



8/10/2015 Public Hearing on  
Cable Franchise Agreement

Date	verbal comments at public meeting	cable television bad customer service	channel selection and program options
8/10/2015	1		
8/10/2015	1	1	
8/10/2015	1	1	
8/10/2015	1		
8/10/2015	1		
8/10/2015	1		
8/10/2015	1	1	
8/10/2015	1		
8/10/2015	1		
8/10/2015	1	1	
8/10/2015	1	1	
8/10/2015	1		
8/10/2015	1	1	1
8/10/2015	1	1	
8/10/2015	1	1	
	15	8	1
		53%	7%

2016 Summary of Comments  
Received by Email

Date	# of emails received	reject franchise agreement & fees	
12/20/2016	3	3	
12/21/2016	2	2	
	5	5	0
		100%	0%



1/31/2017	1		
1/31/2017	1		
1/31/2017	1		
1/31/2017	1	1	
1/31/2017	1		
1/31/2017	1		
	8	1 13%	0

2017 Summary of Comments  
Received by Mail

Date	# of letters received	Vote for no fee increase for 311	additional no fee increase
1/16/2017	2	2	
1/17/2017	1	1	
1/30/2017	1	1	
	4	4 100%	0

2017 Summary of Comments  
Received by Email

Date	# of emails received	Vote for no fee increase for 311	additional no fee increase
1/2/2017	1	1	
1/16/2017	25	25	
1/17/2017	12	12	
1/18/2017	7	7	
1/19/2017	6	6	
1/20/2017	4	4	
1/21/2017	4	3	
1/22/2017	1	1	
1/23/2017	6	6	
1/24/2017	1	1	
1/25/2017	5	5	
1/26/2017	1	1	
1/30/2017	5	3	1
1/31/2017	7	5	



Comcast has poor customer service	Think Comcast operates as a monopoly	Comcast has data caps	Other
1			
			2 - Canterbury Estates
			2 - Wissler Ranch
	1		
			2 - Wissler Ranch
			1 - Wissler Ranch
			1 - in contract and problem not being repaired
	1		
			1 - wants Comcast added to neighborhood - Wissler Ranch
			1 - community access channels provided for free
	1		
1	1		
1			1 - customer submitted complaint to Comcast with no response
			1 - add a Policy Advisory Committee
			1 - Comcast should offer "skinny bundles"
1	1		stop Comcast from sending junk mail
	1		
1			
	1		
3	4	0	
8%	11%	0%	

Comcast use of rights of ways and eavesments	against franchise fee	any other matter pertinent to Comcast	Notes related to "other" category:
		1	no access to Comcast service - Astrozon Blvd
1		1	Comcast refused to complete build out in neighborhood
1			
		1	Deaf and hard of hearing people rely on captioning
1		1	monopoly
		1	
		1	no access to service
		1	captioning is essential, request a more intuitive remote control
		1	one call fix - service standard
		1	monopoly
		1	monopoly
3 20%	0 0%	10 67%	

Comcast has poor customer service	Think Comcast operates as a monopoly	Comcast has data caps	Other
1	1	2	
1		1	
2 40%	1 20%	3 60%	

Comcast use of rights of ways and eavesments	against franchise fee	any other matter pertinent to Comcast	Notes related to "other" category:
		1	offered revisions to agreement (clause 12.1)
		1	provide access to all citizens at the same rates
		1	provide access to all citizens at the same rates
		1	provide access to all citizens at the same rates
		1	provide access to all citizens at the same rates
	1		
		1	support and champion Comcast in our community
		1	likes Comcast as a company but wants tech update
		1	In favor of franchise renewal
	1		
		1	wants the bidding process opened up
		1	fair service at a fair price - suggests colocation
		1	provided suggested changes to the agreement
0	2 15%	11 85%	

Comcast use of rights of ways and eavesments	against franchise fee	any other matter pertinent to Comcast	Notes related to "other" category:
	1		
			Supports Comcast in the community



		1	Ask Comcast to support all of the community within 5 years
		1	Comcast needs fiberoptics
			Supports Comcast and renewal
	1	1	lack of competition
		1	colocation and revision to current agreement
			Comcast is a great community partner
0	2 25%	4 50%	

Comcast has poor customer service	Think Comcast operates as a monopoly	Comcast has data caps	Other
	1		
0	1 25%	0	0

Comcast has poor customer service	Think Comcast operates as a monopoly	Comcast has data caps	Other
1	1	1	
	2		
	1		
1			
1	1		
1	1		
1	1		
1	2		request to include provisions

1	1		
1			
8	10	1	1
9%	11%	1%	

Positive comments

1 - satisfied

1 - satisfied

1 - satisfied

0%

Favorable comments

Comcast has been an  
outstanding Citizen

1  
7%

Positive comments

0%

Favorable comments

1

1

1

3  
23%

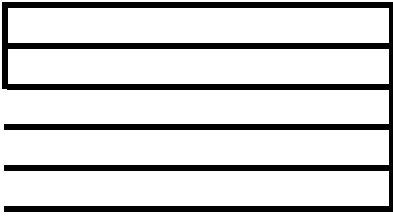
Favorable comments

1

1
1
3
38%

Positive comments
0

Positive comments
1 – good customer service
1 – good customer service
1 – good customer service
1 – good customer service



4  
4%