From: Chris Bubenik
To: letstalk
Subject: Barriers Created by No WiFi/Network Connection on County Property
Date: Friday, March 6, 2020 9:45:38 AM

I am concerned that there has been a lack of movement on extending the County network or providing WiFi from another vendor at Lake Julian Park for a couple of reasons.

As Buncombe County employee communications have increasingly moved to County Central and emails from prteam, BuncombeCountyIT, and other internal email address, we are excluding several members of the employee team. While employees who work at other County sites receive real-time updates and alerts, Lake Julian staff share one computer connected to an Ethernet cable. With unique user logins, they can check email occasionally during shifts, but they're not able to function on the employee network the same as the majority of the other One BC team.

Recreation Services has wanted to move into the 21st century for some time and better serve constituents by offering online reservations for facilities such as picnic shelters. Since there is no WiFi access at Lake Julian Park, we can't logistically monitor inventory that is externally reserved online and internally tracked through paper forms. This is an embarrassment for Buncombe County and reinforces that government entities offer an inferior level of service than private sector alternatives.

Several conversations have been held about this issue, but it has never been prioritized. Eventually, it would be ideal to extend public WiFi to the three largest parks in the county (which is available in most County buildings), but starting with Lake Julian would increase employee equity and improve our level of service.

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