



Stanley H. Kellerhouse Municipal Building
One Van Wyck Street
Croton-on-Hudson, NY 10520-2501

Mayor

Brian Pugh

Trustees

Nora Moriarty Nicholson

Ian Murtaugh

Cara Politi

Len Simon

Village Manager

Bryan T. Healy

Village Treasurer

Daniel Tucker

Village Clerk

Pauline DiSanto

To: Village Board of Trustees
From: Bryan Healy, Village Manager
Date: July 15, 2024
Re: May 2024 Optimum Outage

At the May 22, 2024, Village Board meeting, members of the Board heard from residents of Alexander Lane about a days-long Optimum outage and the lack of response from Optimum. I was finally able to gain some more details about this outage from our government affairs liaison at Optimum. Please see below for his response:

On 5/14 there was an outage that was the result of a truck striking our aerial wires in front of 4 Alexander. The Tech did a temporary fix to restore the coax but was not able to do the same for the fiber. Customers fed off of the coax were restored that night, however the fiber customers were not. We subsequently were able to fully restore our facilities, both coax and fiber on 5/21 and 5/22 respectively.

As the Village continues through the process of considering the franchise renewal for Optimum, it will be important to try and get more information from the cable company on their restoration efforts and a commitment that they will improve their communications with our residents/their customers.

Please let me know if you have any questions. Thank you.