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March 10, 2021

Dear Members of Council

I am writing today on behalf of the Kingsville BIA Board of Managers and our membership to thank Mayor Santos for his response to our letter dated February 10, 2021. The high level update was greatly appreciated. However, we are writing to express concern on behalf of the business community with regards to the impacts of the current internet infrastructure in hopes that it will support a sense of urgency in delivering a reliable service.

We respectfully ask if Council may be able to make share to the County and SWIFT that the current internet infrastructure has grown to be an emergency situation for the current and future of business operations. Due to the restricted hours of operation and other pandemic restrictions in place the internet outages that take place create severe hardships upon the businesses. When the internet is out businesses are unable to process payments, provide certain services to clients, telephones reliant on the internet are not operational. Due to the heavy telephone traffic taking place to support take out, pick up and curbside business this has grown to be a significant hardship. Additionally, when payments are to be processed the lack of internet prevents sales all together.

These few examples combined with local businesses trying to recover from two significant lock downs and limited operation options it is clear that the internet reliability is critical to survivability.

We genuinely thank you in advance for your consideration and look forward to our continued working relationship as partners.

Respectfully,

*Christina Bedal*

Christina Bedal  
BIA Coordinator

CC: KINGSVILLE TOWN COUNCIL  
CC: MAYOR NELSON SANTOS  
CC: JOHN NORTON  
CC: BIA BOARD MEMBERS