

# Midcoast Community Council

*An elected Advisory Council to the San Mateo County Board of Supervisors  
representing Montara, Moss Beach, El Granada, Princeton, and Miramar  
PO Box 248, Moss Beach, CA 94038-0248 | [midcoastcommunitycouncil.org](http://midcoastcommunitycouncil.org)*

**Gregg Dieguez** | **Claire Toutant** | **Dan Haggerty** | **Scott Bollinger** | **Gus Mattammal**  
Chair Vice-Chair Treasurer Secretary | **Ann Rothman** | **Kimberly Williams**

Date: April 26, 2023  
To: CPUC and all Telecommunications Vendors Cited in the Report  
cc: Local agencies, SMC Executive Office, Supvr. Mueller  
From: Midcoast Community Council  
Subject: Request for Improved Telecommunications Service in Midcoast of San Mateo County

We have completed a survey and analysis of telecommunications services in our area as of 1/31/23, and are requesting your comments on the report, as detailed below. The report chronicles longstanding failures which were accentuated by the storms of Dec. 31, 2022 and immediately thereafter, wherein critical Lifeline Communications did not function properly - or in some cases, at all - threatening the health and safety of residents and visitors and compromising the ability of emergency responders to identify, prioritize, and assist those in danger from the storms and the aftermath.

The complete report is downloadable [here \(42 pages, 28mb\)](#). We are requesting the following from your organization:

1. Comments on our findings and recommendations.
2. A description of any progress your organization has made in addressing the problems and recommendations described therein, up through 4/26/23.
3. A description of your plans to address the problems and recommendations described therein after 4/26/23.
4. By 5/7/23, the name(s) and contact information of the person(s) who will provide the above replies, and their estimate of a complete response date.
5. The name(s) of the persons with whom our Council should communicate regarding further problems and plans for adequate essential services in our area.

Future editions of the report will include responses from your organization and others, as well as other affected stakeholders in our area.

No single letter can adequately stress the level of concern which exists in our area, nor detail fully the harms and undue risks telecommunications failures here posed for residents, visitors and emergency responders. We hope that timely action on your organization's part will prevent more harm in the future.

Sincerely,

s/Gregg Dieguez, Chair