number of units in each phase of the project, the number of units, the number of passed premises, the number of subscribers, and the take rate (the number of subscribers divided by possible subscribers) as of March 31, 2019.

	# of Units	# of Passed Premises	# of Subscribers	Take Rate
Pilot Phase	273	273	95	34.8%
Phase 1	891	876	268	30.6%
Phase 2	1,881	1,845	452	24.5%
Phase 3	1,608	1,603	228	14.2%
Phase 4	1,411	1,117	104	8.8%
Total	6,064	5,774	1,147	19.9%

Staff continues to refine the number of units and the number of passed premises. During the quarter, staff conducted an address audit of Bolton Hill and the part of Stonegate that has been conducted to date. There were also downtown addresses that required the addition of multiple connections because more than one unit existed.

### Construction Activities

During the quarter ended March 31, 2019, approximately 0.32 miles of conduit and 0.57 miles of carrier strand on poles were installed. Crews also installed 5.81 miles of underground and aerial fiber.

Phase 4 construction, including the Sullivan Road work, is close to completion. With the exception of Stonegate in Area H, all areas are operational; it should be live in the next two weeks. Drop installations are being completed within 10 days of an order.

As of March 31, 2019, the City had constructed about 93.7 miles of conduit, through which approximately 107.9 miles of fiber optic cable was pulled. Approximately 1,710 drops had been installed.

The following chart shows the status of access agreements as of March 31, 2019.

	Serviceable Addresses	Access Agreements Received	% Submitted
Phase 1	891	478	53.65%
Phase 2	1,881	916	48.70%
Phase 3	1,608	450	27.99%
Phase Four	1,411	304	21.55%
Total	5,791	2,148	37.09%

**Network Maintenance**

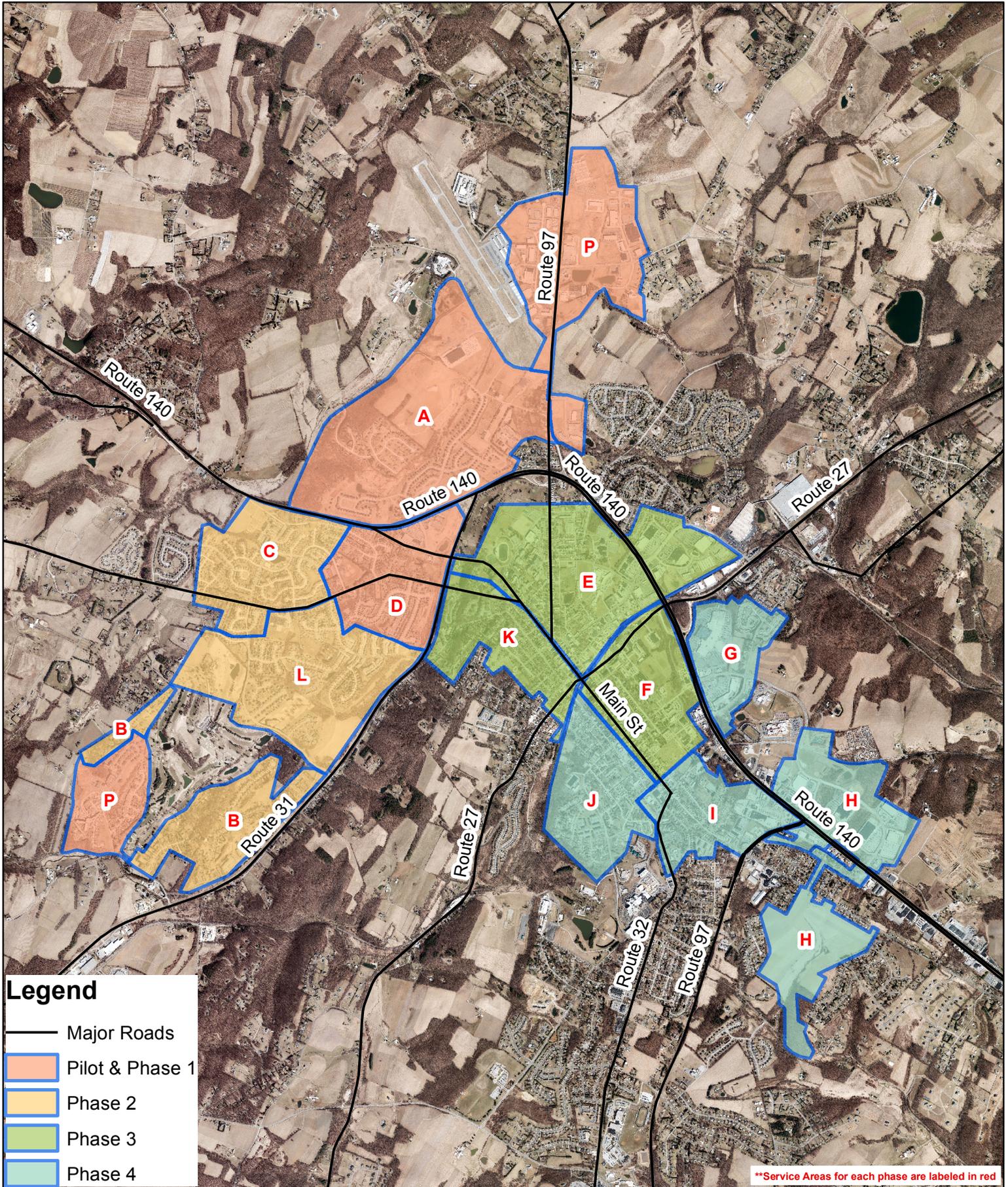
The transition to in-house maintenance of the Westminster Fiber Network is ongoing. The Westminster Fiber Network maintenance team continues to learn the operation of recently acquired equipment. The team is handling all new order installations in Phases 1 and 2 and is transitioning to take over responsibility for all new orders; SMC previously performed this work. Additionally, the City's in-house maintenance team has been working with Ting installers to troubleshoot any issues arising during customer installs.

**Attachment**

- Map depicting Westminster Fiber Network phases

cc: Tammy Palmer, Director of Finance & Administrative Services  
Jeff Glass, Director of Public Works  
John Dick, Deputy Director of Public Works

# Westminster Fiber Network



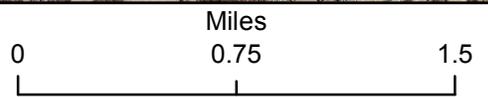
**Legend**

- Major Roads
- Pilot & Phase 1
- Phase 2
- Phase 3
- Phase 4



**City of Westminster**

Produced by Westminster GIS (JBrown) Reference only  
Document Name: WestminsterFiber\_762017\_ServiceAreas



Date: 7/6/2017

# Westminster Update

January, February, and March  
2019





- Phase Recap
- Marketing Review
- TV Update
- Questions

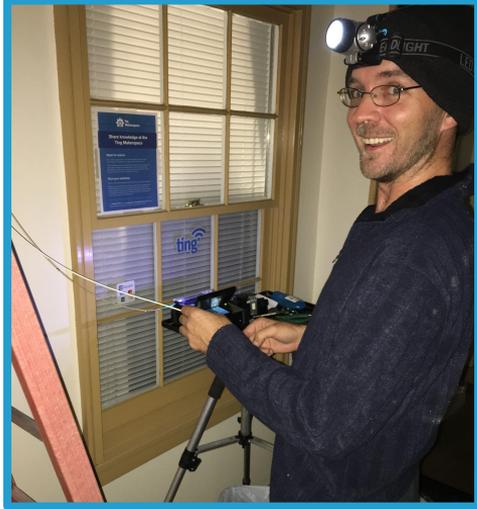
# Phase Recap



## Our family continues to grow on the WFN!

	# of Units	# of Passed Premises	# of Subscribers	Take Rate	Anniversary Date
Pilot Phase	273	273	95	34.8%	8/14/2015
Phase One	891	876	268	30.6%	1/27/2017
Phase Two	1,881	1,845	452	24.5%	7/6/2017
Phase Three	1,608	1,603	227	14.2%	6/21/2018
Phase Four	1,411	1,177	104	8.8%	11/26/2018
Total	6,064	5,774	1,146	19.8%	

Numbers as of March 31, 2019



“Russ was great - efficient and communicated very well all the steps he was taking, how everything worked and showed me all the installed parts. He cleaned up after the work and was a pleasure to have in my home. Through the earlier stages of the process, Val was really good about keeping me updated on progress and everyone I've spoken within your offices has been very helpful. And I immediately saw a difference in my internet speed! 100% win all around.”



“Nathan was first class Technician answered all my questions and was very good at helping to make sure we put all in right place incoming to house. Ting is going to be great for our town!! Speed in comparison to our *current* line is not even in same ballpark!”

# Marketing Review

January 16, 2019

## An update for Phase 4 of the Westminster fiber build



In our Westminster [progress reports](#), we offer as much information as we possibly can on the fiber network build process. We'll also talk about Ting events, promotions and some of the work we're doing in the Westminster community. Check back regularly to keep up to date on the latest.

In our [last construction update](#), we announced that Phase 3 addresses could get fiber Internet. We also talked a bit about construction progress in Phase 4.

### An update for Phase 4

Construction continues in Phase 4 of the Westminster Fiber Network build. City crews are pulling fiber underground through conduit placed earlier in construction. They're also splicing connections and placing drops.

Splicing is a process where a specialized piece of equipment called a splicer takes two pieces of fiber and fuses them together with a tiny and very nearly optically perfect laser weld.



# Growing Take Rate in Existing Phases - Promos



## Try Ting Internet for free Just in time for your Super Bowl party

Tired of slow and unreliable Internet? You're in luck.

You already have a fiber drop, so wiring for Ting crazy fast fiber Internet is easy! For a limited time, get a free trial month of Internet service plus a free installation. That's a \$187 value, no strings attached.

**A chance to win a 43" Samsung LED Smart TV**

When you sign up to try Ting Internet between now and **February 1, 2019**, you'll be entered into a draw to win a 43" Smart TV.

The winner will be drawn on **Friday February 1, 2019** at 12:00 pm EST.



Try the fastest Internet  
available today

Call us at **443-201-7207**  
and mention promo code  
**FREEWESTMINSTER**



10 20 30 40 50 40 30 20 10



## Try Ting Internet for free this St Patrick's Day

Slow, unreliable Internet? You're in luck.

You have a fiber drop and are ready to get installed with Ting. You can get a free trial month of Internet service plus a free installation (a \$187 value!) until March 8.

**Win a St Patricks Day prize pack**

Sign up to try Ting Internet before **March 12** and you'll be entered into a draw to win one of two four-ticket packs to see the Celtic band Barleyjuice live at the Carroll Arts Center on March 16 at 8 pm. Each pack of tickets will also come with a \$200 gift card to O'Lordan's Irish Pub!

Winners will be drawn on **Tuesday March 12** at 12 pm EST.



Try the fastest Internet  
available today

Call us at **443-201-7207**  
and mention promo code  
**FREEWESTMINSTER**



**ting** crazy fast fiber Internet



## Downtown meets Ting After work, join Ting Internet for Tiny Sandwich Tuesdays!

Ting Internet will be at JeannieBird Baking Company for some after work tiny sandwiches, refreshments and wine.

Come meet our team and learn more about Ting, VoIP telephone powered by fiber and all the other benefits fiber Internet can bring to your business. Test out JeannieBird's Ting gigabit connection on your device and see what crazy fast fiber Internet can do.

### Get a free installation

Give us a call at **443-201-7207** and mention promo code **BUSINESSFREE**. That's a \$200 value! Join us at Tiny Sandwich Tuesday to learn more.

See reverse for details!





# Area C Breakfast



## You're invited to a Ting breakfast

Enjoy breakfast and a special promotion just for you!

Bring the whole family out for a free breakfast catered by Blue Bistro! Meet the Ting Team and learn more about fiber Internet.

RSVP to Patrick Garvey at [pgarvey@ting.com](mailto:pgarvey@ting.com)

Get a free installation and router when you order Ting service. That's a \$298 value!

Call 443-201-7207 and mention promo code **BETTERTHANBACON19**.

**When:** Saturday, March 30  
from 9-11am

**Where:** Westminster Community  
Pool Building, 325 Royer Rd  
Westminster



The Westminster Municipal Pool is lit with Gigabit Internet under our Friends of Ting program!



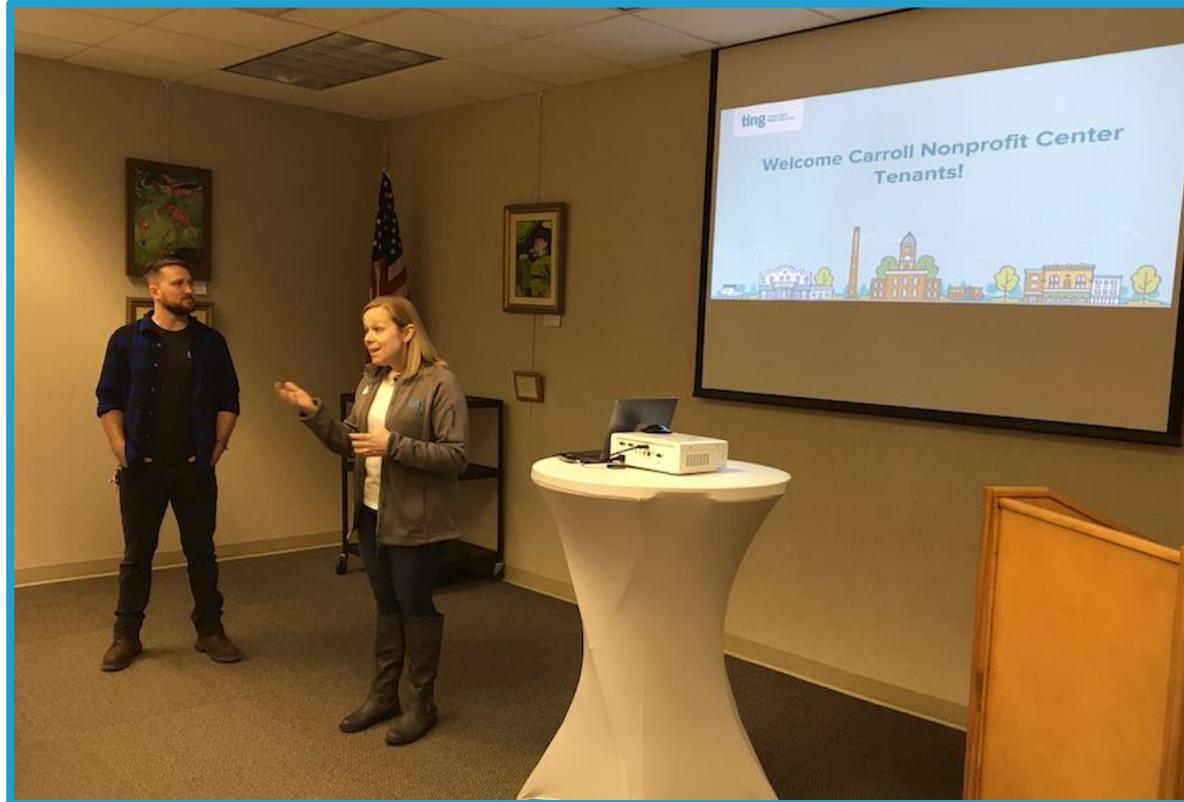
### Give us a call

Enter your address at [ting.com/westminster](https://ting.com/westminster) and see if you're on the network.

Then, call our team at **443-201-7207** and mention promo code **CELTICCANTER19** before March 29.

### Why fiber?

-  watch videos without buffering
-  make crystal clear video calls
-  upload and download in seconds
-  game with low ping and no lag
-  really reliable in all kinds of weather



- Carroll County Youth Services Bureau Chocolate Ball
- MAGIC's Hack & Sip
- Celtic Canter

Latest on TV

- Many things can go wrong running a TV service!
  - We took the time to put in infrastructure that would not only solve the problem(s) but also scale
- Patience is involved when working with TV Networks to negotiate rates for channels that allow us to offer an affordable and valuable channel lineup to our customers

- The Beta rollout of Ting TV is expected to happen late May 2019 in Charlottesville, VA to existing Ting Internet customers who've expressed interest in Ting TV
- A full fledged launch for Ting TV is expected to happen in June/July in Charlottesville, VA and Holly Springs, NC
- By **August/September 2019, Ting TV will be offered in Westminster, MD** and Fuquay Varina and Wake Forest, NC to new Ting Internet customers.
  - Existing Internet customers will also be able to order TV by calling our support number
- A finalized channel lineup for each Ting Town will be made available by June 2019

Questions