

metronet™

Northfield City Council Meeting

November 7, 2023

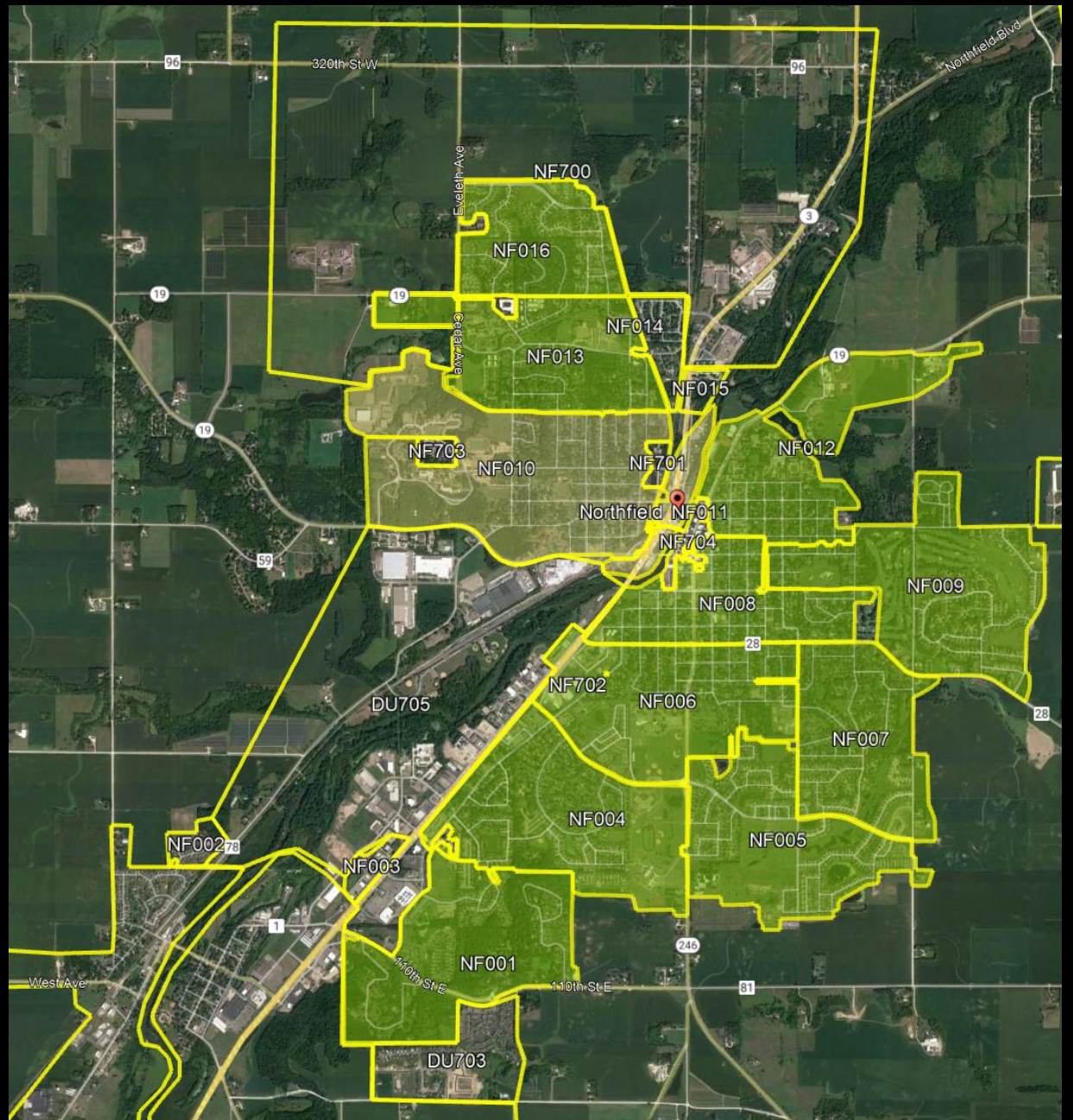
AGENDA



- » City Build Status
- » Construction Communication
- » Community Commitment
- » Wrap Up & Questions

CITY BUILD STATUS

- » What Is Completed To Date
 - » 3,949 passes
 - » 288,711 feet of underground
 - » 50,932 feet of aerial
- » What Is Remaining
 - » 594 passes
 - » 750 feet of underground
 - » 0 feet of aerial
- » Estimate to Completion
 - » May 17, 2024



CONSTRUCTION COMMUNICATION (tickets)

» Responsiveness

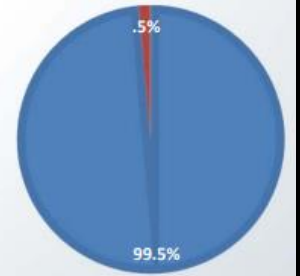
» 99%+ response rate within 24 hrs.

» Completion

» 98%+ completed within 7 days

| Ticket Type | Total Tickets | 24 Hr |
|--------------------|---------------|------------|
| Cable Line | 3 | 3 |
| Customer Damage | 37 | 36 |
| Electric Line | 1 | 1 |
| Notification | 117 | 117 |
| Phone Line | 2 | 2 |
| Restoration | 49 | 49 |
| Grand Total | 209 | 208 |

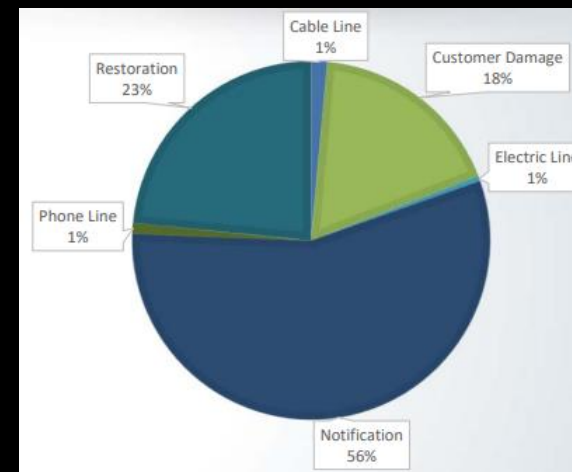
24 Hr Response



10/1/2021 - 9/30/2023

| | |
|-------------------------------|-----|
| Total Tickets | 209 |
| 52% Completed within 24 Hours | 108 |
| 33% Completed within 1-3 Days | 68 |
| 10% Completed within 4-7 Days | 21 |
| 1% Completed in 8+ Days | 3 |
| 0% On Hold | 0 |
| <1% In Progress | 1 |
| 4% Cancelled | 8 |

| Ticket Type | Cancelled | Closed | In Progress | Grand Total |
|--------------------|-----------|------------|-------------|-------------|
| Cable Line | | 3 | | 3 |
| Customer Damage | 2 | 35 | | 37 |
| Electric Line | | 1 | | 1 |
| Notification | 4 | 112 | 1 | 117 |
| Phone Line | | 2 | | 2 |
| Restoration | 2 | 47 | | 49 |
| Grand Total | 8 | 200 | 1 | 209 |



COMMUNITY DEVELOPMENT

» HOAs, Townhomes, Condos, Manufactured Home Parks, Residential Expansions

Examples:

- Northfield Townhomes
- Prairie Hills Townhomes
- Spring Creek Townhomes
- Viking Terrace
- Riverview
- Erie Drive expansion
- Lincoln Woods expansion



COMMUNITY ENGAGEMENT

» Events, Sponsorships, Volunteering, Chamber Outings

Examples:

- Community Market Fair
- Defeat of Jesse James Days
- Winter Walk



Wrap Up



- » Multi-million investment solely funded by Metronet (no public, city, state or federal funds)
- » 32 month city build (10/2021 to 5/2024)
- » Majority of residents & businesses have access to multi-gig symmetrical service
- » Questions

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