

**2017 ANNUAL REPORT  
PUBLIC SERVICE DEPARTMENT**



## **2017 Report** **Department of Public Service**

The Public Service Department is comprised of many areas of maintenance and new construction. The Service Department has always been responsible for Street Maintenance, Building and Grounds Maintenance, and Vehicle Maintenance, but a very big role in the Service Department is Utilities and Infrastructure Engineering. This year's report will include a much more detailed section for Utilities and Engineering.

The major objective of the Service Department is to protect the multi-million dollar investments and assets owned by the City in a cost effective manner. This requires a varied program of asset maintenance and cost reduction procedures wherever possible. In some instances, this requires investment in equipment as well as creating a staff experienced in areas that previously required outside vendors.

A highlighted version of events and challenges for the Service Department includes:

- Engagement in the residential as well as the business community
- A continued improvement in landscape of city grounds
- More involvement in all facets of Building Maintenance and a reduction in the use of outside vendors
- Another successful year of special programs and services
- A very active role in Engineering projects
- Constant involvement in the infrastructure improvements
- An extremely active role in community outreach from the compactor to the hand delivered letters/announcements
- Installing and restoring FairlawnGig Construction
- Managing FairlawnGig Infrastructure

### **Personnel**

In today's business world, the need for cross training of employees is the most useful technique to control overall budget costs. The Service Department has always had personnel that could perform a multitude of tasks in their respective fields and other maintenance fields.

The Department is made up of a talented group of people who are versatile, loyal employees dedicated to providing excellent service to the residents of the City of Fairlawn.

Our assigned areas of major responsibilities are Street Maintenance, Building and Grounds Maintenance, and Vehicle Maintenance. Because of frequent changes in specific maintenance duties, all of these personnel are capable of, and do assist in required areas not included in their specific responsibilities.

Our current roster in the Service Department, along with years of service, is as follows:

- Ernie Staten, Deputy Director – 21 years
- Nicholas Spagnuolo, City Engineer – 43 years
- Greg Saiben, Superintendent/Street Commissioner/Utilities Commissioner – 31 years

- Linda Algie, Administrative Secretary – 9 years
- Mark Miller, Building and Grounds Supervisor – 35 years
- Steven Miller, Vehicle Maintenance Supervisor – 23 years
- Steven Scott Testa, Street Maintenance Supervisor – 15 years
- Patrick Adkins, Building Maintenance – 20 years
- William Eblen, Building Maintenance – 20 years
- Nicholas E. Hogue, Broadband Utility Technician – 17 years
- John L. Sapper, Street Maintenance – 15 years
- Joseph Stevens, Grounds Maintenance – 9 years
- Charles Maddern, Building Maintenance – 8 years
- Eric Fogle, Vehicle Maintenance – 5 years
- Jeffrey Beauregard, Vehicle Maintenance – 4 years
- Craig Garske, Street Maintenance – 3 years
- Jacob Mohler, Street Maintenance – 3 years
- Andrew Woofter, Mechanic – Less than 1 year

### **Training**

Employees of the Service Department take part in various training programs associated with their respective jobs. Certifications through Fleet Maintenance, Mosquito and Pesticide Licensing, Playground Safety Inspector Certification, Fiber to the Home Conference, and ODOT Training for Streets are some of the continuing education curriculum our employees attend. We also sent an employee to a four-day Fiber Optic Training Course in Cincinnati, OH in preparation for FairlawnGig installations.

### **Snow and Ice Control**

Maintaining City streets and sidewalks are a top priority to the City Administration and with proven tactics and cutting edge improvements, the Service Department crew achieves the results to satisfy those priorities.

The 2017 Snow and Ice control season started November 19, 2016 and continued until April 7, 2017. It started 29 days earlier and ended 2 days earlier than the previous 2015-2016 season. The entire work force of 13 employees with CDL certification distributed approximately 2,400 tons of salt (1,202 tons less than last season), 2,105 gallons of calcium chloride (245 gallons more than last season) and 22,500 lbs. of sidewalk salt during 2016-2017 which is an increase over past years due to new and extended procedures for sidewalks.



## **Administrative**

The Public Service Department's administrative staff is made up of the Deputy Director Ernie Staten, Superintendent Greg Saiben who retired in September 2017 and will be greatly missed, and Administrative Secretary Linda Algie. The duties of this staff are to manage the Service Department and act as liaisons to the residents with all public service duties and events. Maintaining the City's infrastructure requires daily and long range management which provides constant upkeep on a day to day basis. The Service Department received and responded to over 1,500 telephone and e-mail requests or complaints at the administrative level. Additional calls requiring immediate action were paged out to various Service personnel. The Service Department sent out 39 violation letters for grass/weeds, shrubs and vegetation and dead trees. The Service Department administration attends many city meetings as active participants in current and future plannings. Administration also oversees all city utilities and engineering.

## **Street Maintenance Department**



We currently have five (5) full time Street Division employees, Supervisor Scott Testa, John Sapper, Eric Fogle, Craig Garske and Jacob Mohler. They are primarily responsible for maintaining approximately 116 lane miles of streets and right of ways. The duties and responsibilities that were completed throughout the year were as follows:

- Snow removal for approximately 30 miles of roadway
- Paint striping – 330 gallons of white and yellow road paint
- Catch basin cleaning
- Street sweeping – 148.28 tons of debris
- Responsible for all road closings and detours
- Crack sealing of concrete and asphalt pavement
- Administer miscellaneous slab repair contract
- TV inspection and repair of storm sewers
- Oversee maintenance of four (4) sanitary sewer pump station buildings
- Oversee maintenance of sanitary sewers
- Annual inspection of all bridges
- Open ditch and waterway maintenance and repair (Schocalog Creek and Smith Ditch)
- Trim trees on City right-of-ways/Maintenance of city street trees
- Mosquito fogging
- Maintenance of all City owned parking lots
- Annual bagged leaf pick-up

- Transport recyclables to recycle drop off site
- Transport resident's yard debris to Mulch Makers
- Maintenance of compactor facility
- All weather dependent functions such as flooding, thunder storms, extreme heat and cold conditions
- Maintain all city plantings around city signs, islands, and round-about
- Restoration of property for FairlawnGig
- Utility locates for FairlawnGig

### **Buildings and Ground Maintenance Department**

Building and Grounds Maintenance personnel are supervised by Mark Miller. Mark's supervision is constantly changing due to ever increasing weather or personnel conditions. Many times the Building personnel are working in the Grounds areas and vice versa during the Grounds off season.

### **Buildings**

Three (3) full time personnel, Pat Adkins, Bill Eblen and Chuck Maddern, are assigned to clean and maintain six (6) City owned buildings. The 95,000 sq. ft. of building facilities requires ongoing maintenance and upkeep. This maintenance is an expense that has to be monitored and controlled by a variety of preventive measures and knowledge. The maintenance expands well beyond custodial duties. The Building personnel monitor and repair the HVAC systems, plumbing systems, structure, lighting, and all utility usage. The Community Center and LRC are buildings with constant maintenance and Parks Department set-ups. The set-ups include: weddings, parties, fitness classes, nature classes, and many other events that require personnel to be available seven days a week throughout the year.





## **Parks/Grounds**

This division employs one (1) full-time employee, Joe Stevens, assigned to maintain 135 acres of City parks and grounds. Part-time seasonal personnel are also necessary to fulfill the duties in Buildings and Grounds Maintenance. With the addition of the boardwalk at Griffiths Park and the Fort Island Learning Resource Center, Fairlawn grounds crews are responsible for the maintenance of 1.55 miles of boardwalk. The recent improvements to Bicentennial Park prove the need for improvements in our parks. These improvements will be made in each and every park yearly.

Other duties and responsibilities that are completed throughout the year are as follows:

- Mowing of approximately 135 acres of City owned property
- Maintain landscaping and snow removal within the parks system
- Maintenance and annual inspections playground equipment
- Maintenance and repairs to Croghan Park Shelter
- Maintenance and repairs to Learning Resource Center
- Maintain 1.5 miles of boardwalk for nature viewing at Fort Island Park
- Maintain walking trails at Corporate Park
- Maintain tennis and handball courts
- Set-up weekly concerts
- Maintenance of all flags within the City
- Maintenance of City Municipal Building
- Stripping and waxing of all floors at City Hall, Police Dept. and Service Dept.
- Cleaning of carpets in City Hall, Police Dept. and Service Dept.
- Janitorial service for Fire Building, Police Building and jail
- Maintain Fire Building, Police Building and jail facilities fixtures and equipment
- Maintaining the Community Gardens
- Maintaining the Soccer Park
- Maintaining park bridges
- Maintaining Croghan Park Rain Garden
- City grounds tree trimming
- Maintaining CIC owned property



## Vehicle Maintenance Department



Currently, The Service Department has three (3) certified mechanics, Supervisor Steve Miller, Jeff Beauregard and Andrew Woofter who are responsible for maintenance and repairs for the City's entire fleet. Like the other divisions, mechanics should have a commercial driver's license and are responsible for snow removal as well as the operation of other equipment. The three (3) mechanics are also used for technical support on all mechanical repairs performed by Street Maintenance and Building and Grounds Maintenance crews.

Duties performed by Vehicle Maintenance personnel are as follows:

- Maintain and inspect all Service Department vehicles
- Maintenance of all snow plow equipment
- Order, speculate, maintain and supervise fuel for all City vehicles
- Maintain and repair various engines, generators, compactors and other equipment utilized by all departments
- Maintain and repair of all Police vehicles
- Purchase of new city owned vehicles and equipment
- Installation of radios/lights in Police vehicles
- Maintain all fire equipment and vehicles
- Installation of radios/lights in Fire vehicles
- Annual inspection/testing of vehicles
- Tornado Warning System
- Order, speculate, and maintain fuel system

The following is a list of the City owned vehicles that the Vehicle Maintenance Department is responsible for:

<u>Equipment</u>	<u>Total Vehicles</u>
Dump Trucks	9
Plows	19
Pick-up Trucks	11
Trailers	6
Street Cleaner	1
Backhoes	1
Loaders	1
Skid Steer	1
Fork Lift	1
Street Stripers	2
Compressors	1
Generators	6
Lawn Mowers	13
Chippers	1
Police Cars	13
Fire Equipment	10
Administration Vehicles	5
Salt Spreaders	11
Bucket Truck	1
Recycle Truck	1
Hot Patch Box	1
Arrow Board	1
Message Boards	3
Crafco Crack Sealer	1
Tractors	3
Radar Trailer	1
Pumps	9
HVAC in all City of Fairlawn Buildings	<u>6</u>
TOTAL	138

**Programs/Services Provided to Fairlawn Residents**

- May 20, 2017 – “Bill Stalker” Fairlawn Clean-Up and Beautification Day (Large Item Pick-Up Day as many call it). Service crews traveled all Fairlawn residential streets collecting large items such as refrigerators, couches, mattresses, etc. and dispose of them at various recycling facilities. The city has offered this free service to the residents for the past thirty-one (31) years. City of Fairlawn workers collected 55.70 tons of refuse in a ten hour period that date.



Also held on this day was our 27th Annual Used Motor Oil Collection Day held at the Andrew E. Sombati Compactor and Recycling Center. A total of 100 gallons of used motor oil was collected.



- The Service Department also assisted in the Annual Memorial Day Observance Event held every year at Bicentennial Park to honor the men and women who have served our country in the military, police and fire.
- June 3, 2017 – Summit Reworks provided a free shredding day for Summit County residents and businesses. City of Fairlawn Service Department assisted Summit Reworks with the use of our facility and personnel for this event. This event generated 31,112 lbs. (15.56 tons) of unwanted paperwork, and 1,325 lbs. of cardboard. This shredding event attracted 575 vehicles from Summit County during a three-hour period. 236 vehicles (or 41%) were residents of the City of Fairlawn.



- This year, thanks to the Foundation, the City held the 4<sup>th</sup> of July Parade and Fireworks. Both events were held on the same day, Tuesday July 4<sup>th</sup>. The Service Department has a very important function at both of these events. Considering the success of both events, the Service Department was very proud to be involved.
- Fall Leaf Pick-up Program – For the past thirty-two (32) years, the City of Fairlawn has provided, at no charge, a leaf pick-up service for our residents. Once again, this service was provided in 2017 with six (6) pickup dates this year. The dates of pick-up were:

October 23, October 30, November 6, November 13, November 20, and November 27, 2017.

There were **3,100** cubic yards of leaves collected total for these six days.

## Andrew E. Sombati Compactor & Recycling Center



The Compactor and Recycling Center was in service 360 days in 2017. The center is closed the following holidays:

- New Year's Day
- Easter Sunday
- July 4<sup>th</sup>
- Thanksgiving Day
- Christmas Day

The hours of operation are from 7:00 AM to 8:00 PM April 15<sup>th</sup> through September 15<sup>th</sup> and from 7:00 AM to 7:00 PM September 16<sup>th</sup> through April 14<sup>th</sup>. The center is maintained seven (7) days a week. The center accepts all household rubbish, tree trimmings, and non-hazardous appliances along with comingled recyclables, corrugated cardboard, waste oil, and newspapers.

Again this year, the Service Department applied for and received a grant for **\$6,859.25**. Monies are applied toward recycling costs and continuous development of programs and yearly upkeep of the facility.

Recycling revenue for 2017 was at **\$5,009.00**. The Compactor site collected **1,985.87** tons of solid waste and **117.83** tons of comingled recyclables. We collected **63.54** tons of newspaper. **31.12** tons of corrugated cardboard was also collected this year. **2,120** yards of brush and yard waste was also collected.

The residents of Fairlawn continue to benefit as they have the opportunity to use a clean and operational compactor and recycling center at **no charge** for the past 22 years thanks to legislation passed each year by the Mayor and City Council. The Service Department issues more than **3,500** compactor decals each year to Fairlawn residents.

## **Engineering and Construction**

The Service Department oversees all engineering and construction of city owned infrastructure. The 2017 year was very busy in both respects:

- Worked closely with Fujitsu Engineers for the FairlawnGig Project.
- Engineered the Cleveland Massillon Road Widening Project for a federal funding application in conjunction with Summit County Engineer.
- Engineered and built miscellaneous Concrete Repair
- Engineered "Flats Area" of Fairlawn
- Engineered plans for the improvement of Smith Road slated for 2018 construction
- Engineered improvements to Corporate Park

The following was performed in 2017.

- Deteriorating and cracked concrete slabs at various locations on the City's concrete streets were removed and replaced. Some of the concrete slabs that needed replaced were due to the repair of broken water lines. These areas were marked by the Service Department and the replacement of concrete was performed by Cioffi Construction. A portion of the cost of the slabs that had to be replaced because of broken water lines was paid for by the City of Akron. Deficient storm sewer catch basins and sanitary manholes were replaced as needed.

## **Funding**

2017 was a profitable year for outside funding sources. The Cleveland-Massillon Road Widening Project received \$3.23 Million in CMAQ funding in the spring. This now brings to total to \$9.5 million in funding for the project. This project is proposed to begin construction in 2020.

## **Utilities**

The Service Department has many utility duties including review and inspection of all new utilities, liaison for residents with utilities, and general workings of the utilities. This is all due to the fact that all the public utilities are within the city street right-of way.

The Service Department continues to head up the latest utility, FairlawnGig, a Municipal Broadband Utility.

Employees of FairlawnGig within the Public Service Department are:

- Nick Hogue, Broadband Utility Technician – 17 years
- Susan Snyder, FairlawnGig Office Manager – less than one year

The utility manpower was mostly made up of outside contractors:

- Dustin Wright, Chief Technical Officer
- Phil Belanger, Marketing
- Kathy Kovacic, Website
- Ian Simmons, Technician
- Ingrid Little, Scheduler
- Peter Klein, Customer Service
- Ed Markowski, Fujitsu Liaison



## FairlawnGig 2017

The Service Department manages FairlawnGig®, our Municipal Broadband Utility that delivers world-class internet access to residents and businesses in Fairlawn. 2017 was a year of construction for FairlawnGig. The network is designed to pass every home and business in Fairlawn and the Akron/Bath/Copley JEDD. The project was divided into twelve districts for construction. At the beginning of the year, the core fiber ring for FairlawnGig was partially complete and built into a single neighborhood. Throughout the year, as each district was complete, FairlawnGig residential and business customers were supplied service. Today construction of the main FairlawnGig network is complete and provides service anywhere in Fairlawn or the JEDD. The City wide WiFi project continues to be build. Currently, the traffic signal "Access Points" are being installed.

### January - March

FairlawnGig was developed as a public private partnership. The City of Fairlawn worked in conjunction with private companies to develop the network. Fujitsu Network Communications is our design, construction, maintenance and monitoring partner. They managed the construction of the network and now help with monitoring and management of the network. Extra Mile Fiber was brought in to act as the Anchor Service Provider (ASP) – the company who offers the retail internet access service branded as FairlawnGig.

For our industry partners, the idea of adding customers to the network while it was still under construction was innovative and different from the typical telecom build. Customers from the Rosemont residential neighborhood and the business district in the JEDD were added during the first quarter. By the end of March, there were a few hundred active customers.

### April - June

At the beginning of April, Extra Mile Fiber was removed as the ASP. The City of Fairlawn now operates the FairlawnGig service provider directly. It had become clear that the City's vision for FairlawnGig differed from Extra Mile Fiber's direction and it was mutually agreed upon to part ways.

During this difficult transition, upgrades were made to much of the equipment in the data center, implementation of a new billing system and customer management system, signed new agreements with upstream internet providers, and negotiated a new system for provisioning new service and network monitoring with Fujitsu. All of this was done while keeping the network running, meeting customer commitments and taking on new FairlawnGig customers. Brief lapses of service during this transition were unavoidable and customers' patience was appreciated during the upgrade.

An agreement was signed with First Communications to be the residential phone provider.

### July - September

After getting through the ASP transition, new service activations accelerated during the summer. There was a large back log of customer sign-ups and more than 50 residential customer installations were performed each week through the Fall.

There were significant upgrades to the data center including: more upstream internet providers, better routing equipment more suitable for a service provider, and changes to the architecture to make the network more resilient in case of hardware failures or problems with one of the internet providers.

FairlawnGig business offerings expanded significantly. With the data center upgrades, support for more sophisticated business services for large enterprise customers was made available. A small business package that offers 500 mbps x 500 mbps internet plus one phone line for \$100 per month was also implemented providing an impressive upgrade for most small businesses at pricing that was more competitive than what was currently offered by incumbent providers. Phone service was also expanded to include business customers and a second phone provider, The Amazing Cloud (TAC), was added to assist with increased phone installations.



**Brian Chima** reviewed FairlawnGig — 5★  
October 27

Whoa! We now have the FASTEST internet ever! I can't believe the speeds. We literally went from 11 mpbs to 320 mpbs once we got Fairlawn gig. And when no one else is on the computers here at our office it's even faster. I can't believe it - my productivity time at work just increased by about 3,000 percent. Hard to put a price tag on that (and we're saving money, too!).

Like Comment Share



**FairlawnGig** Thank you Brian! We are pleased that you are so happy. Welcome the the lightning fast Internet with FairlawnGig.  
Like · Reply · Commented on by FairlawnGig [?] · 9w · Edited



City council approved the new pricing schedule of the expanded services and also authorized FairlawnGig to operate outside of the area once construction within Fairlawn is complete.

Fiber was built to Summit Mall and a fiber network was built inside the mall to better serve retailers. Dewey's Pizza, Nails 90, and Aunt Annie's, are the first customers connected with more installations planned.

The Corporate Headquarters for Signet Jewelers and A. Schulman, both located in Fairlawn, were installed and are receiving world-class internet service. The Crystal Clinic Orthopaedic Center North Coast located on Embassy Parkway and ContiTech on Cleveland-Massillon Road also obtained FairlawnGig service.



**Tim Stephens** reviewed FairlawnGig — 4 ★

October 27 · 🌐



**It is unreal how much of a difference quality internet has made in my house and at cheaper rates than what I was paying previously for a "name brand" ISP. Fairlawn Gig has been life-changing for streaming content and working from home. I cannot imagine having to live with slower internet again.**

#### October - December

The first two City employees were hired who are dedicated to FairlawnGig. Nick Hogue, who transferred over from the City's Street Department and completed fiber training to accept the position of Broadband Utility Technician and Sue Snyder, a long-time Fairlawn resident with an extensive background in Sales and Marketing, accepted the Office Manager position with FairlawnGig.

Restoration of the right-of-way areas for the main construction and most of the individual property owners has taken place. Some of the restoration did not take as expected and will continue when the weather permits in 2018.

FairlawnGig personnel began instructing customers on the benefits of streaming over FairlawnGig. A streaming event and one basic streaming class was held at City Hall to help residents not familiar with streaming over the internet and assist them to better understand the advantages to watching television via the internet. Response from the residents has been positive and more sessions are planned for 2018.

In order to keep the City sustainable, FairlawnGig was conceived to attract and retain residents and businesses. FairlawnGig staff have heard stories from new residents who have said the deciding factor in moving to Fairlawn was the accessibility of a local fiber service. FairlawnGig has also attracted new businesses to Fairlawn. CTMS, Desch USA, Crislip Law Firm, Fully Accountable, Answering Cleveland, Bullington Capital and Euro Gynecology have all moved into the area because of the availability of fiber internet at reasonable costs.

Total number of active FairlawnGig service users is now 1,500 or 36.6% of total possible available customers in Fairlawn and the JEDD.

Monthly recurring revenue now equals \$103,000.

For the future, the goal is to continue to add Fairlawn and JEDD customers and provide them with world-class internet service. Discussions with surrounding communities about expansion of FairlawnGig have been initiated and initial response has been positive. Discussions have also taken place with other regional telecom companies about sharing fiber and using their transport services.



### FairlawnGig Monthly Service Charges

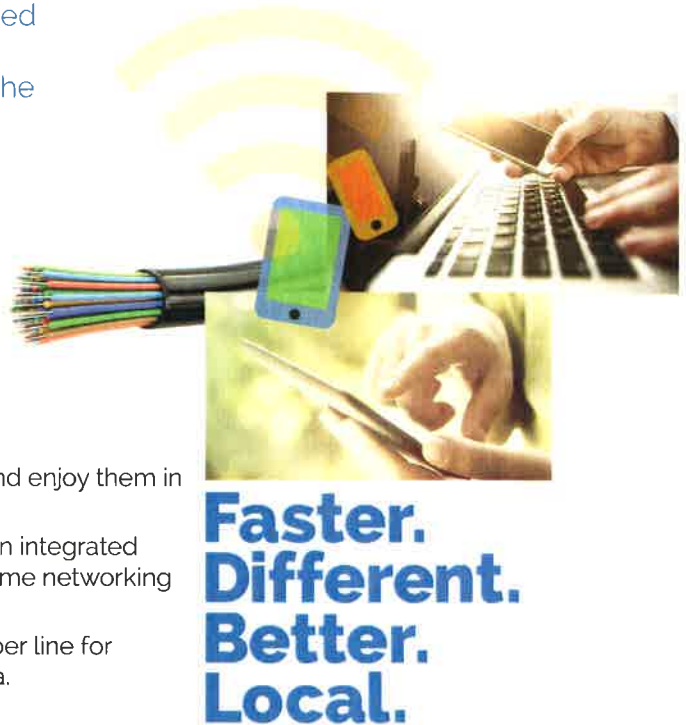
ID	Service Name	Service Description	Price	Type
1	Residential Gig	Residential Fiber Internet Access – 1000 x 1000	\$75	Monthly Internet
2	Residential Premium	Residential Fiber Internet Access – 150 x 150	\$55	Monthly Internet
3	Residential Lifeline	Residential Fiber Internet Access – 30 x 30	\$30	Monthly Internet
4	Residential Phone	VoIP	\$25	Monthly
5	Seasonal Hold	Out-of-town service hold Drops to 10 Mbps for up to 6 months/year.	\$10	Monthly
6	Business Gig	Business Fiber Internet Access – 1000 x 1000	\$500	Monthly Internet
7	Business Premium	Business Fiber Internet Access – 250 x 250	\$300	Monthly Internet
8	Business Basic	Business Fiber Internet Access – 100 x 100	\$150	Monthly Internet
9	Business FW Backup 50	Fixed Wireless Internet Access – 50 x 50 Usually a back-up service	\$150	Monthly
10	Static IP 13	Business 13 Static IP Bundle/28	\$50	Monthly
11	Static IP 5	Business 5 Static IP Bundle/29	\$25	Monthly
12	Static IP 29	Business 29 Static IP Bundle/27	\$100	Monthly
13	Facilities Connection	30 x 30 Internet Access over GPON for IoT in commercial buildings	\$30	Monthly Internet
14	Small Business Bundle	500 x 500 GPON service + 1 Phone DID, Small Business SLA	\$100	Monthly
15	Enterprise Gigabit	1000 x 1000 Fiber Internet Access over Switched Ethernet	\$500	Monthly Internet
16	Diverse Path, Redundant Gig	1000 x 1000 add-on service for resilient connectivity	\$400	Monthly
17	Enterprise 10 Gig	10000 x 10000 Fiber Internet Access over Switched Ethernet	\$1500	Monthly Internet
18	Diverse Path, Redundant 10 Gig	10000 x 10000 add-on for resilient connectivity, switched Ethernet	\$1000	Monthly
19	Dark Fiber 1	1 fiber pair from data center to any location in FairlawnGig footprint	\$200	Monthly
20	Dark Fiber 2	1 fiber pair between any two locations in FairlawnGig footprint	\$400	Monthly
21	Layer 2 Transport	1000 connection between any two locations in FairlawnGig footprint Uses Metro Ethernet standards	\$250	Monthly
22	Co-location 1	Cabinet space and 1 Gig connection	\$1000	Monthly
23	SD Wan	Per site in/out of FairlawnGig service area not to exceed cost	\$500	Monthly
24	D/R Fees	Disconnection/Reconnection Fees – not to exceed cost	\$250	Per Occurrence

## FairlawnGig® is your Internet...reinvented.

FairlawnGig is a municipal broadband utility established by the City of Fairlawn that delivers a better Internet experience for Fairlawn residents and businesses in the Akron/Bath/Fairlawn JEDD.

With FairlawnGig, you can expect an exceptional Internet connection that surpasses anything currently available in Fairlawn:

- A reliable, lightning fast link to your family, friends and guests from all of your connected devices.
- A better way to keep in contact: video chats run smoother.
- More speed allows you to take advantage of all the streaming services that are replacing traditional TV viewing and enjoy them in the highest resolution available..
- Residential service includes the FairlawnGig ONT which has an integrated router and Wi-Fi access point that will enhance your entire home networking experience.
- Residential phone service is available. Up to two lines at \$25 per line for unlimited local and long distance calling within North America.
- No equipment fees and no long term contracts.
- Installation fee is waived for Fairlawn residents.



Service plans for residential customers are as follows:

Residential	Data Rates	Price/Month
Gigabit	1000 Mbps Upload and Download	\$75
Premium	150 Mbps Upload and Download	\$55
Lifeline	30 Mbps Upload and Download	\$30

Find out more about FairlawnGig residential service here: [fairlawngig.net/residential](http://fairlawngig.net/residential) or call 330-668-3300.



3300 Service Center Drive • Fairlawn, Ohio 44333  
330-668-3300 • [support@fairlawngig.net](mailto:support@fairlawngig.net) • [fairlawngig.net](http://fairlawngig.net)

FairlawnGig is a registered trademark of the City of Fairlawn, Ohio.



## FairlawnGig for Business

**Faster. Different. Better. Local.**

Businesses benefit from FairlawnGig too. World class fiber internet access for business is now available in Fairlawn at reasonable prices. FairlawnGig business services include:

- Dedicated Internet Access. All FairlawnGig Business internet access services are delivered over a dedicated fiber connection. There is no sharing.
- Static IP addresses. One static IP address is included with business services. More are available with proper justification.
- Business Class Service Level Agreement. FairlawnGig will respond to business trouble tickets within four hours, and will initiate repairs to restore service within four hours for the Gigabit, Premium and Basic services.
- Private dark fiber links, layer 2 lit transport services, and redundant connections are available for larger enterprises.
- Additional business services and custom network installation are available.

### Business class Internet services from FairlawnGig:

Business	Data Rates	Network Availability	Price/Month
Gigabit	1000 Mbps Upload and Download	99.99%	\$500
Premium	250 Mbps Upload and Download	99.95%	\$300
Basic	100 Mbps Upload and Download	99.95%	\$150

FairlawnGig enables your business to keep pace with the expanding and changing Internet. FairlawnGig's fiber network is equipped to handle anything that comes your way! How will you take advantage of this opportunity to transform your business?

A Small Business Bundle with optional phone service is available for \$100/month. Additional business services and custom network installation are available. Call a business sales specialist at 330-668-3300 or email us at [business@fairlawngig.net](mailto:business@fairlawngig.net) to find out more about superior business broadband services from FairlawnGig.


Read more about FairlawnGig business services here: [fairlawngig.net/business](http://fairlawngig.net/business)



3300 Service Center Drive • Fairlawn, Ohio 44333  
330-668-3300 • [business@fairlawngig.net](mailto:business@fairlawngig.net) • [fairlawngig.net](http://fairlawngig.net)

## Year in Review

The Service Department has again accepted many new challenges in 2017

- 2017 Street Repair
  - a) Long term and daily management of the project
  - b) Problem solving tactics for additional work or changed work
  - c) Dedication to the residents involved in construction
  - d) Annual Miscellaneous Slab Repair project – replacing broken deteriorate concrete slabs and catch basins.
  
- New Equipment
  - a) Purchased and outfitted new Skid Steer
  
- Other Projects Underway but not completed:
  - a) City Wide Trail Project
  - b) Cleveland Massillon Road Widening Project
  - c) City wide Fiber Optic and Wi-Fi Project –  became a reality by installing to 1,500 residents and businesses.

## Summary

The Service Department continues to be fortunate because of the personnel currently employed. They are multifaceted, skillful and committed to the betterment of the City and will continue to do whatever is necessary in their respective responsibilities despite ever increasing demands on their schedules.

We continue to be appreciative of the support that we receive from the Mayor, City Council, and the Administration which allows us to effectively carry out our responsibilities to the residents of the City of Fairlawn.