

LOVELAND BROADBAND TASK FORCE
June 1, 2017 Minutes
Public Works Admin – 2525 W. 1st Street, Rooms 202 and 203
10:00 a.m.

Task Force Members Present: Paul Langfield, Josh Smith, Dave Kavanagh, Mindy McCloughan

City Council Members Present: John Fogle (by phone), Don Overcash

Task Force Members Absent: Fernando Pedroza, Joe Wilson, Jason Frisbie, Doug Rutledge, Richard Toftness

City Staff Members Present: Kim O’Field, Briana Reed-Harmel, Derek Turner, Tom Hacker, Bill Westbrook, Steve Adams

Consultants Present: John Honker with Magellan, Colman Keane with EPB

Guests Present: Ken Chaiken

Call to order at 10:16 by Mindy McCloughan

Mindy McCloughan called for a motion to approve the May 4, 2017 meeting minutes. The minutes were approved unanimously after a motion from Dave Kavanagh and a second from Paul Kavanagh.

Presentation from Colman Keane with EPB

Colman gave an overview of his background and the role he plays with Electric Power Board with Chattanooga, TN (EPB). He discussed the broadband deployment for EPB. EPB does not offer promotional pricing, they do competitive pricing. Take rate is at 56%, estimated to be around 35% when started deployment. Completed full build out in 2 ½ years. EPB received a DOE grant, this grant was applied to smart infrastructure for their electric utility, none of the grant paid for the broadband deployment. Colman shared some lessons learned including being methodical about building their business plan, understanding the difference between taking an order and making a sale, training CSRs on the customer service difference between electric and broadband service, need to build technology refresh rates into financial model, need to plan for the potential of a higher take rate and be flexible in “speed to market”. Colman stated that this is primarily about positioning your community to compete with other communities, need to position your community to keep you relevant in the marketplace, need to weigh the pros and cons of actions to position yourself where you want to be. He stated that you need to have set goals in order to move forward. A question and answer period happened between members and Colman.

Update on RFI for Public/Private Partnership

RFI for Partnership for Gigabit Speed Broadband Internet closed on May 4, 2017. Had 6 responses to the RFI. Responses are vastly different between the respondents. Staff is reviewing these and will work to set up meetings with those we have further questions on. An update will be provided to City Council regarding this. Steve stated that Fort Collins issued an RFI too and have recently released an RFP. The goal of this process is to collect information and to understand what direction we need to get from Council to determine how to possibly move forward with this process.

June 27, 2017 City Council Meeting Preparation

Briana provided an update on the council action items and information releases. Staff is working to release the Case Studies and SWOT Analysis documents within the next week. Draft copies of these will be released to the Task Force for further input. We will also be releasing draft versions of the Privacy and Security and Wireless documents for the Task Force review and input. Additional items that are being worked on for the City Council is information on economic development and the additional take-rate survey being performed by Jill Mosteller.

Other Discussion

Information was distributed about an email exchange between Comcast and City Council. This was reviewed and discussed by Task Force members. Steve advised that we will be forwarding this email exchange to Longmont for their response.

The Task Force discussed how they may wish to communicate information to City Council at the June 27, 2017 meeting. Mindy requested that they be provided a draft of the Council presentation in advance of the June 8th meeting in order to review it. Briana stated that we would have a draft version but it would be revised based on comments and feedback at the June 8th meeting and then distributed to council by June 16th.

Future Agenda Items

Mindy stated that the June 8th agenda should only include the presentation and information discussion. Briana stated that the only other item will be a discussion with Jill Mosteller on the second take rate study. Staff will work with Mindy to communicate to the Task Force on their involvement with Council.

Presentation will include background, why we are here, go through each information release and make sure questions are answered.

John Fogle stated that it is crucial to include information in the presentation about customer satisfaction ratings for incumbents and other municipally owned networks. Need to graphically exemplify the lack of customer satisfaction with incumbents. Compare these against other network providers including Chattanooga.

Adjourn Meeting at 12:15

Respectfully Submitted,
Courtney Whittet
Recording Secretary