

**City of Coral Gables City Commission Meeting
Agenda Item D-1
February 11, 2014
City Commission Chambers
405 Biltmore Way, Coral Gables, FL**

City Commission

Mayor Jim Cason

Vice Mayor William H. Kerdyk, Jr.

Commissioner Pat Keon

Commissioner Vince Lago

Commissioner Frank Quesada

City Staff

City Manager, Patrick Salerno

City Attorney, Craig E. Leen

City Clerk, Walter J. Foeman

Deputy City Clerk, Billy Urquia

Public Speaker(s)

Ramon Ferrer, FPL Manager of External Affairs

D-1 [Start: 9:24:30 a.m.]

Appearance of Ramon Ferrer, FPL Manager of External Affairs regarding maintenance of their street lights.

Mayor Cason: We'll move on to Item D-1. We've asked Ramon Ferrer from FPL, Manager of External Affairs to come talk to us today about the subject of street lights, caring, feeding thereof. Ramon.

Mr. Ferrer: Good morning Honorable Mayor, Commissioners. It's indeed a pleasure to be here today and thank you for the opportunity to appear before you. Thank you to the Manager for bringing this situation to my attention. We've been hearing complaints from residents about street lights not being repaired on time. For the last month-and-a-half or so we've been working with the Public Works Department to develop and we've developed what we believe is a solution to...process improvement to improve the response in a process through which the Public Works staff, by the way you should all be very proud of the professional, efficient, to verify when the

lights are fixed, the day that they are reported and the lights are fixed, which was one of the issues we found out is creating a problem. For your information, we have approximately 4,000 lights in the City of Coral Gables that Coral Gables is paying FPL for. Now out of those about 86 percent of them are what we call full maintenance lights. We own the light, we maintain the light, and we provide service to it, we replace the bulb, replace the ballast; we replace the conductors, whatever needs to be done to keep them going. The remaining percentage of lights are either lights that Coral Gables owns and we provide energy only, which means a point of service to server them, or lights that are owned by the City and maintained by the City and all we do is relamp it, in other words changing the bulb. It's according to the services that we provide to....that we have available. So when a light is reported, we have several ways for residents and for the City to report a street light out, and up on the screen we put the website where you can go to and fill out a Street Light Reporting form online that would automatically create a ticket and go straight into our system and will be sent out to a crew to fix the light.

Commissioner Quesada: So let me clarify something. We all attend crime-watch meetings throughout the City, this is something that comes up quite a bit, you know lights are out in our neighborhood and I believe Public Works put together a list of all the street lights out that were in the City. Are you saying, for example my street, if on my street I see the street light goes out tomorrow, at the last meeting we said that residents should call Public Works to report the light problem, are you saying now we should call FPL directly? My concern with calling FPL directly is, I feel like when we call a big company we get a computer and then we are on hold and then we are routed for the next 45 minutes and then we feel like we don't get anywhere. So is it easy to access on fpl.com, is that a viable option?

Mr. Ferrer: It all goes to, Commissioner; it all goes to the same system.

Commissioner Quesada: OK.

Mr. Ferrer:...and you certainly have the ability to report the lights through the City, because the City of Coral Gables is a customer on record for the street lights and they do have resources available through Public Works to report these lights and follow through on them. You have that ability, but the residents also have the ability, the option to report the light directly, either by phone or through the website and it goes through the same system. We create a ticket and it goes right out to the crews. Our service levels that we try to meet are between 5 and 10 days; 5 days for a light that is served overhead and 10 days or a little bit more if there is an underground problem that requires digging in the right-of-way, permits, etc., it could delay it more, but we've been working with Public Works by the way, on the survey that you mentioned, a portion of it is sent to us, we assign some crews to that and within 3-4-5 days we check every single light. We found out that about 70 percent of the lights did not require action from FPL because they were

already fixed or they were duplicates or they were Coral Gables own lights or somebody else's lights. I should point out that you also have within your City street lights that belong to Miami-Dade County, they are maintained by the County on the arterial roadways, Coral Way, Bird Road, etc., those are lights that we do not maintain, so when we get that light reported, we usually do, we send it over to the County, we have a process with them for them to take action on it.

Commissioner Lago: Going off what Commissioner Quesada said, first off thank you for being here, I appreciate it, it means a lot. I know the residents have been clamoring to hear from FPL, so this is a really big deal for the City. You mentioned that there is a way on the Internet through your website for the residents to provide feedback and information in reference to lighting issues throughout the City. I think that's a great idea, but I think that we should never as a City lose control of what is currently going on in the City and I tell you that because, I imagine you are dealing with Ms. Sonia Succar, correct?

Mr. Ferrer: Yes.

Commissioner Lago: From my understanding is after putting together this lighting study, once there are any issues in regards to a certain light that goes onto a list for repairs or for maintenance. Do you coordinate with the City if someone submits information through your website stating that there is an issue with a light?- do you report to the City saying this light has an issue and we are going to repair within the next 5 to 10 days?

Mr. Ferrer: Commissioner the good news is that we were not doing that. When a resident reports a light out we just go out and fix it, but this new process that we are working with, Public Works, and Sonia, to implement will provide the City a summary of all the tickets that have been created within the City, including the ones that they have not reported.

Commissioner Lago: That's my concern. I want to make sure that one hand talks to the other; that's the key.

Mayor Cason: So we'll have visibility on a periodic basis as to what's been reported to you, what's been fixed and then we can, if necessary, and there will be names associated I gather with the particular light, so...

Mr. Ferrer: We work on location Mayor, ticket number, when it was reported, and when it was fixed, and with that data we can manage it with the aid of....

Commissioner Lago: And I tell you because when I spoke with the residents, the residents want accountability, so the residents like Commissioner Quesada said, it's a lot more difficult to get in touch with a giant company like FPL through a 1-800 number versus calling a City of Coral Gables and dealing with somebody let's say like our Interim Public Works Director, do you understand or Sonia Succar, who will pick up the phone and say, what's the issue, oh let me look it up on the list and in two seconds can look it up on the list.

Mr. Ferrer: You know I appreciate that. Bear in mind Commissioner that your constituents are my customers, I have a relationship with them on a one-on-one basis and we take care of them.

Commissioner Lago: And I appreciate that.

Mr. Ferrer: But I appreciate the City helping us to consolidate all this and make sure that we are doing the best possible job for all.

Mayor Cason: And Ramon I would think that it's critical that the citizens play their role in this process because Ernesto, I think we have a periodic timeframe in which we go as a City and check the lights downtown at night, but they could go out the next night after we've checked and may not go back for a number, so the residents really do need to call in and help the process along.

Mr. Ferrer: Absolutely, Mayor.

Commissioner Quesada: I just checked on the FPL website, I'm looking at it right now, and it's actually pretty easy to report the lighting, the street light problems, it's actually real simple, real clear. I think what I'm going to do is if it's OK with the rest of you guys, have the City Manager put on the E-NEWS the exact link because it's not fpl.com, there's a little bit more to it, actually if you check it out, it's actually very easy.

Commissioner Keon: I think it would be in addition to you're getting that information to residents, I think it would be good in the E-News that it really be, that we would use it as a tool to really inform citizens as to the operations in our City and how they can participate in our City. Sometimes it's used more to sort of tell about what happened or what somebody did, where we can really use it as an opportunity to talk to residents about the operations of our City and what's going on that way and how they can access different departments and different issues. I have a string of e-mails over the last two weeks from a resident in Cocoplum, the last time was just last week where they had actually called FPL, and it's my understanding, and I've heard from other residents is that when they call if it isn't a light that's maintained by FPL they are told it's not an FPL light call the City. So which it seems to not be what you are saying, because what you are

saying is that you will take in any request for a repair regardless of who is responsible for the light and you'll work it out with the City, is that what you are saying?

Mr. Ferrer: Thank you, Commissioner...

Commissioner Keon: So, I think maybe going forward in addition – I'm in that period of life where just a few years older than me are not an Internet savvy community and younger than me are very Internet savvy community; and so we have a big group of residents who don't do that, they still pick up phones, they still pick up a phone. So I want to make sure that the telephone works as well as the e-mail. Eventually everybody will use e-mail and you won't really do telephone contact so much, but we're still in an age and in a time where we are making that transition to a very tech savvy community.

Commissioner Quesada: So as you defined it people older than yourself. On this same web page it says the exact number to call to report a street light outage so that...

Mayor Cason: We will publicize that.

Commissioner Keon: So we would include all of that information as well as the phone number, but we need to make sure that when someone does make that phone call that whomever on the other end at FPL is willing to take that information. If you ask 10 residents here, do you know that some of your lights are cared for by FPL, some belong to the City, and some belong to Dade County, they would say no, all I want you to do is fix them. So the issue is who do they belong to is an internal issue within the City, how they are serviced is an entirely different issue, and it needs to be a very simple and a very quick process and a very courteous process, so no matter who gets the call we should be able to work together so that the person doesn't have to make a second call or isn't someplace else that everyone if they call the City, the City is willing to take that in and share the information, if they call FPL, FPL is willing to take the information and share it with the City. It's really a service issue to residents, because you cannot expect that they know what lights belong to whom.

Mayor Cason: Ramon you have a commitment that if it's going to take longer, presumably because it's an underground permitting issue, you will call the person that called in and tell them the status?

Mr. Ferrer: That is correct. We have a process for what we call outliers, if it's going to take a little long than expected; we call the customer and report back and let them know what the issue is so that they can expect. Now Commissioner, if I may address that and thank you very much for bringing that up. The message that we deliver to our customers is extremely important to us.

When a customer calls in that area, if my memory doesn't fail, the Cocoplum lights we might be providing relamping only.

Commissioner Keon: Right.

Mr. Ferrer: In other words they are Coral Gables own lights, but we do change the bulb.

Commissioner Keon: Right.

Mr. Ferrer: So what we do is, we create a ticket when a customer reports the light and we send somebody out there and if we find that it's not the bulb and it's something else, because there are many components of a street light...

Commissioner Keon: Right – absolutely.

Mr. Ferrer:....the fixtures, the cable, then is when we send it to the City and say, guys it is not our problem, you need to go in there and fix it.

Commissioner Keon: And all I ask is that the communication once an individual makes that report whether it's to the City or to FPL, that the City and FPL deal with the issue and that the resident doesn't have to make another call, because the series of e-mails that I have are exactly that, that's not our light, you need to call the City. So what I'm asking you is maybe you would just go over that again with the people that – you have many employees and I know that some maybe more diligent than others as good as they all are, and you have wonderful employees and we appreciate you tremendously and it all comes home to us when there is a storm, how much we truly appreciate you. I think just sometimes with the people on your front line that interact with your customers may not be as well aware of the need to do this very diplomatically and well, sometimes everyone may not be aware, so you take the time to bring it up periodically.

Mr. Ferrer: With things like that Commissioner please forward them to me directly through the Manager, through Public Works and we will make sure we get back and we close the loop with that particular rep and make sure that we coach properly...

Commissioner Keon: Because it will give you feedback as to who you can speak to also, but maybe you can have that conversation. Thank you very, very much.

Commissioner Quesada: Ramon, I have two follow-up questions. Recently, again I go back to the crime-watch meetings because that's when I hear it the most. I really do, because people feel safer when there is lighting in their neighborhood instead of a dark street in front of their home

and I think we all agree with that, but recently I've been dealing with a property owner who is on, and I think we were all copied on this e-mail, at least I saw some of the names at one point or another, it's a commercial building on the corner of Eighth Street and Ponce de Leon, and it's a medical building and he has been complaining, I think I saw Commissioner Keon's name on this a while, this has been going on for six months that the street lights have been out on his street and he's tried contacting FPL, and he's tried contacting us. When we contact FPL through our Public Works Department and say, oh they are going to get to it, doesn't get to it. So is there a time period in which you guarantee how quickly you can turn around a request?- For example, is it 3 days?- is it 10 days?- is it 30 days?- is it 6 months? Does FPL have any kind of guarantee how quickly they can turn around the request?

Mr. Ferrer: Thank you. As I said before, our service levels for street light repairs and restoration are 5 to 10 days. I am very proud to inform you that we took a look at the performance over the last year from all the street lights reported in this area that serves Coral Gables, and we found out that we meet and exceed that, about 3 days or so for street lights.

Commissioner Quesada: And that's 10 days from the, I guess the complaint reported?

Mr. Ferrer: From the time the light is reported. Now there are some instances where there are underground failures that require more complicated and time consuming repairs. We have to dig the sidewalk, find the fault, reroute the circuits sometimes, replace the wire, those might take a little longer, but cases like this if the Manager or Public Works will forward them to me directly, I will take care of making sure that that developer, that customer receives information as to exactly what's going on, what is it that we what's going on out there, Commissioner, and fix it and suddenly somebody else digs into the right-of-way...

Commissioner Quesada: I think the biggest problem that FPL has with our residents right now is communication, because you are telling me that and it's hard for me to believe, and I more than like you, I trust you, but what I'm hearing from the residents is exactly the opposite. They are saying, we call, and we call, and we call, and then we finally see someone come out three months later and they just change the light bulb and it starts working again. You know that's the stories that we hear, whether they are true or not, you don't have to believe our residents, but that's the story that I get and I get it a lot; this is probably one of the biggest requests that I get, one of the biggest complaints I get is related to the street lights and that's why we've asked you to come here today, so that you can hear the issues that we are going through so you can help us work through them. So if a repair is going to take more than 3 or 10 days because you've got to go underground or you have to do some specialized type of service as you just mentioned, I think the communication key is factor, it's a big part of it and its necessary because if I'm a resident and I say, oh my street light is out and I call and I go, hey I have young kids and I'm fearful

because it's so dark in the area, when I walk the dog at night I feel like I'm going to get hit or I'm skeptical as to safety.

Commissioner Lago: The residents correlate safety with lighting.

Commissioner Quesada: It would be easier for me to stomach if you told me, well you know something it's going to take a little bit longer with that light because it's not just changing the light bulb, you know the underground cable went out or it was severed for "X" and "Y" reason and we are not sure, we are still looking into it. It's easier for me to accept a 3 to 6 month delay when I have a little bit more information. That's what I'm asking, if FPL could communicate a little bit better with our residents when it comes to these kinds of requests.

Mr. Ferrer: You have that commitment from me Commissioner. This process that I was talking to you about....

Commissioner Quesada: It sounds like you are making a conscience effort, it sounds like you are making a conscience effort, but I want you to understand what we are going through. I don't think it's a problem that can't be fixed.

Mr. Ferrer: If we have any failures please bring them up to us and we immediately will jump on it.

Commissioner Keon: Can we ask also about the lights then that are owned and maintained by the County. If we get a call here in the City do we accept a call and we make the call to the County on behalf of our residents?- or do we direct residents to call the County?- what happens?

Mayor Cason: Mr. Manager?

City Manager Salerno: Commissioner, I don't know the answer to that.

Commissioner Keon: OK. Could you look into that? I really would like for us to be able to coordinate the repair of all street lights whether the point of information comes to the City or through FPL, that if it happens to be a County, if its along LeJeune Road and maybe that's some of the issue with the light, the business on Eighth Street or whatever else, maybe a County owned light of some sort, but I want to make sure that if the complaint comes to the City of Coral Gables, the City will coordinate that with Miami-Dade County because it's still our residents and I really don't think that burden should be put on the residents to worry about ensuring their public safety, that's our responsibility, so I want to make sure we do that.

Commissioner Lago: Just to go off what you just said right now because I think the key to today's meeting is accountability and do you know if our Public Works Director is still here because he was here earlier today?- he's not here?- he's not available?

Mayor Cason: He was at a meeting we had yesterday with FPL and we discussed this issue that they would get in touch with the County and keep track of all of this.

Commissioner Keon: We would like him to know about this discussion.

Commissioner Lago: Commissioner Keon just made a good question, made a good statement and I would like to address it with the individual who receives a phone call from the residents, which is our Interim Public Works Director. I don't have an answer for you right now, which is what the Manager gave us is just not an acceptable answer, because I have to leave this building and I'm going to run into a resident and they are going to tell me, listen my light hasn't been fixed in 6 months like Commissioner Quesada said, I need an answer. So if it's either City owned, FPL owned, or County owned their needs to be an answer, so we go back to what we said, one hand needs to speak to the other, the residents need to understand that there is an answer, it may not be 5 days from now but there will be an answer in 30 days, 60 days, 90 days depending upon the complexity of the issue, but it will be addressed. So these are things that we need answers for, so I want to make sure it's on the record that we get an answer from our Public Works Director who is not here at this present moment in reference to who is responsible for when a phone call is made from a resident and it says, this light post is currently out, I need this addressed, who is responsible? Do we as a City on their behalf make a phone call to the County?- do we call FPL?- who is contacted? I want to make sure that is clear.

Commissioner Keon: I really want to make sure that what happens is that whoever receives that phone call coordinates with the appropriate jurisdiction and that resident is never told that they have to contact somebody else. I want to make sure that you have a process in place and we as a City have a process in place that when a phone call is made by a resident that's the last phone call the resident has to make.

Mayor Cason: Mr. Manager could you come back to us.

Commissioner Keon: That's the last phone call, that's it all taken care of internally with either FPL staff or our City staff. I really doubt that anyone will call the County, we could talk about that later, but I doubt anybody would call the County. We assume that they would either call the City or they may call FPL, but that you all will work closely enough that the resident is never told make a second call that you say, fine we will take care of it for you, thank you very much.

Mayor Cason: Would you come back to us either before the next meeting or at the next meeting.

City Manager Salerno: I have an answer right now.

Mayor Cason: OK.

City Manager Salerno: I just made a phone call to staff, the individual who told me that if they get a call and they identify that it's a County light that's out either us or FPL, they report it directly to the County's 311.

Commissioner Keon: And will they follow-up on it also? OK. I would like us to direct our staff to follow-up on it or you to direct your staff that any call that comes in with regards to a street light is followed up by staff. If you have to work out the same agreement with the County in order to coordinate the repair of lights that they somehow get back to you, then you work out that process, but it is a communication process that should be an internal process and not one that is on the back or the burden of the resident, they can make one call and that should be enough.

Mayor Cason: Bill you had a....

Vice Mayor Kerdyk: Are you finished vetting this because I think that's a very, very good question?

Commissioner Quesada: I think a lot of good points have come out of this.

Vice Mayor Kerdyk: I really do.

Mr. Ferrer: Commissioner, if I may? That is the intention of our process. That we have a good communication with the County and not only Coral Gables, but the entire County, when we get a call and we know that it's not an FPL-owned light it's a county-owned light, we report it to the County.

Commissioner Keon: Right. So I think really...

Mr. Ferrer: We let the resident know we reported it to the County. Sometimes we don't know when they call so we go out to the field; we verify that, there is a ticket number...

Commissioner Keon: Right – because I know you have to verify the number on the pole to be able to identify who it is and everything else. So I really think that this is really a training issue, it's a matter of training and educating people that work – I think the coordination is there as long

as we educate and train our people taking the calls what their responsibility is and what they need to do, and once we do that I think we are fine.

Mayor Cason: OK. Bill you had a...

Vice Mayor Kerdyk: I just had something separate but since you are here I'm going to take the opportunity of asking you this and actually we've had this discussion before and you fixed some of these poles, but I'm talking about in the downtown area. We have several of the poles that you have your wires on that are leaning and that need to be hardened and straightened up. I mean we take such pleasure in having a beautiful downtown area and we plant a lot of trees and we try to hide the ugly poles and wires and let me just warn the Commission if we ever have the opportunity to bury lines for like any of these parking garages we do it, we do it. We've made some mistakes by not doing it in the past and we need to bury as many lines as possible, but there are these poles up there. I was wondering if FPL could do a survey of our downtown area just to see if there is any that way we could straighten some of these poles that are not so aesthetically pleasing in our downtown area.

Commissioner Quesada: Good point.

Mr. Ferrer: Vice Mayor, I will do that at your request. Periodically we survey our facilities to identify, we have a very aggressive bulb replacement program where we go to every single pole location and inspect the pole and determine whether its solid, whether it needs to be replaced or not, and leaning poles are one of the criteria; we have certain criteria for what a leaning pole is and what it's not, and we'll fix it.

Vice Mayor Kerdyk: If you could just take a look at it that would be great.

Mr. Ferrer: And we'll report back to Public Works if it's OK with you?

Vice Mayor Kerdyk: Yes, that would be fine. Thank you very much.

Commissioner Keon: Can I ask one more question on the lights? I know that also at the crime-watch meetings that a number of residents have commented on the poles that are very high because we have so many trees, the lights are in the trees and so it's diminished, the path lighting is diminished because of the trees and we want trees. So how is a determination made, whether that very tall light that is in the trees is placed there?- or the shorter lights that you see in some areas that really are path lighting, the sidewalk and the immediate area are placed?- or do we have the poles that have the opportunity to have both the taller lighting that has a bigger illumination field, as opposed to that has an arm on it that then lights the path lighting?- how is

that determination made as to the type of light that's placed particularly in a neighborhood where there are trees?

Mr. Ferrer: Thank you. The City of Coral Gables Public Works Department makes the determination after either a study has been conducted or a customer has brought it up to your attention and they tell FPL, they request FPL for the type of light that they want.

Commissioner Keon: OK. Thank you.

Mr. Ferrer: Sometimes if there is an existing pole the best way to go is just to set the light on the existing pole. In those cases we are limited as to how low we can install the light because we share the pole with other utilities and each one of these utilities has a space in the pole to meet the required clearance, so we go at the top and then the cable and then AT&T and fiber, so we need to respect that space and we cannot set on a pole that already has facilities on it, the light at a certain height, but there is always a solution by relocating that light either across the street or installing a decorative...

Commissioner Keon: I noticed that a number of the lights that are the more decorative lights are not on the concrete poles or whatever, they are the more decorative lights, they are underground, is that right?

Mr. Ferrer: Yes.

Commissioner Keon: Yes, they are underground. And in some of the neighborhoods I know we recently were in the Crafts area and they have those more decorative poles and they are in the trees and they commented on it a lot, so maybe the issue is with our Public Works Department. When we are requesting lights for neighborhoods, I think as we move forward and start looking at placing street lights in neighborhood or the whole issue of street lights in neighborhood; we will take into consideration the canopy and look for lights that actually, the light isn't diminished because of the canopy. Can we do that going forward Mr. Manager, talk to Public Works about it?

City Manager Salerno: Certainly.

Commissioner Keon: And you'll let us know, would you let me know how that process works now and we can talk about that afterwards and how we can look at where we place lights and what type of light that we place. Thank you.

Mayor Cason: Last question.

Commissioner Lago: Mr. Ferrer thank you again for coming, I appreciate it. We've had several discussions prior to today in reference to something that's near and dear to me as everybody knows here, sustainability. Lately, I imagine you are aware that the City of Miami, the City of Weston, a whole host of municipalities are moving in a direction of removing the maintenance component from FPL and the poles and just having FPL provide the electricity, the energy to run these light bulbs and move in a direction of LED light fixtures, which as we both know save on an average of between 40 to 60 percent on electricity cost; number one, the bulb last 10 years; number two, the maintenance is a lot lower, so the issue of lights going out is not a common occurrence with metal....lighting as such, but it is an occurrence which happens probably every ten years because these bulbs are made to last 8 to some even 12 years. As you see other municipalities move in the direction of privatizing the maintenance because I understand that the City of Coral Gables pays a certain fee per pole to FPL to maintain these poles, number one; number two, we pay for the electricity per pole. Do you see any issues with the City of Coral Gables moving forward in a P-3 option like the City of West, the City of Miami have where they spend millions of dollars on privately financing the restructuring of all the infrastructure in reference to lighting and saving money on lighting, saving money on maintenance, which eventually pays itself off, is that something that FPL is open to in reference to the City of Coral Gables?

Mr. Ferrer: Well Commissioner, I'm happy to announce today that FPL now offers as part of a premium lighting LED lighting for roadways that are available to all the cities that we serve. I am not familiar with Weston, I have not heard anything about the City of Miami only their own system, but I have heard that they'd like us to replace their lights with LED's and keep the maintenance on it. It might be happening, I don't handle the City of Miami so things might be going on that I'm not aware of, but the company has already incorporated into our premium lighting the ability for cities to replace the existing light with high pressure sodium vapor with LED lighting. What we have now available is what we call the cobra head and the open bottle type of light with the bracket, but we are going to move into a decorative lighting product pretty soon later on this year, so we are going to have some offerings for our customers if you so desire to go into LED lighting.

Commissioner Lago: I'm just going to tell you just so you know. I've been doing a little research in regards to this, and it exists. You have a whole host of municipalities that are taking the maintenance away from FPL and the private sector is performing that maintenance, number one; and number two, the LED lighting the retrofitting of the existing pole or putting new poles is occurring every day, I mean it's already happening in these municipalities and what that allows you in about a year-and-a-half to two years the changing of the light bulb pays the retrofitting, so in two years you have a free and clear model which has already paid for itself, you are saving

money, you are being more sustainable and at the end of the day like the Vice Mayor had said, you harden the existing infrastructure because they are brand new poles, you don't have any issues in regards to lights going out, maintenance is minimal, so I think right now – I understand that we are here to discuss how we can give the residents the best service, but I think we need to look beyond just service and who's responsible for service. I think we need to look at our infrastructure which is, as we can all say in the downtown area and the residential areas, is a little bit outdated, slightly outdated, and we need to move in a direction which all the municipalities are moving and I'm not reinventing the wheel, this is already going on right now in multi-million dollar RFP's throughout the County, look them up – City of Miami, Weston, Sweetwater, they all did it, and they are doing it right now. So there is no reason why the City of Coral Gables cannot privatize these poles and let FPL continue to make the money by providing the electricity so that we minimize our exposure in reference to maintenance and minimize our exposure in reference to the cost for the light.

Mayor Cason: I'm sure that will be one of the main subjects of the sustainability issue.

Mr. Ferrer: That is a decision that the City will have to make, I can assure you that we want to be your lighting provider...

Commissioner Lago: We have no other option.

Mr. Ferrer:...we are going to be here for the next 100 years, you have to take into consideration what's going to happen when a hurricane comes around and are these providers going to have the resources that we have to effectively provide you with the maintenance and the replacements that we do day in and day out, that's what we offer. We are going to upgrade our products and be at the forefront of the industry like we've been for many years.

Mayor Cason: Ramon thank you. Thank you for showing up and spending so much time with us, appreciate it, it was very helpful.

Mr. Ferrer: Thank you.

Commissioner Lago: Thank you Mr. Ferrer, appreciate it.

[End: 10:01:30 a.m.]