

RE: Keeling Internet
New Phone Contract
Take Home Vehicle Policy

Minutes-Vermillion County Commissioners October 24, 2006
Special Meeting

The Vermillion County Commissioners met in the Commissioners Courtroom, Courthouse, Newport, Indiana.

President, Tim Wilson called the meeting to order and led in the Pledge to the Flag.

Roll call was taken: Present were President Tim Wilson, and Dennis Marietta. Also present were Attorney Jon Spurr, Auditor Sherrie Koma and Deputy Auditor Amy Tolbert.

Internet Service, Keeling Inc.

Steve Keeling gave a presentation on the Internet service that he wants to provide to the county. He had some informational sheets that he passed to the commissioners and the audience. He had a poster board with a diagram to explain how the whole system will work. Its basically a T-1 line in, there will be a main router that the T-1 feeds into, then it will be separated out with a separate router to the library and a router and firewall to the courthouse. He said it segments the two so there is no cross talk between the two. He said once it gets through the firewall the bandwidth is circulated into the courthouse. It's pretty straight forward, as far as the firewall protection to the courthouse from the outside world, so the security is in the correct place, as it should be, according to Keeling. He also said it allows control; if someone in one office is going to do a lot of downloading they can allocate extra bandwidth in just one office. It also allows them to detect where trouble may be coming from pretty quick. It helps isolate and pinpoint network problems real quick. Mr. Keeling then passed around some pictures of the tower he would be installing. He stated that it is the same type of tower that he currently has installed on the Fountain County Courthouse. He said it is 16 feet tall. Mr. Keeling said basically they would be providing the router to connect to the T-1, the firewall here, the other router, and all this equipment to hook up into the library. We will take care of the firewall and the router to hook into the courthouse, we will then go to each individual office to make sure that every office is networked into it, according to Keeling. He went on to say that he understands there will be some offices that will have special needs from a walk through that he did a few months ago. He said they will correct the things that are networked incorrectly as they go along. He also said some offices were done right but they will fix the ones that aren't. He said that as part of the deal, they will

provide the county with their own website, the county can pick the name and he will register it and post it on his server. The only thing they don't do is actually create the content of the website. The county will have to hire someone to create it or have someone in the courthouse do it but the hosting and registering is all free of charge. He said the emails go along with that. Any active employee can get an email address. He said it doesn't matter to him if the county has 100 or 300 emails, its whatever the county needs. He stated that networking all the offices together should bring about better integration. He said that when they got Fountain County's courthouse installed and up and running it was a much smoother transition when moving data. Before they could not move data from their basement offices to their upstairs offices. He said they also segment offices, because some offices don't want to be connected in with everyone else. He stated that from what he saw when he did the walk through of the different offices, the connections from the courthouse computers inside here, the actual bandwidth that is available to each one of these computers should be way faster. Commissioner Marietta asked Mr. Keeling to define way faster. Mr. Keeling said that one test they ran said it was downloading at 7.5 Ksa and we should be downloading at 80 or 90 Ksa. Commissioner Marietta asked for further explanation. Mr. Keeling said 7k mean kilobytes per second so if you're downloading at 10 k it means 10,000.00 bites of data per second and 80,000 Kbps per second. As an example he said 1 Meg file, the difference would be 8 to 10 seconds with his equipment as opposed to about a minute or minute in half with what we currently have. Mr. Keeling said they would also provide the courthouse with repair work. He said normally his rate to send out a technician is \$50.00 per hour but for the county he will only charge \$25.00 per hour. He went on the say that the nice thing about the firewall for the courthouse is that from time to time we have state agencies that need to get into the courthouse, into a specific computer, for remote access to do updates etc. He said what he does with Fountain County is have the state call him directly and they give him their IP address that they are coming in on. For security reasons we don't want to just let anybody in there. He said he then calls the courthouse to verify that they want the agency in, then he opens up just there IP address to come in and do the updates. Mr. Keeling said that whenever he does this, its put on a time delay so after a set amount of time it automatically shuts them off and they cant get back in without permission. He said with Fountain County it happens 2 or 3 times a month.

Clerk Martha Padish asked when he went through the offices doing an audit that no one came in her office. He said it was probably around 6 months ago. The Commissioners wrote a letter giving them permission and that they did not go through every office. She then asked him to explain how it works if they need to download a big file. He said its called load balancing. His example was its like one big pipe and all the individual offices get a section of that pipe. He said they could take a little bit from each office, on her busy day, and funnel it into her office. She said that now, she just downloads what she needs and does not have to worry about it. She said the State works with email only so she really relies on it. Mr. Keeling said what they can do is set a priority class which means that when

you initiate a download from a specific site it prioritizes it. Clerk Padish said the problem is that she is not having problems and she does not have to ask permission when she wants to do something. Mr. Keeling said that nothing would change; it will all run just as it does now. What he is talking about is a file that may take hours to download; they can set it as a higher priority to make it quicker. Clerk Padish then inquired about the child support and voter registration lines. They are currently separate and need to stay separated. Mr. Keeling said usually with the HEPA issues, they meaning the State likes to keep it separate. Connie Cohen from the Extension office asked how much bandwidth he is going to provide to the courthouse. Mr. Keeling said that on demand the whole T-1 if it's needed. She said that is a very general answer. He said it is 1.5 Megabytes per second. She asked if that was what the contract stated when he proposed it. He said he wasn't sure but he thought he might of said 1 Meg at one time. He went on to explain that the way it works out, it's called load balancing. He said he usually states it as 1 Meg and that no one person will ever see 1.5 Meg. Clerk Padish asked if the amount would change between the floor levels. Mr. Keeling said that the way they wire it up is that they will come in and a cable will come into each floor, then it will branch off from there, and if there is a certain office that needs segmented, they will do special things there. Ultimately it will come up in three separate cables and will feed off so each floor has the same access as everyone else. He said it should be the same no matter what. Someone asked if every floor would have a router, or will there be just one big router. He said there would be one big router in the basement with a firewall right behind it. Some of the floors already have their own routers for security reasons, those floors will keep the same routers and they will feed their bandwidth right into the same firewall they already have but everyone else will just be on a general router. He said that works out well for them to help them to troubleshoot a problem. He feels that the less routers involved the better off everyone is.

Deputy Mike Phelps asked that if one T-1 line was going to feed the library and the courthouse and if that was the way it was now. Mr. Keeling said that the library has their own T-1 and they are paying \$7500.00 a year. Deputy Phelps asked if the County or State paid for it. Library Employee Bridget Steinbrenner said the County paid it. She went on to say that they have to set aside, each year, an x amount of dollars to pay their Internet fees, no matter what they are, they have to budget it. She said right now they have \$9,000.00 budgeted. Mr. Keeling said basically they will provide that at no charge, well as part of the whole package.

Connie Cohen then inquired about the tower that was to be put on top of the courthouse and the public use of it. Her question was whether this was a direct line of sight or if trees or building would interfere. Mr. Keeling said that within a half a mile, they can go through trees but not buildings. He said the equipment from the vendor they use just released a better version. He said he hasn't had time to test it yet but they say it will go through buildings even at 4 miles. Cohen then asked if people on the highway would be able to open up their lap tops and feed off the tower for free? He said that does happen in hot spots near hotels, airports

etc and its called an unsecured wireless network. That is not what they have. He said that what comes out of the antenna is encrypted 128 bytes. In other words, every single byte that comes out of the antenna is scrambled into 128 bytes, so if you type the letter A and send it across their wireless network, it is 128 characters long to represent that letter A. Mr. Keeling said it makes it very difficult, not impossible, but very difficult to decrypt. The other thing it does is wireless access point authentication. Every wireless radio made has what is called a MAC address built into the hardware and this radio will only accept people talking to it if your MAC address is in a list inside the radio. So in other words, when you sign up as a customer, our software puts your MAC address into the list and you have to have the key to decrypt the signal, without both you cannot connect.

Clerk Padish asked if she would still be able to check her email at home because she does a lot of work at home at night. Mr. Keeling said you can access your email from anywhere in the world but you cannot tie into your network inside here because its not going to let you behind that firewall. If you have files sitting on your computer at work, you will not be able to access that from home but you will be able to check your email through a web interface.

Deputy Phelps asked if the same T-1 line was going to feed the courthouse, the library and the antenna that is going to feed the public. Mr. Keeling said yes and that they may end up having more than one T-1 at the same cost. He said if he needs more bandwidth to provide to the public then he puts that in at his cost. What they have found out from Fountain County is that there are times when they will max it out, short lived, but it happens. It doesn't last very long. He said the unit will do bandwidth monitoring, which creates a chart every 24 hours, every week, and every month, that tells him how much bandwidth was used and how much is available. He said that when it gets to 80% its time to put in another one. An unidentified lady stated that she has had Keeling for 8 years and that she has had excellence service for them, that the guys they have are good.

Library Employee Bridget Steinbrenner said that with the library they are used to having their own T-1 and its really fast. If they have to share a T-1, are they still going to have the same speed as they did before. Mr. Keeling said at certain times, when its under a heavy load, it might not be quite as fast but a majority of the time, he thinks she will find, with their configurations, it will not only be faster, it will seem a lot faster. He went on to explain that with the unit they are going to install, they use what is called as a DNS Caching server; a lot of technical stuff. Steinbrenner said she knows what it is. He explained that with the system they have now, we have to go clear out to Purdue's network in Lafayette to get your DNS request answered. DNS is a server on the Internet that converts it to an IP address instead of numbers. What they do is, install the DNS caching serving close so that you get your answer immediately. Bridget said that it's just hard to imagine, because what they have now is instantaneous and now they will have to share the same T-1. He said that she would be surprised if she put a monitoring on their T-1 and saw just how much they were actually using, probably about 8 or

9%. He again said that he doesn't think she will know the difference, but if she does to call him.

Deputy Phelps asked if the wireless antenna was going on the library or courthouse. Mr. Keeling stated that it will go on the courthouse. He then asked if the library would be hooked up via the wireless route, and Mr. Keeling said yes. Deputy Phelps asked what will happen in bad weather, does it go down and does he have a guarantee on his up time. Mr. Keeling said that he can get them an SLA contract for the T-1 feeding into the courthouse. As far as the wireless link between here and the library, he would say it would push about 99%. The only thing that is hard on the antenna is ice; if you get over a ¼ inch of ice on either end it will be a problem. Deputy Phelps then questioned how the tower will be mounted. Mr. Keeling said there is no hardware to secure it. It sits on a rubber pad and then is held down with cement bricks. Deputy Phelps asked about the wires coming from the antenna and how it enters the courthouse. Mr. Keeling said it will enter through a window and that he really wasn't sure at this point but he does not like to bring it in through the roof. Clerk Padish asked if the metal frame would be touching the roof and he said no, it would set on a rubber mat. She stated that every time there is a storm the north side of the building is hit. Commissioner Wilson asked about the 512 Kbps that was proposed and the proposal said it could be updated to 1024 Kbps. Mr. Keeling said 1024 Kbps is 1Meg. He said basically our measuring how much data you can push through a pipe in 1 second.

Deputy Phelps asked that if there should be any damage caused to the roof by the antenna, who pays for it. Mr. Keeling said the other contract was too vague and it has been changed. Attorney Jon Spurr said he hasn't seen the new contract yet. Clerk Padish asked what it was being changed to. Mr. Keeling said that the new contract states, if his equipment damages the roof, he should pay for it. An unidentified male asked how much the cost would be to the community people per unit for the wireless. Mr. Keeling stated that it will start out at \$39.00 per month for 256k bandwidth. The up front cost will be \$200.00 to set up one computer. It will include the cost of the radio, the cables, installation etc. Its an additional \$79.00 for a router, if you have a router then there will be no extra costs. The man also wanted to know what the completion date was, when the whole system will be on line. Mr. Keeling said he wouldn't know that until he gets a start date. He said when they did the Fountain County Courthouse it took the phone company 4 to 4 ½ weeks to get the T-1 installed and then it took us about 2 weeks to get all the cables routed into the courthouse. It will take about 6 weeks to complete; this includes the courthouse, the library and the public. Another male asked if the library gets everything that the courthouse is getting. Mr. Keeling said he didn't care, if they want a domain he will give them one. He said contrary to popular belief, hosting companies really push domain services, they do have a cost, it cost him to maintain the IP address, as a yearly cost to keep the domain name registered, but its not a major expense. If the library would like one, he would be more than happy to register it for them, along with email.

Deputy Phelps said he has not seen the contract, but has heard about it. He wanted to know what the costs were going to be. He asked how much the county is currently paying and how much is Keeling going to charge for the T-1 line, domain, email addresses, etc. How much are we actually saving per year, \$7400.00. The library is the one saving, which also saves the taxpayer. Mr. Keeling said the courthouse currently pays \$4100.00 and the library pays \$7500.00 for a total of \$11600.00. Keeling will charge \$4200.00 total. Commissioner Wilson said that in 2004 the county paid Purdue \$5500.00. Auditor Koma said this last year we paid \$4050.00 and the price goes down every year for the courthouse only.

Auditor Koma said that at the last meeting someone asked why he just didn't put it up on top of the hill and it was stated that he didn't have room for equipment up there. She wanted to know what equipment he was talking about and where he was going to find room to put it here. Mr. Keeling said the routers will be mounted in the basement. She asked if he could put a small garage on top of the hill to house the needed equipment and he said yes he could. Someone stated that they thought the original discussion was to put the T-1 on top of the hill and beam it down to the courthouse. Auditor Koma said she is quite happy with the service she has but she doesn't want to stop anyone else from having the service and she wondered why it all hinges on the courthouse. Someone said probably because someone will have to buy a garage. She said that at the March or April meeting it was suggested that we allow him to go ahead and put the tower on the courthouse for the local people and the library and leave the courthouse alone. Commissioner Marietta said if the county doesn't gain anything then nobody should be able to put anything on the roof. Attorney Malcolm Aukerman said that with Purdue we are not getting the extras we need, such as extra bandwidth. Auditor Koma said she has never need extra bandwidth and her whole point is that she just doesn't understand, that the whole situation was never asked for, there were no bids taken, all off a sudden we have Keeling here. She said this is a fairly large contract and just wondered why its here and wants to know who asked for it. Attorney Aukerman stated that maybe the reason Auditor Koma didn't know about it was because this may of happened during a period of time when she was absent. Attorney Aukerman said the only way Newport can get faster service is to go with a T-1 line or some sort. He didn't understand why we had two T-1's in Newport when one T-1 services the whole city of Clinton. He found out that the courthouse is only using 5% of the T-1. Attorney Aukerman asked Mr. Keeling to meet with Commissioner Wilson and Marietta to explain to them what they had and how it worked. He said if everyone would work together the county could take a \$12000.00 expense bill and convert it into a \$4200.00 bill.

Deputy Phelps said a technology audit was done and Mark Cameron was present. He thinks the Commissioners should wait and talk to Mr. Cameron, but was unsure whether he was prepared to talk about it tonight. Deputy Phelps agrees that it a good savings in money but feels that we need Mr. Cameron's full report before we make any decisions. He also suggested we check with Fountain County

to see if they are happy with their service. Attorney Aukerman suggested the call Colleen Chambers at Fountain County. He said they are tickled to death with their service. Attorney Aukerman said one thing Fountain County has that we don't is that they can take their laptops into the meetings because they don't have wires. Auditor Koma said that currently we can do wireless here with the right attachments. Deputy Phelps said he is not for or against it, he just thinks we should check into it before a definite decision is made. Attorney Aukerman questioned what Deputy Phelps was talking about when he suggested we look into it some more. Clerk Padish said she thought he meant that we need to look into some more before we make a decision. She said we depend on Deputy Phelps to keep us up and running and Deputy Phelps said he does not get \$100.00 an hour. Someone said that if we don't come up with a list of questions, such as the ones Deputy Phelps has been asking, then every meeting from here on out there will be questions and they will have to keep putting this off. He also said this thought process of wireless in Newport has been going on for a little over three years. Mr. Keeling said he has been working on this for 6 months. The unidentified male said there has to be time pretty soon where the questions have to stop and someone has just got to make a decision. Lori Porter, from the Records office, said she assumes we paid for this Technology report and feels that we need to hear what he has to say. Deputy Phelps said that we paid for it and there is a lot of information in the report that the Commissioners need to hear about before any changes are made even at the cost of the savings. Mark Cameron was present and said the report at this time is not a finished product. He has discussed it with the Commissioners and it will be finished and ready to present in November. He said he could tell us that our T-1 that the county currently has is being used very heavily, just the courthouse. He said it is 9% but the 9% is based on 24 hours and we are only here from 8 to 4 and off for lunch. He said if we are experiencing problems here at the courthouse with Internet access it almost certainly due to poor wiring. The other issue is that there are a number of machines that don't have virus protection on them or spy ware protection. He said there are a lot of little things that need addressed that do not have anything to do with the internet but they impact our perception of how good the internet is working. He said capacity wise, that sometimes we are peaking up to well over 75% of our current T-1, but not all the time. He said the only reason he is present at this meeting is because Councilman Jerry Hawkins couldn't be here and asked him to come. He also stated that he has no vested interest either way. He just wants to give the Commissioners a good report so they know what they have and they know how they need to proceed in order to do the right thing for the courthouse on a technology standpoint. He will be back in November to give a full report. Mr. Keeling said in two respects he agrees with Mr. Cameron, the cabling is horrible. Mr. Cameron said there are some places where the cabling is really good and Mr. Keeling agreed. Commissioner Marietta asked what company do we blame for the mess we are in. Mr. Cameron said his primary statement in his report is that we need a technology coordinator. If we don't have one, we are at the mercy of whoever comes in. The coordinator won't know everything but they need to be competent enough to know when someone is blowing smoke and when

someone is being truthful. The coordinator needs to be someone who lives in the courthouse and cares about the courthouse.

Deputy Phelps asked Mr. Keeling if he will be accessible for questions .He is not sure whether the Commissioners are going to make a decision or not. He said he is probably going to have to field most of the questions. Mr. Keeling gave him his cell phone number.

Lori Porter asked Mr. Keeling if Newport will be able to get this service if the County turns him down and Mr. Keeling said yes but it will take longer.

Commissioner Wilson said he would like to contact Fountain County Auditor and look at their system before making a decision.

Connie Cohen said she contacted Pat Smoker from Purdue, who is the head of information technology. He sent a statement, which Mrs. Cohen read and it said "We currently have 1.5 megabytes T-1 connection to the Vermillion County Extension Office through the County Extension Service and the Government, which is the Courthouse; they have separate local area networks but we both share the 1.5 Meg T-1 line." Mrs. Cohen said the T-1 line that comes into the Courthouse alone is 1.5. It is her understanding that the contract Mr. Keeling proposed states that he will provide up to 1 megabyte. She said right now we have 1.5 and if he is only going to do 1 then your going to cutting yourself back by 1/3. She gave the Commissioners the email from Mr. Smoker at Purdue.

Commissioner Wilson asked if there were any more questions for Mr. Keeling. Treasurer Phyllis Orman said she does not have questions but wanted to give the Commissioners something to think about. She said that if we let one person put an antenna on the courthouse, when does it stop, do we let everyone. She said the Courthouse has a nice new roof that cost a lot of money that cost the taxpayers a lot of money. Mr. Keeling said he has been told no before and the Commissioners will just have to put a cap on it and just tell people no.

Commissioner Wilson thanked Mr. Keeling for his presentation and started to move onto other business. Attorney Bruce Aukerman inquired about when the Commissioners were going to make their decision and Commissioner Wilson said in two weeks at their next meeting.

Commissioner Wilson then discussed the 800 number contract, which expired on October 1st. Auditor Koma said she was notified on October 2 that the contract had expired and the County will be paying full price until a contract is signed. She said she contacted AT&T and they have a contract available. Commissioner Marietta suggested she advertise it and then make a decision at the next meeting or call a special meeting. Lori Porter said she has had several problems with Van Ausdale. Mr. Keeling said he knew of a company and would have them contact Auditor Koma. It was agreed that they would pay full price, advertise it and then make a decision.

Commissioner Wilson asked Commissioner Marietta if we should address the take home policy on vehicles. Commissioner Wilson suggested we send out a copy of the policy to insure that everyone is aware of it. Attorney Spurr said he already did that, the night it was enacted but he could send a follow up letter if needed. Attorney Bruce Aukerman asked if there were complaints being made and Commissioner Wilson said there were a few comments made. One of them was that there was a picture of a house for sale in the Clintonian and a police car was sitting there and it was not a deputy's house. Attorney Bruce Aukerman suggested just have the individuals come in when an incident happens. Commissioner Wilson said they will set that up for the next meeting and save the County stamps.

Tim Wilson made a motion to adjourn the meeting, seconded by Dennis Marietta
Adjourned at 8:25 p.m.

Read in full and approved by the Vermillion County Commissioners on the 6th
day of November 2006.

Attest: _____
Sherrie A. Koma, Auditor