



Broadband Task Force Minutes

Task Force Meeting

12/19 - Thursday 4:00pm – 5:30pm

Convener: Victoria Runkle - Chairperson

Recorder: Brian Sullivan – City Staff

Present: Victoria Runkle Rod Esch
Jason Ogren Bret Naber (on phone)
Jamie (in for Amy)
Lavonna Longwell

Excused:
Matt Estrin Bret Naber
Brian Siefried Bianca Fisher
Michelle Kempema Amy Dugan (Jamie in place of)

Guests: Comcast – Jon Lehman
CenturyLink – Tim Kunkleman
Lori Sherwood – Project Manager – Vantage Point
Fred Diehl – Vantage Point

Agenda:

- Welcome
- Approval of 11/21 minutes
- Presentations by Jon Lehman, Sr Director, Government and Regulatory Affairs – Comcast – 4pm – 4:30pm
- Questions for Comcast – 4:30pm – 4:45pm
- Presentation by Tim Kunkleman, Director, State Regulatory and Government Affairs – CenturyLink – 4:45pm – 5:15pm
- Questions for CenturyLink – 5:15pm – 5:30pm
- Public Questions – From those not on the committee if time allows
- New Committee Business
- Next Meeting 1/23 – Financial Risk Review - VantagePoint
- Adjourn

Minutes:

1. Meeting called to order by Chair
2. Welcome and introductions of attendees
3. Comcast Presentation

- a. Technology leader
- b. Connectivity
- c. Smart City
- d. Digital Collusion
- e. Network – investment of 2.9 billion
- f. Business 10 g – 100 gig
- g. Residential – 15 mb – 2gig
 - i. 1 gig down – 35 mg up - \$70 month
 - ii. 2 gig symmetrical – needs to ½ to fiber line
- h. Docsis 3.1 system
- i. Business –
- j. Double network capacity 12-18 months
- k. Investing in Xfinity XFi
 - i. Speed test, control, coverage
 - ii. Xfi pods – meshnetwork in homes - \$50 per pod
- l. Xfinity X1 – video platform –
- m. Xfinity mobile – wifi hotspot / Verizon
- n. Xfinity Communities – partner with apartments, senior centers – bulk rates
- o. Accessibility – different technology for disabled customers
- p. MachineQ – Smart City – LoRaWAN – Low Power – Low cost – high range
- q. Digital Inclusion
 - i. Bridge digital divide
 - ii. Internet essentials - \$9.99 a month / 150 for a computer
 - 1. Required fed assistance
 - 2. 13,000 Greeley residences connected to this service
 - 3. 3,000 accounts x family of 4
 - iii. 10,000k market for low income? In Greeley
- 4. Question on why the take rate for lower income residences isn't higher
 - a. Communication
 - b. Teaching folks what they can do online- why internet is important to their lives
- 5. Important to Comcast that they get 1 gig
- 6. Check on service with addresses or neighborhood
- 7. Impact on communities
 - a. Supporting Growth through multi-gig
 - b. 30 employees that live in Greeley – 40 that work in Greeley
 - c. 1 million a year to city of Greeley via franchise fees
 - d. 400k in peg fees
 - e. Investing – 105 million in cash and inkind
 - f. Greeley – 40k
 - g. Community essentials – 501c3 – can get discounted programs

8. Questions: Lori – gaps – How to improve connectivity?
 - a. 95% residential
 - b. Business ROW can be problematic
 - c. Pro-build – build it and we'll see what contracts we can get
 - d. Streamline permitting – partnership with the City of Greeley
 - i. Looking for 2yr payback from their business perspective
9. Is there a way that Comcast can make sure customer service calls go to a Greeley person
 - a. Call center in Fort Collins – but moved to virtual call center – could be Greeley people
 - b. Not a 100% to route those calls
10. 5% gap? Comcast says 99%
11. Comcast uses their own system – won't lease existing conduit – want to use their own hardware
12. Need to work with developers to assure they can get in.
13. Wants businesses to reach out to review potential gaps
14. Do they know what the gap is with business community? – doesn't know the exact number
15. How do they assure that there is access to fiber? – Comcast feels like every house hold has access to 1gig
16. 125 ft to system – Comcast will connect you.
17. If over – Comcast will work with the home owner
18. What is the price after the promotional rate? – Comcast – thinks that \$70 is the rate
 - a. 2 month review of pricing
 - b. Looking at different programs
 - c. Bundle – 201 channels / phone
19. Is the \$70 a month include modem? – Modem is extra
 - a. New program for internet only users – Xfinity Flex – box to TV is free
20. Gaps for business / Gaps for access if homes are further than 125ft / Digital divide
 - a. What is the long term strategy for Comcast addressing these gaps
 - b. Invested millions to address digital divide
21. Is there an ongoing conversation with Comcast and the City to address potential gaps
 - a. Limited conversations
 - b. Comcast wants to be here for the next 50 years
 - c. Comcast invested \$40k this year
 - d. Utility coordination meetings
22. How to address raising pricing for fixed income?
 - a. Is there a fixed price that can be given to Greeley customers?
23. Focus on offerings that Comcast provides
24. What do you see across the region?
 - a. Highly complicated business
 - i. Video increases price is nothing Comcast can control – carrier channels may increase price
 - b. Try to be two steps ahead on technology in planning for the future
25. Gabe – consultant working with Comcast
 - a. Tough to set price – since it changes

26. Why are the customers unhappy?
27. What if I want control what comes in my house?
 - a. Concerns about data caps / Net Neutrality
 - i. Comcast – support 100% net neutrality – not throttling data or different providers
 - ii. Less than 2% of the subscribers are using 80% of the data – set data caps
 - iii. Price per mg has dramatically decreased – costs may have gone down, but capacity and speed has gone up
 - iv. Does cost to improve facility and infrastructure
 - v. Have been able to increase speeds without changing packages to customers
28. Pricing models – can be deceptive
 - a. Segment of the community not receptive to bundle/price promotions
29. Comcast is happy to have conversations
30. Did not have a quorum – will have to approve minutes next time
31. Lori – new meeting dates
 - a. Jan 9th – Vantage Point – ISP presentation
 - b. Jan 23rd – Meeting – Bonding meeting
 - c. Feb 20th – Meeting – What problems are we solving – decide on recommendations
32. Can express different opinions – but can they work together to bring
33. Reminder – March 10th
 - a. Food tax renewal
 - b. Keep Greeley moving renewal
 - c. Broadband
34. Refocus on the issues to solve.
35. IF the quorum is not available – what is the next path
 - a. How to stay productive
36. Jan 9th meeting – can we focus on what we are trying to do
37. Staff – working on matrix to organization
- 38.
39. Next Meeting
 - a. VantagePoint
40. Meeting Adjourn – Bret , Deputy Chair