



## **Executive Committee Conference Call Meeting Agenda**

Tuesday, November 5, 2013  
9:00 a.m. – 10:00 a.m.

Conference Call-in phone number: (866) 576-7975 / Participant Access Code: 299848

**Welcome & Chair's Remarks** ..... Wendy Brandon

- Roll Call/Establishment of Quorum
- Public Comment

**Approval of Minutes from Previous Meeting (9/17/13)**

**Information/Discussion Items**

1. Update on Seminole Location
2. Debrief on WCF Board Retreat

**Action Items**

- Network Backbone – Redesign ..... Bill Merck

**Chairman's Closing Remarks** ..... Wendy Brandon

**Upcoming Meetings:**

- Executive Committee Meeting: 9:00am, Thursday, 12/5/13 - WCF Admin Office, 707 Mendham Blvd., Suite 250, Orlando, FL
- Joint Meeting of Consortium & Board of Directors, Thursday, 12/12/13 - WCF Admin Office, 707 Mendham Blvd., Suite 250, Orlando, FL

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Executive Committee Conference Call Meeting

Tuesday, September 17, 2013

9:00 a.m.

MINUTES

MEMBERS PRESENT: Thomas Katheder, Wendy Brandon, Robert Brown, Debbie Clements, Eric Jackson, Leland Madsen, and William Merck

MEMBERS ABSENT: Greg Beliveau, Dr. Sanford Shugart and Eric Ushkowitz

STAFF PRESENT: Pam Nabors, Kevin Neal, Leo Alvarez, Nilda Blanco and Kaz Kasal

WELCOME & CHAIR'S REMARKS

Call To Order

Mr. Katheder called the meeting to order at 9:00am and welcomed those in attendance.

Roll Call/Establishment of Quorum

Ms. Kasal commenced with roll call and reported that there was a quorum present.

Public Comment

None offered.

APPROVAL OF MINUTES FROM PREVIOUS MEETING (7/30/13)

After review of minutes, Mr. Brown made a motion to approve the Minutes from the 7/30/13 Executive Committee Meeting. Ms. Brandon seconded, motion passed.

INFORMATION/DISCUSSION ITEMS:

1. Update on Board/Committee Assignments

Ms. Nabors stated that her outreach to all board members is almost complete. All but three board members are on at least one committee. Mr. Todd and Mr. Pancake have both volunteered to serve on the Finance Committee. Ms. Nabors also announced that Ms. Brandon has agreed to serve as Board Chair for the remainder of the year, once Mr. Katheder steps down which will occur in October 2013. Mr. Katheder asked if any other committees were short on members. Ms. Nabors replied that the Audit and Governance Committees could use additional members.

2. Update on Youth Procurement

Ms. Clements reported that the Review Committee met on 9/16/13 to discuss, review and score the eight proposals WCF received for year-round Workforce Investment Act Youth Services. Based on their evaluations, the Review Committee is recommending the following:

- WCF staff enter into negotiations with the following providers in order of scoring and rank to

provide additional youth services throughout the region:

- Covenant House for out-of-school youth services (average score 98.8)
  - Arbor E&T d/b/a ResCare for out-of-school youth services (average score 94.8)
  - Children's Home Society for in-school youth services (average score 85.1)
  - Goodwill Industries for in-school youth services (average score 82)
- Staff explore options with the selected providers to serve youth in Lake and Sumter counties, since services in these counties were not specifically described by the proposers listed.

Mr. Jackson stated he needed to exclude/recuse himself from discussion and voting on this action item, as he volunteers on the state board for Children's Home Society.

Mr. Brown made a motion to move the above recommendations by the Review Committee to full board for review and approval. Ms. Brandon seconded, with Mr. Jackson abstaining, motion passed.

### 3. Review of Board Agenda

Ms. Nabors stated that the Board Orientation and Board meetings will occur next week on 9/24/13. At the Board Meeting there will be two presenters: Mark Brewer, who will provide a brief overview of what to expect at the upcoming Board Retreat, and a member from the Florida Chamber Foundation who will present on "Six Pillars 20-Year Strategic Plan / Talent Supply & Education." There will be action items from Program and Youth Committees.

### 4. Ali Committees - Updates

#### Audit Committee

Mr. Alvarez stated that WCF is currently going through their year-end A-133 audit, performed by Cherry Bekaert. The Audit Committee will be meeting this Thursday, 9/19/13 to review Cherry, Bekaert's report on interim work performed and audit plan for year-end testing. Mr. Katheder asked if they have found any exceptions. Mr. Alvarez replied he has asked the audit manager to provide him any audit issues at the end of each day and no issues have been brought forth so far.

#### Community Engagement Committee

Ms. Nabors indicated that the first Community Engagement Committee meeting will be held on 10/1/13. Mr. Shaughnessy will be serving as chair on this committee. The committee also consists of board members: Diana Bolivar, Robert Brown, Rick Walsh, as well as members from public relations and marketing firms in the community. Mr. Katheder commented that the Community Engagement Committee will be very helpful in achieving our goal to reach out to employers in a much deeper way.

#### Finance Committee

Mr. Merck stated the Finance Committee will be meeting next month to review 1<sup>st</sup> quarter budget activities. Currently, the budget is slightly underspent but should get on track once work experience and youth program activities start ramping up. With the new members, Mr. Pancake and Mr. Todd coming on board, a budget refresher and orientation on funding sources will also be reviewed in the meeting.

#### Governance Committee

Mr. Brown stated that the Governance Committee met earlier this morning to discuss the upcoming Board

Orientation meeting and Board Retreat. The committee was delighted to find out that Ms. Brandon had agreed to serve as Board Chair for the remainder of this year. The committee will be working on a slate of officers in this fall and spring, in readiness for the following program year.

#### Program Committee

Mr. Neal stated that the Program Committee last met on 8/27/13. They reviewed and approved to forward to board two action items: 1) Approval of the six eligible training providers and 2) Approval of the WIA Adult Income-based Preference. Staff is recommending an amendment to WCF's 5-year plan to allow the President/CEO to make a determination of whether training funds are limited and priority of service (equivalent to 70% of Lower Living Standard Income Level - LLSIL) should be applied. If funds are not limited, an income-based preference (equivalent to 200 percent of the LLSIL) would be substituted for the priority of service. Ms. Brandon commented that by raising the eligibility threshold to 200 percent (versus 70 percent) funds would be available to the underemployed. Mr. Katheder concurred with this amendment.

#### Youth Committee

Ms. Clements indicated she had nothing further to add than what she discussed earlier in the meeting.

#### Discussion of Executive Compensation

Ms. Nabors presented a suggested alignment of Mr. Neal's bonus structure for program year 13-14. Mr. Neal's bonus would be tied directly to the operation goals set forth by Workforce Florida, Inc. Goals for current year are: 1) Adult Common Measures: 80% or higher; 2) Business Penetration Measure: to double the number of businesses receiving level 1 services from previous year; and 3) Unified Brand Implementation: incentives for early implementation.

Mr. Merck asked if this is all or nothing, or tier-based - on performance against the goal. Mr. Katheder replied tier-based achievement.

Mr. Jackson made a motion to approve the above bonus structure for Mr. Neal. Mr. Merck seconded, motion passed.

#### CHAIR'S CLOSING REMARKS

Mr. Katheder thanked those who attended the meeting.

There being no other business, the meeting was adjourned at 9:46 a.m.

Respectfully submitted,

Kaz Kasal  
Sr. Administrative Assistant





## **MEMORANDUM**

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**To: Executive Committee**  
**From: Leo Alvarez, Assistant CFO**  
**Subject: WCF's New Seminole County Office - Update**  
**Date: November 5, 2013**

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### **Purpose:**

The purpose of this Memo is to update the Executive Committee on the consolidation of WCF's Seminole County facility, including lease cost, projected construction cost, and furniture costs.

### **Background:**

WCF will be opening a new facility in Seminole County, located at 1229 W. Airport Boulevard in Sanford, in the Brio Business Center. WCF executed the final lease agreement on October 21<sup>st</sup> and has agreed to the following terms:

- Space Requirement:** 10,031 ± Rentable Square Feet (RSF) for offices for employment and career resource services.
- Lease Commencement:** February 1, 2014
- Lease Term:** Sixty-two (62) month primary lease term. The first two months shall be base rent free.
- Renewal Options:** Two (2) five (5) year renewal options, at the then market rental rate with a one hundred twenty (120) day notice to Landlord.
- Base Rental Rate:** Base rent is \$10.00 per Sq./ft. The construction of the space will be at Landlord's expense. The build-out cost is quoted between \$300,000 and a not to exceed amount of \$400,000. The build-out cost will be amortized for the life of the loan. Any excess over \$300,000 will be amortized over the first two years. Any excess over \$325,000 will be amortized over the first two years, at a rate of 4% per annum simple interest. The average rate per square foot during the initial lease term will range between \$13.00 and \$14.00, subject to final construction cost. At the end of five years, the rate per square foot drops to \$11.59.
- Furniture:** WCF sent out a request for quotes on September 30th for the procurement and installation of office furniture. The goal of the RFQ was to obtain pricing for used and/or remanufactured quality furniture. WCF was unable to utilize the current furniture to avoid mix-match. In order to offset costs, the intent is to either sell, or donate the current furniture. By doing so WCF will realize a cost saving of nearly \$24,000 a year in storage cost. The quotes obtained for the furniture including delivery and installation range between \$80,000 and \$92,000 of total cost. We are excited to announce that the total cost for the furniture will be far less than originally anticipated in our current year budget at \$175,000.

**Budget Versus Actual:**

<u>Description</u>	<u>Budget</u>	<u>Actual</u>	<u>Variance</u>
Annual Lease Cost	130,400.00	145,500.00	
Furniture Cost	175,000.00	90,000.00	85,000.00
Projected Annual Storage Savings	24,000.00	0.00	24,000.00
	329,400.00	235,500.00	93,900.00

**Note:** WCF will realize a cost savings of nearly \$100,000 from what was originally budgeted for Facility and furniture cost for the new Seminole County office.

**Action Item:**

WCF proceed with negotiations and selection of furniture vendor.

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Workforce Central Florida  
Board of Directors  
Strategic Retreat

Valencia College  
Collaborative Design Center  
1800 S. Kirkman Road, Orlando, FL 32811

Thursday, October 10, 2013  
1:00pm to 5:00pm

NOTES FROM RETREAT

**BOARD MEMBERS PRESENT:**

Wendy Brandon, Dr. Angela Adams, Greg Beliveau, Diana Bolivar, Paul Bough, Robert Brown, Deborah Clements, Melanie Cornell, William D'Aiuto, Eric Jackson, Leland Madsen, William Merck, Brian Michaels, Tirso Moreno, Sheri Olson, Dr. Joseph Sarnovsky, Chuck Todd, Eric Ushkowitz, Larry Walter, and Mark Wylie

**MEMBERS ABSENT:**

Steve Clelland, Lorna Garrow, Taylor Pancake, Jack Plettinck, Jovanna Sayan, Dr. Sanford Shugart, Dr. Robert Spooney, Richard Sweat and Larry Waller

**STAFF PRESENT:**

Pamela Nabors, Kevin Neal, Leo Alvarez, Kameel Abdurrahman, Tonya Elliott, Homer Boone, Joyce Hinton, Anika Holmes, Sherry Voss, Nilda Blanco, Susan Awad, Chad Kunerth, Jason Lietz, and Kaz Kasal

**GUESTS PRESENT:**

Mark Brewer/Community Foundation of Central Florida, Rick Beasley, S. Florida Workforce Investment Board, Tom Phillips, Capital Workforce Partners and Holly Wiedman, Metro Orlando EDC

Ms. Nabors welcomed board members to the retreat and announced her thanks and appreciation to Dr. Shugart for hosting this event at his location, as well as providing the food and beverage refreshments. Ms. Nabors also thanked Ms. Clements and Mr. Jackson for sponsoring the beverages and concierge at the close of the retreat.



Mr. Brewer, the main facilitator for this retreat, greeted the board and asked each of the board members to express what is important to them as WCF moves forward.

Dr. Adams: More focus to get the WCF brand name out in the community, so community knows about WCF and services provided.

Ms. Cornell: Collaboration between agencies and like organizations.

Mr. Brown: WCF should become the backbone for preparing people for jobs for future.

Ms. Brandon: "Connect" into the future.

Mr. Wylie: Lining up the community to its potential – what corporations are not located in Orlando? WCF has the opportunity to create and strengthen employment potential.

Ms. Bolivar: Focus on education – training and development; this is a big piece. There is a major skills gap – job vacancies not filled due to people lacking required skills. Need to train people on these required skills so they can fill job vacancies. Also effectively collaborate so efforts are not duplicated – have a collective impact and engage the community.

Mr. Bough: 1) Focus on the jobs for future – manufacturing and high tech. Build a workforce supporting STEM (Science, Technology, Engineering and Math) jobs. 2) Focus on core functions: from services to job seekers, to constantly improve customer service – look at best practices.

Mr. Jackson: WCF should be the best practice leader in the business services – create a world class in business services.

Mr. D’Aiuto: Focus on leadership in business services for stable employment.

Mr. Madsen: Increase collaborative efforts between WCF and the state to attract new businesses to Florida. By 2030, Florida will be the third largest population in the nation.

Mr. Todd: Agriculture is now more high tech – it is important to train people in high tech and science based job skills as these are the skilled needed to fill the in-demand jobs. Make entrepreneurs and private industries aware of WCF services – WCF should be the backbone.

Ms. Olson: Increase services in Lake County – this is a diverse county. Make the business community aware of WCF and grow the high tech talent.

Mr. Sweat: Keeping score with the right metrics is important. We need to pick the right goals and the community will follow the leadership of this board.

Mr. Michaels: Focus on education and youth – dollars spent on youth - what is invested for youth now is worth 10 times more than when they become adults. Become the employment backbone through collaboration: unrestricted income, community-based support and “champions” to promote WCF.

Mr. Beliveau: 1) Collaborate – employers are using their own funds to train youth on basic job skills (soft skills) in order to effectively/successfully interact with the rest of the workforce. 2) employers need

employees, but no one to fill jobs – skill sets do not match. There is a big void between jobs and skills needed to fill these jobs.

Dr. Sarnovsky: Focus on bridging youth to workforce. Youth have the technical skills, but need to learn and adapt to work environment – “learn to learn.” 1) Should measure/report to business community the number of those in workforce that are prepared at certain ability levels and proficient in certain critical thinking areas. 2) Prepare/train for the right kind of jobs that are in demand.

Ms. Clements: Finding the right balance between the job seeker and the employer. Who is the customer: the employer or the job seeker?

Mr. Moreno: Need to focus on how to match people to actual jobs. How job seekers, who come from other places/countries, can successfully compete for jobs. How people can improve their jobs skills, make their jobs skills transferable and sell their job skills.

Mr. Ushkowitz: It is important that WCF, EDC, and chambers work together to continue to grow the workforce/talent in the region. Good jobs are vital to the health of our economy. The importance of WCF cannot be overrated.

Presentations at this retreat were provided by Mr. Brewer, Mr. Beasley, Mr. Phillips and Ms. Wiedman.

Mr. Brewer divided the board up into 5 groups and asked them to discuss and present on the following areas: 1) identify outcomes for a three-year window of how WCF should look, 2) how to measure and identify measures, and 3) who we should partner with to get things done and what resources?

The board reconvened and the lead from each group provided a presentation as follows:

Mr. Beliveau:

His group concurred with S. Florida: the customer is the employer and the product is the employee. This should be demand driven by the employer – need to increase job placements by 50%. Find out the exact needs of the employer – what are the jobs are here and now, and customize training needs to fit this demand; need to create a greater pool to train. Need to leverage resources to become broader based and be the “backbone” agency – collaborate with other agencies. Need to understand the skills gap – what are the issues. Once in the job, what skills sets are needed to retain, enhance and promote employees?

Mr. Sarnovsky:

Need to focus on Return On Investment (ROI). Focus on two distinct populations: youth category and overall category. Need to focus on employers’ needs and what employability skills are needed, especially in demand soft skills. Concurred with “backbone agency” concept – need to “broker” partnerships and create dashboard to measure this. We should be the place employers come for job seekers with these employability/soft skill sets. Also need to follow-up after an individual is placed on the job to make sure they are successful on the job

Mr. D'Aiuto:

Focus on how to improve business services side and make WCF more attractive to employers to increase penetration. Data gather via satisfaction surveys from the business sectors we service. Three areas of focus: 1) survey employers who are not using our services and why, 2) market high demand jobs, broaden services on this and 3) leverage partnerships with chambers, economic development organizations in the region to make sure we are strategically aligned.

Mr. Michaels:

Focus on being an example of best practices (define, design and implement) in the state. Concurred with being the "backbone" agency – we need to be collaborative and increase partnerships and relationships with the business community – we need to be the resource in our community for answers and solutions. Increase our performance measures and our survey scores with a focus on increasing services and quality – with this comes the importance of following up after the individual is hired to increase job retention and also getting low skilled workers back into training. Communication support – be proactive and use the media to our advantage. Increase support/early intervention to youth population – what is done for youth now is worth 10 times more than when they become adults. Board members should be our "champions/ambassadors" in their outreach in the community. Also look at other resources: unrestricted income, fee for service.

Mr. Sweat:

Need to be impactful and effective in the community. We need to measure our effectiveness through education, employment and economic environment – dollars spent and Return On Investment. Have a 3 year plan – using effective performance metrics that drives accountability, continued improvement and ROI.

Mr. Brewer closed with the following points:

- 1) Thanks for the hard work today.
- 2) Data collection (i.e. survey) – replace this with natural skills on convening – bringing people together to get shared measures.
- 3) Strategic partnerships - let third parties put WCF on their stages and vice versa.
- 4) General trend in America – non-profit sector does not need board members, we need volunteer leadership to solve problems. Focus on the mission – talk on each other's stages.

**WCF BOARD OF DIRECTORS STRATEGIC RETREAT  
October 10, 2013**

**Feedback from Breakout Groups**

**Group A**

Outcomes

- ROI
- Improve # of jobs for investment
  - Youth
- WCF to be the go-to place
- Focus on employer – survey, form B2B advisory committee
- Build partnerships/enhance business – Partnerships/Contracting Services
- Assessing jobseekers skill gap
- Employer to tell us what are the skill gaps

Measurements

- Commission a survey
- Assessing potential jobseekers on **hard/soft skills**
- Assessment tool that gauges success of partnership
- # of partnerships

Resources

- Board Members
- Community engagement
- Chambers
- Educational partners
- Nonprofits
- Dashboards
- EDC
- Overall Marketing

**Group B**

- Metrics
- Linking youth to jobs
- Importing workers
- Holding training providers accountable
- Develop performance metrics system that drives accountability, continuous improvement and return on investment for organization and community

## Group C

### STEM

- Interest for grade school/middle school (outside of our focus)

### Business Services

- Talent matters now
- Is the employer our customer and the jobseeker is the product? (we need to make that distinction)
- Most take care of the "product"
  - How do we make ourselves attractive to businesses?
  - How well do we understand our market?
  - What do businesses need specific to our region

### If we focus on businesses:

- Biggest employers (self-sufficient recruitment)
- Need to reach out to mid-size employers
- Economic development alignment (expanding businesses, new businesses, incumbent workers)

### Goal

Make ourselves more attractive to businesses

### Plan

- Market our services
- Work with EDCs/Chambers

### Business Services Outcomes

1. How many businesses are using WCF to recruit, train (measures)
2. Major employers and sectors (drill down to top 10 occupational areas) (plan)
3. Increased penetration of new employers (measures)
4. Satisfaction survey of sectors to improve service models (measures)
5. Skills improvement of skilled workers
6. Measure what are the key sectors looking for (plan)
7. Training ↑, retention(existing vs. new) ↑ (measures)
8. EDC, chambers ↑, marketing WCF services (strategic partnership)

## Group D

### Get out in front of the media (control the media)

- Best Practice: Define / Identity Steal, Design, Implement
- Business Services
- Job Services

### Programmatic Measures

- Entered employment
- Retention
- Credential

### Important

- Collaboration \* Champions
- Unrestricted income
- Fee for service
- Ambassadors of the Board

### Obstacles

- Still have negative Publicity – get out in front of media
- Relationship with business community
  - o Don't know us
  - o Had bad experience
- How to connect low skilled back to training, etc.

### Outcome

Change the conversation – [Employment Backbone Organization] – What does this mean?

- > Collaboration
  - > Unrestricted income
  - > Community based support
  - > Champion middle skilled jobs, parents, etc. (big picture)
    - Training, credentials (stackables)

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### Group E

Create a demand-driven “system” to develop the skills of workers to meet the needs of employers.

Goal is to increase job placement by 50%? How to measure?

- Understand skills gap:
  - Literacy/numeracy skills an issue
  - Computer literacy
  - Workplace skills
- Target (gender) specific training / education opportunities to meet needs of employers
- Develop program to enhance job retention
- Measure against “need” (backbone)
- Leverage community resources
  - Staff
  - Facility
  - \$\$
  - Resource development – not just WCF going after \$\$

### Career Competencies

- Employer Needs (not just technical, but soft skills (business ethics, etc), customer service)
  - OJT
  - EWT
  - Customized(need to get above listed out)

- Skills Gap
- Unrestrictive \$\$ - Resource Development
- Innovation
- Collaborate with other agencies
- Common goal with EDCs, chambers
- Demand-driven system
- Focused industries
  - # of trained
  - # of jobs
- Increase in skills

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# WORKFORCE CENTRAL FLORIDA

## Action Item

### Information Technology Department- Network Backbone Redesign

#### **Background:**

Workforce Central Florida's Information Technology Department maintains an internal technical network infrastructure consisting of 1,000 workstations and over 500 additional devices across 7 office locations in the Central Florida region.

Our department is responsible for an array of systems including but not limited Citrix cloud platform, file services, electronic communication, helpdesk support, accounting, human resources information, and business processes for all WCF services both internally and externally. All of these services run on a network backbone. The backbone is a part of computer network infrastructure that interconnects various pieces of network, providing a path for the exchange of information between different Local Area Networks (LAN) or subnetworks. It is the core of the technical structure at WCF.

Currently, we utilize Time Warner Telecom (TWTC) for WCF network backbone connectivity services. They include the following:

- Site-to-Site connectivity
- Phone system services
- Internet
- Colocation services

Our current TWTC service contracts are set to expire at the end of October 2013. Therefore, we contacted the three prominent service providers in our area including TWTC, Level 3, and Bighthouse Networks for presentation and quotes. An additional colocation service, DataSite, was also visited for service pricing.

Over a 4 month period of research, analysis, and cost comparison WCF determined that TWTC provided the greatest overall value for the lowest cost over a 36 month contractual term. Please refer to the vendor cost comparison here:



Location	Current Costs	TWTC	BrightHouse	Level 3
Administrative Office	\$2,812	\$1,905	\$3,438	\$2,994
Data Center Colocation	\$3,439	\$2,747	\$2,470	\$2,205
Osceola County	\$620	\$521	\$550	\$1,008
Lake County	\$1,683	\$607	\$938	\$779
JobVantage S. Orange County	\$298	\$521	\$550	\$1,046
JobVantage E. Orange County	\$259	\$947	\$550	\$1,046
West Orange County	\$318	\$521	\$550	\$1,046
Seminole County	\$391	\$521	\$550	\$1,046
<b>Total Cost: Per Month</b>	<b>\$9,821</b>	<b>\$8,291</b>	<b>\$9,596</b>	<b>\$11,171</b>
<b>Total Cost: 36 Month Contract</b>	<b>\$353,556</b>	<b>\$298,476</b>	<b>\$345,456</b>	<b>\$402,156</b>

Long Distance	Current	Future
Free Domestic Long Distance	5,000 free per month	13,000 free per month
In-state Long Distance Rate	\$0.040	\$0.030
State-to-state Long Distance Rate	\$0.028	\$0.020

**Needed Action:**

WCF IT is recommending that we renew our contract with TWTC for our network backbone and colocation services. We utilized the following criteria for making determination:

- Competitive Pricing
  - TWTC offered the lowest service price in comparison to all other vendors, while providing a greater increase in service.
    - Please refer to the chart below for additional increases in Long Distance minutes and rates for no additional fees.
- Increased Performance
  - Major increases in bandwidth speed to relatively similar pricing.
    - Please refer to the speed comparison portion of the chart below to compare current bandwidth to TWTC's quoted proposal.

Location	Current Site Bandwidth	Future Site Bandwidth
Administrative Office	50Mbps	200Mbps
Data Center Colocation	50Mbps	100Mbps
Osceola County	10Mbps	20Mbps
Lake County	1.5Mbps	3 Mbps
JobVantage S. Orange County	1.5Mbps	20Mbps
JobVantage E. Orange County	1.5Mbps	20Mbps
West Orange County	1.5Mbps	20Mbps
Seminole County	1.5Mbps	20Mbps

- Switched Native LAN (SNLAN) features
  - TWTC offers proactive monitoring of their SNLAN to notify WCF of network outages. A service essential to business continuity.
- History of service
  - WCF has an existing contractual relationship with TWTC for over 6 years. Service has been excellent and WCF experienced only one reported outage issue at our colocation which was resolved immediately. All other technical service requests displayed exemplary business process and support.
- Transition
  - Upgrade of services with TWTC will be drastically less complex than changing over with another vendor. Although any backbone upgrade will require extensive reconfiguration, this process will essentially resemble a renewal of services with upgrade.

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**NEEDED ACTION**

Approval of the recommended TWTC backbone redesign and service contract.