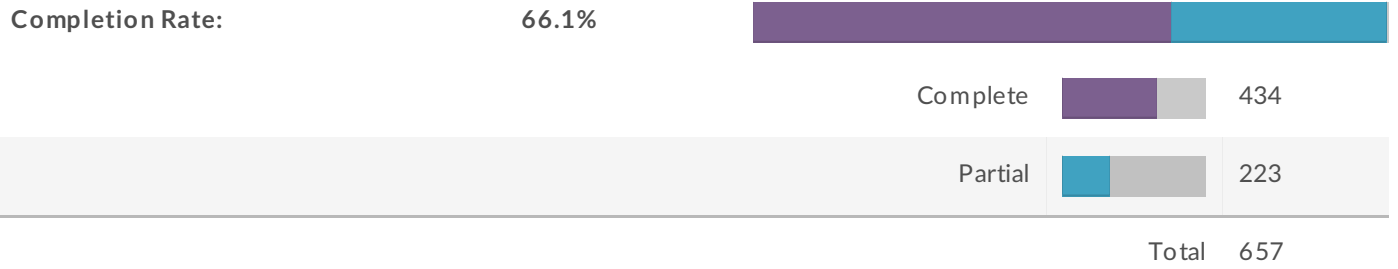
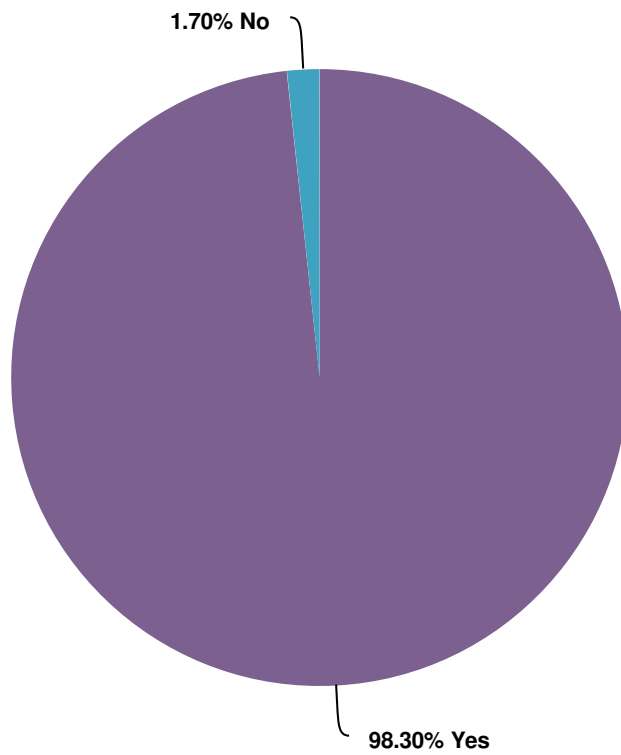


Report for Broadband Model Feedback

1. Response Counts

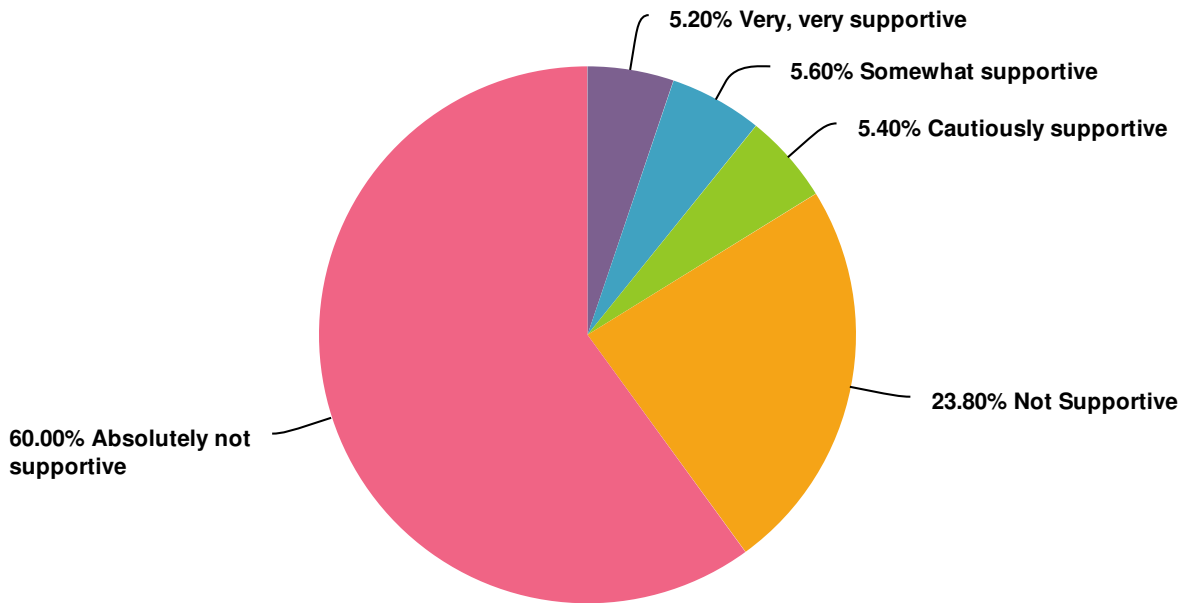


2. I have watched the video and feel informed about the models being discussed and I am ready to provide my feedback.



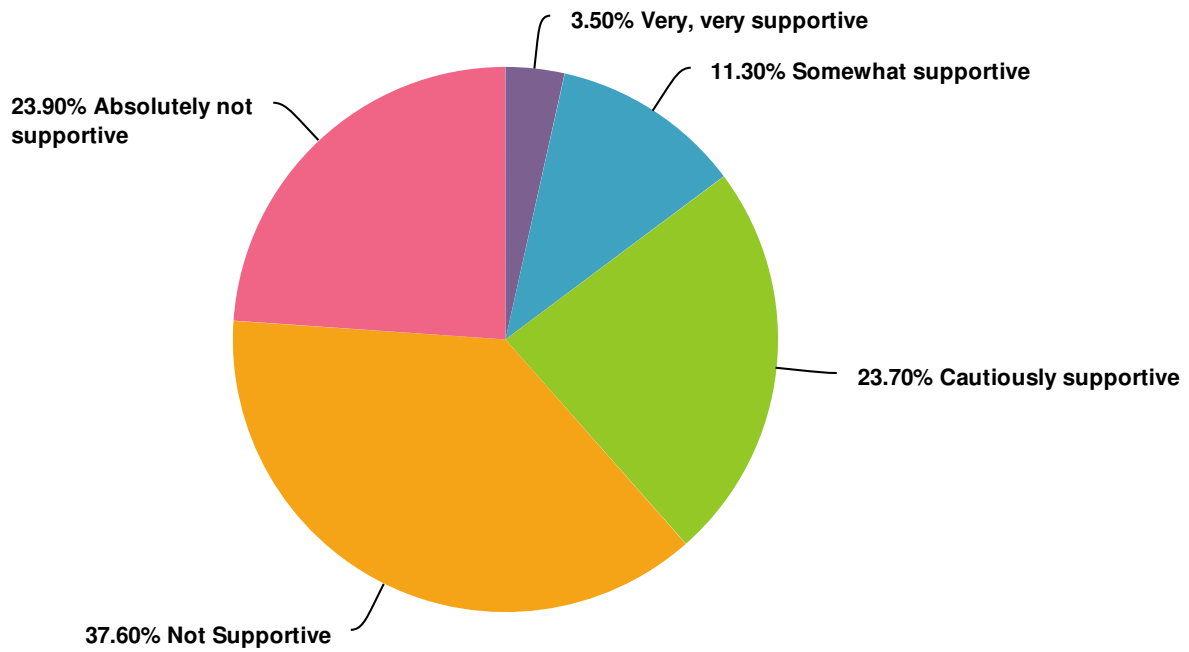
Value	Percent	Count
Yes	98.3%	475
No	1.7%	8
Total		483

3. Knowing what you now know...How supportive are you of the DO NOTHING OPTION?



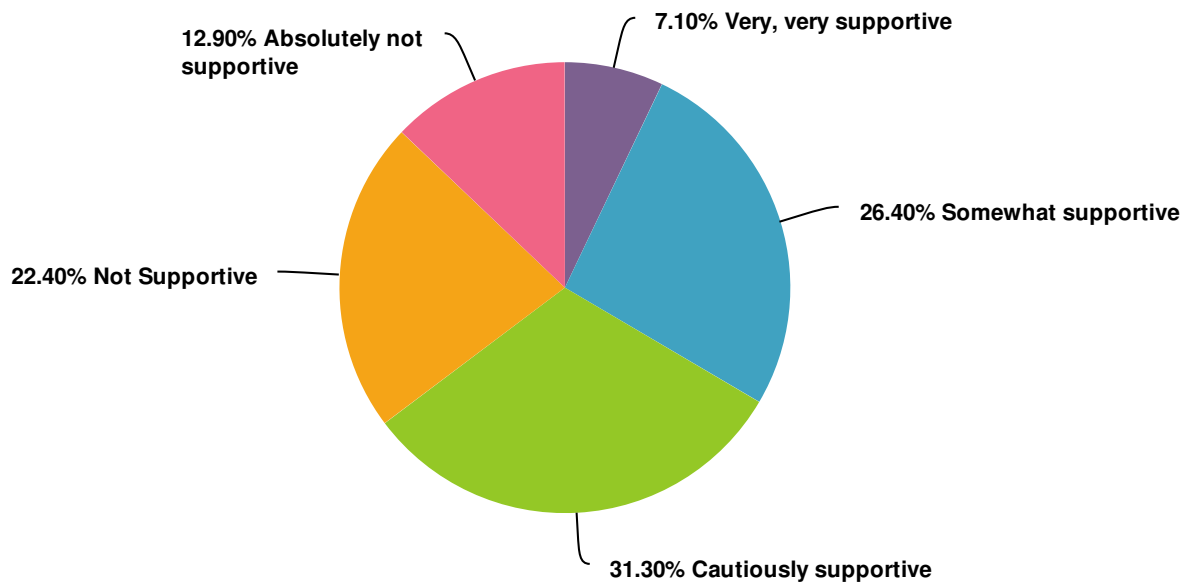
Value	Percent	Count
Very, very supportive	5.2%	22
Somewhat supportive	5.6%	24
Cautiously supportive	5.4%	23
Not Supportive	23.8%	101
Absolutely not supportive	60.0%	255
Total		425

4. Knowing what you now know...How supportive are you of the FRANCHISE OPTION?



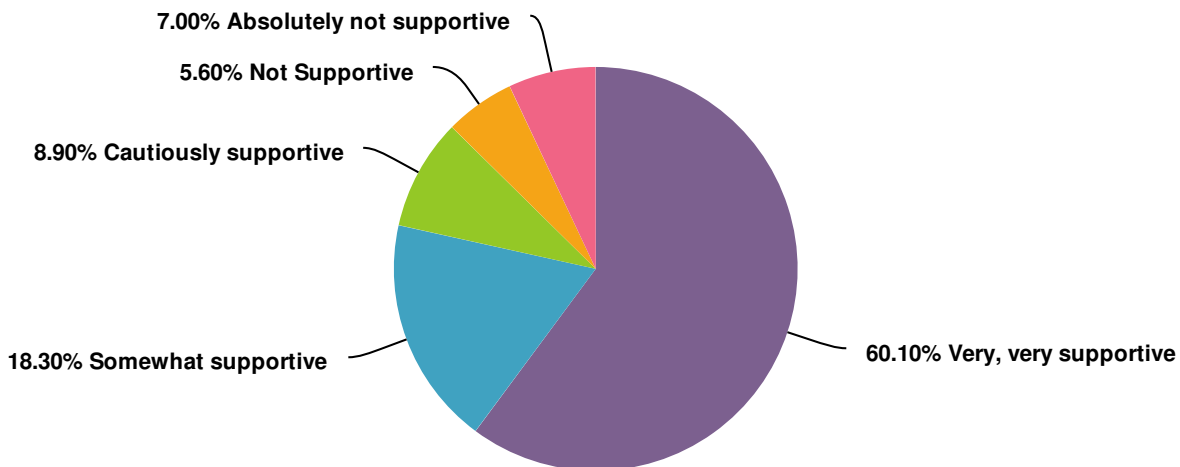
Value	Percent	Count
Very, very supportive	3.5%	15
Somewhat supportive	11.3%	48
Cautiously supportive	23.7%	101
Not Supportive	37.6%	160
Absolutely not supportive	23.9%	102
Total		426

5. Knowing what you now know...How supportive are you of the WHOLESALE OPTION?



Value	Percent	Count
Very, very supportive	7.1%	30
Somewhat supportive	26.4%	112
Cautiously supportive	31.3%	133
Not Supportive	22.4%	95
Absolutely not supportive	12.9%	55
Total		425

6. Knowing what you now know...How supportive are you of the RETAIL OPTION?



Value	Percent	Count
Very, very supportive	60.1%	256
Somewhat supportive	18.3%	78
Cautiously supportive	8.9%	38
Not Supportive	5.6%	24
Absolutely not supportive	7.0%	30
Total		426

7. Please provide any additional comments here.

Count	Response
1	Access to true high-speed Internet will bring innovation and industry to Fort Collins. We currently do not have an ISP willing to provide a service that is needed for many tech companies. Having the city of Fort Collins provide high-speed Internet as a utility is the perfect option.
1	I am retired, but have an active lifestyle. I am tired of calling Comcast because of their unreliability with my internet service. Because my condo is in a retirement community, we get intermittent service when it comes to the Internet. It costs me \$80-100/month for basic TV & Internet. That's ridiculous. I have a new computer.
1	All of the current City provided services (water, sewer, electric power and others) work much better than Comcast, Excel, and Century Link. I would fully support the retail model. I would love to have open access to the web and be able to choose content freely not be forced or at least coerced into using Comcast content.
1	All options aside from the retail option depend on finding some third-party ISP. A third-party ISP is only going to be interested in participating if they think they can make a profit. This increases risk (they may abandon the project if the profit outlook decreases), and probably increases the cost of services to residents (since they're looking to take their cut). Since the "retail option" doesn't involve anyone with a profit motive (the city is only looking to break even, not make a profit), I think it has the greatest chance of success and can offer the best "bang-for-your-buck" to residents.
1	All you need to do is look and see how unsuccessful this has been literally everywhere else. There should be absolutely no tax dollars attached to this project in anyway.
1	An additional advantage of the wholesale model would be the future option to easily move to the retail model.
1	Anything the city can do to break us free of Comcast/Xfinity, I support. They clearly have a monopoly and we are totally beholden to them. Their customer service is terrible, they appear to have no interest in working with/for their customers. Why would they, they are the only company/provider offering service. While we tell ourselves there are other options, in reality, there is no other viable option for service. Please, please represent the people of Fort Collins and not Comcast/Xfinity, please bring us the option of a public utility. Thank you!
1	As a public utility, internet access should be owned and operated by the city.
1	As for most private citizens, I use the internet at home for entertainment and information. Today, I receive 180Mb/s from Comcast, far in excess of what I need. This is what the market provides today w/o the city risking any capital. I think it would be helpful to us citizens if you could explain in a Coloradoan piece what services are needed, item for item, and what the bandwidth requirements are. (Please don't exaggerate it by the number of people you think might be using it simultaneously in my house.) If, instead, the true need is for business, as stated by Darin Atteberry in a video, please make this clear in the Coloradoan piece. Voters deserve to know, without doubt, the real reason. I believe that the average voter doesn't know what bandwidth they need. Further, they may vote on emotion regarding the current dominant carrier and the perception that their service will significantly improve if they vote 'yes'. I've had little service problems from Comcast over many years of use.

Count	Response
1	As long as the right provider is chosen, the Wholesale model is very attractive. I have used Ting for Cell service in Fort Collins and have been extremely happy with their cell service, pricing, and customer service. Essentially, the important thing to me is to bring competition to the market to prevent the issues we see in the current market. Comcast and Centurylink should not be an option as provider in the wholesale option.
1	As should be absolutely clear to every individual fast, reliable, and reasonably priced internet access is an undoubted necessity in any forward thinking community. The power of the internet to invigorate small business growth, foster education, and protect the principles of free speech in our society should not be undervalued. An innovative and fast-growing community like Fort Collins should be at the forefront of such pursuits, and for that not to be the case is an extreme disappointment. The fact that the city is researching steps to change this is a fantastic step in the right direction. Capitalism has failed on its own to create an industry with adequate competition, resulting in pervasive monopolies with no regulation or incentive against anti-consumer practices. As such it is now necessary for government, either on a local or federal level, to intervene and restore free-market values to this broken system. I hope to see significant progress in accomplishing this fund
1	As the past 15-20 years have shown, this market is not one that can self-regulate in a way where citizens are happy. If the city is not in full control nothing will change. Broadband internet service is as vital as electricity and water and should be treated as a city run utility.
1	As we have a positive track record and enjoy the benefits and independence with our municipal utility, building out, owning, and operating our own broadband network seems like a logical extension.
1	At my address inside the city, the only option is a marginal connection thru century link. While Comcast supply's the neighborhood, they are at capacity and cannot connect my house If the existing providers will not provide the services they have been granted a monopoly on, its time for the city to step in.
1	Attempts should be made to employ Fort Collins residents in the rollout & support as we live here.
1	Both the retail, and to some extent, the wholesale option involve competing with local ISPs such as Comcast and Centruy Link. Granted, it is more prevalent among more technologically savvy users, but Comcast is one of the most hated companies in the U.S. Why? They don't have the customers' best interests in mind. They are very slow to upgrade their equipment and available plans, except when there is a competitor such as Google Fiber in the area. They recently added a 1TB per month bandwidth cap. With an increase in media consumed through the internet, it will not be long before the average user starts approaching that. Finally, their pricing is riddled with fees and surcharges. It is not remotely difficult to compete with them given that end users know that there are other options available. Granted, they were the first well known provider of such a service, but companies actually made the decision to start their business in Kansas City due to Google Fiber. Short answer: as long as t
1	Broadband has become a bread & butter necessity for many, and is extremely likely to more so for the majority of the population in the future. As such, it is similar to other utilities. As long as a well-tiered rate structure is provided, allowing lower-income residents to access it, I believe the Retail Option is the farthest-thinking, future-anticipating way to proceed. The city's service should be in competition with private providers—because when competition increases, rates go down and service gets better.
1	Broadband is as essential to life in our community as sewers, roads, electricity, fire services and police services. The incumbent providers are not managing for a civic level of service. I have been unable to purchase an improvement to the speed of my connection in years.

Count	Response
1	Broadband should be a public utility just like electricity. We've been held hostage by these corporate yahoos for long enough. They do not provide the services they sell. They are not trustworthy. They are involved in corporate extortion, manipulating speeds and data. Their customer service is intentionally manipulative and dishonest. We need city-wide trustworthy Broadband and this way citizens will have some control and say over performance and there will be some accountability.
1	Cable internet is too expensive and DSL does not have capacity for high speeds on my road. I've been to several talks re: Longmont's successful program and I would love to see similar in Ft Collins.
1	Can the city provide a free download to check current internet speeds and give estimates on pricing packages within the "Retail Option"?
1	Comcast acts with political bias in favor of big business and higher income people with practices such as moving progressive TV channels to premium plans, not building out to low income areas, excessive profits. Only Retail Plan allows City to control against these things. City can incorporate technological advances too once fiber is laid. Private monopolies are dangerous.
1	Comcast and Centurylink both offer temporary teaser rates that expire and you find yourself in a more expensive rate. Centurylink clearly makes it as confusing as possible to understand your bill. If nothing else these two companies need to be made to state their prices, including all fees. This should include both the initial cost and the "regular" rate. I would rather get my internet service from the city. I always feel like I get a square deal from the city utilities, while I feel that Comcast and Centurylink are wanting to play mind games with me.
1	Comcast and Centurylink have been so slow and awful, I don't want to continue to rely on them for service. I understand lots of people won't like it, but I think such an important utility should be run by the city to remove Comcast and Centurylink from the equation.
1	Comcast is capping data amounts starting 11/1/2016. If this ambitious plan allows a third party to run the system it will likely be with the same outcome. I rarely say this but this is an instance where the government needs to challenge the private sector stranglehold on internet in this town that is stifling progress and economic development.
1	Comcast is rolling out discriminatory data caps. The rollout of city fiber can't come soon enough.
1	Comcast recently added data caps that will soon be below the average usage and end up costing their customers a lot of money. I do not have a choice for similar speed access and am stuck with them.
1	Comcast's data caps and Centurylink ceasing Qwest's fiber rollout post-buyout have loudly demonstrated the private sector's unwillingness to compete and their willingness to collude, all to increase already record financial profits. This is as bad if not worse than what Bell did with telephone access and long distance costs before being split up by the FCC decades ago. I, like an increasing number of our citizens, am 100% reliant on a fast, reliable, and accessible Internet connection to do my job; the Internet is my livelihood. Comcast's recently-implemented data caps in our region have raised the cost of my Internet service by \$500/year, just so that I can continue doing my job and earn my income. That's not even to mention the stifling effects this pattern has proven to have on startup web technologies, such as Netflix and others. If this trend continues, I and many others will have no choice in the distant future but to leave Fort Collins, my birthplace and home, so I can continue

Count	Response
1	Creating a better environment for new or current isp's to compete is a far better option considering the rate and growth of technologies. By my estimates to cover Fort Collins it would be closer to 90-95 million for just the installation. There is higher risk of residents not being able to afford higher taxes of \$1400-\$2700, especially in the event of an economic downturn. It would be best to remove the monopolistic right of way practices imposed on the city count and state preventing new isp's, cable companies, and telecom's from being able to enter the market. Meaning, that with rights of way access barrier removed new fiber coax or even copper lines can be installed on land that currently has those lines already giving customers more options and removing barriers of entry for new isp options.
1	Current service from Comcast is slow and unreliable. It is a hindrance to our small business operations. Time for better, and no "market provider" has a track record of providing good service.
1	Do nothing is not really an option if the city is interesting in competing in the future economy. The US is a service based economy now and having access to high speed internet will be a key enabler in this new economy. Especially when it comes to attracting new employers to the city. We are already an attractive place to live, but our economy is nothing when compared to other similar towns like Boulder. Waiting on a private company, who's interest in making a profit and increasing the value for their shareholders is foolish. As they would only provide the bare minimum of service needed to reach that end. They have no interest in the community or its future. Nothing wrong with making profit as a company, but we have to think about the future of our community. Franchise option is a non-starter. I do not want to provide public dollars to a private company, especially someone like Comcast. These companies are interested first and foremost in their shareholders, which are NOT
1	Everything you have done so far is excellent!!! Two areas (at least) need to be investigated further. 1. Broadband is an "Enabling" technology. So far you have evaluated 'same old cable' service. You will be able to do far more with your own system and control. There is great value in enabling new opportunities. e.g. medical, educational, sports & entertainment like new football stadium with streaming video etc. 2. CUSTOMER SERVICE.. Huge value to be able to speak with a local citizen and not a chat line to someone in India like Comcast. Horrible, Horrible customer service. I would pay more than Comcast charges just for a local friendly human to speak with. Fort Collins was pleasant and fast setting up my utilities. Nearly instantaneous with remote management. Comcast took several days of frustrating calls/chats and I did the install. I just retired and moved to Fort Collins to be with my son and his family. My prior life was building Motion Picture Technical Facilities in Holl
1	Federal regulations already provide a low income broadband offer through both CenturyLink and Comcast, charging only \$10/month for speeds up to 12 Mbps. Technology and market forces like Google's new broadband project makes FTC risks unwarranted.
1	Fiber optic internet as a utility seems very attractive. Ultimately, Ft Collins just needs fiber optic, by any means necessary, if we are to continue to lure tech companies to the area.
1	For a city like Fort Collins that has a thriving tech sector, there is no good reason that we should be at the whim of some of the most poorly rated ISPs in the country with respect to service and pricing. Let's catch up to the rest of the world in terms of broadband by making it ubiquitous and affordable.
1	For the difference in cost, and the control gained, I say let's ante up. Very, very tired of being jerked around and hope the city would be more responsive to customers and provide the service we currently pay for and do not receive.
1	Fort Collins Utilities does a great job of delivering cost-effective service at a good price. I would anticipate the City could provide the same level of service as a Broadband provider. The City would have the residents' best interests at heart rather than shareholder profits.

Count	Response
1	Fort Collins Utilities does an outstanding job providing our electricity. I would love to get internet service in the same way.
1	Fort Collins does a great job with complex municipal utilities such as water, sewer, and electricity -- services that are critical to each and every resident. Broadband is just as critical and should be folded into the family of city utilities.
1	Fort Collins is year behind other cities in making high speed Internet available to its homes and businesses. I am concerned about the slow pace of this initiative, and about how well the city will adapt to future changes in technology.
1	Ft Collins Utility keeps our electric cost low with excellent service. I would expect Ft Collins would do the same for broadband service. The franchise model was used for cable TV which gave us expensive service from an unresponsive company. Having internet access is becoming as essential as electricity so I believe Ft Collins can provide the same quality and reliability as it does with electricity.
1	Go big or go home. We've been fumbling with inadequate wireless internet providers for years, they change ownership overnight and have terrible reliability and support. Now is the time to make high speed internet part of the city infrastructure. I don't find the comment in the brochures about "bundling services" relevant. Everything is moving to the internet. Provide reliable, affordable, high speed internet and other services can make use of it. FWIW, I don't run any significant "internet servers" from my home, but I do require remote access to my home through the internet and therefore require a route-able IP address.
1	Having the city run it is the only way to keep out the Comcast monopoly over high speed Internet.
1	Historically, the marketplace providers do a better job than government agencies. Yes, there are areas of the community that are not cost beneficial for a provider but they would not be any more cost beneficial for the city to support causing a loss of revenue to the city. Yes, the lower income folks would not be able to get much service but having the city provide them service means the rest of the folks would have to pay "more" to cover the lower income folks. If the city provided some tax incentives to the providers to make service available to low income folks, that makes more sense. And that service might be lower speed than those paying more. Leave it to free market.
1	I am a senior citizen, retired. I am in a fixed income. Cut the cord about 3 years ago, and only subscribe to internet service. The service goes up every 6 months, and I have to drive to the comcast office and bitch about it, they they give me a new rate. They insist the price goes up because of higher speed, but if anything, it keeps getting slower, with the service sometimes going off, and on. I get my news by an over the air antenna. we need more reliable service, and more affordable. Currently paying \$40.00 a month.
1	I am a software engineer who works from home. If Comcast and Qwest continue their horrible ways (data caps, higher prices, numerous outages, poor customer service), I may have to consider moving to another city. Internet is not a luxury for me - it's a necessity! Please go with the full-retail model!
1	I am highly interested in a high speed internet option with good support and I'm willing to pay for it.
1	I am in favor of the city run "retail model" because it's the only way to guarantee net neutrality and no data caps going forward. Most likely it's also the only way to reduce consumer prices.
1	I am not a government finance expert. Understanding the costs and income from such an enterprise will be necessary to make a decision.

Count Response

1	I am not certain the City should be creating yet another Utility. It's obvious from the rate increases we see and the marketing staff growth that has exponentially driven higher costs at Utilities, that you are not good stewards of our money. Maybe if it were not part of the Utilities Dept at all. But really would we be able to keep pace with technology and provide exceptional service, support, etc, without then getting too far ahead of ourselves and increasing the rates? Will the service take on other political or special interests, much like our water and electric do, then we're all of a sudden funding "programs" as part of this new business. I guess I'm highly skeptical given what has gone on at the Utilities Dept - which is not regulated. It's increasingly becoming something citizens are talking a lot about...are you really good stewards of our money, or are there more ways you want to "grow" your government? Think about that hard as that is a huge perception in our community
1	I appreciate that the city understands the need for improvements to the Internet in Fort Collins. I have faith that the city will execute a plan to improve the situation for all of us.
1	I believe government job is Health & Safety. I do not think we should be spending this money going into the broadband business. I believe if there is a market for broadband, commercial broadband will fill that market.
1	I believe the retail option is the best option. If the price for service under this option is reasonable and competitive, I see no reason why this would fail. The wholesale option does not seem worth it as the cost would fall on the city yet citizens would still have to deal with a 3rd party ISP, like Comcast, and that's where a lot of pain points come from currently.
1	I currently get internet through Comcast and their franchise cable tv service. It is awful...they make me pay for tv through them even though I have satellite tv and have never even unpacked the Comcast set top box. Do NOT let a franchiser, particularly Comcast, ruin a municipal internet service.
1	I definitely support having the city run our broadband. This would be a good use of our tax money.
1	I don't see how any partnership with an ISP, whether franchise or wholesale, does anything but provide corporate welfare to the ISP concerned: It reduces the risk and costs the ISP incurs to make profits, at the expense of the city/citizens. Further, the city will be in the position of negotiating with entities much larger than itself, entities with deep pockets to contest any disagreements about contracts: Small/medium cities rarely come out ahead in such partnerships. Therefore, I think that the retail option is the only logical one, and should be considered strictly on a cost basis: If the city can provide improved internet access at a competitive rate, go for it. If not, leave the market to itself. I, for one, do not see any major service issues with ComCast's product. It could be cheaper, sure, but the QoS is fine for our household, and customer service is OK.
1	I don't trust retailers like Comcast to be involved in ANY aspect of this venture. I want the city to build and control all aspects of the system.
1	I feel like anything less than full city control over deployment and service will not improve the market situation. Unfortunately we cannot rely on the market when there is only a realistic choice between one or two ISPs
1	I feel that the citizens of Fort Collins would have a louder voice about our internet service with the retail option. I do not want to deal with mega companies like Comcast who move slowly with regards to progress and customer satisfaction. My only concern with retail is the cost to the consumer and the foresight to grow with technology.
1	I hate Comcast. The recent news should indicate how terrible they are.

Count	Response
1	I have zero trust in any of the nationally available internet providers, nor any of the providers in this local market (there are time in which I've had both DSL and Cable internet in my home due to unreliability). The government has attempted to work with private industry many times through the 90s, with riders to bills, tax breaks, FCC regulation changes, etc., etc. The telecoms, time and time again, have proven that profit is more important than quality service. I believe that Internet service is a basic human right and I do not believe that the corporate structure of any private entity (that might land a contract with two of these options) is conducive to positively providing that right. They just don't care about us nor the future of our community.
1	I like the Chattanooga EPB and Longmont NextLight models. I would like to see Fort Collins do something similar.
1	I like the Franchise option, minimal financial risk to the city and create a more competitive environment. Private sector will ALWAYS do a better job than government.
1	I like the wholesale model, because we have flexibility to move to a full retail model if needed.
1	I live on Fossil Creek south of Harmony and I want a plan that includes an option for me. I would gladly pay \$200/mo for gigabit if it wasn't provided by centurylink or comcast/xfinity. I'm tired of their oligopoly!
1	I think fort Collins utilities does a good job, so we have evidence the city is able to handle these services. Plus I think other options may be viable if the broadband market wasn't dominated by companies like comcast-xfinity.
1	I think it's great that Fort Collins is looking at this as these investments are what will keep the city great. I am however very tired of our current options and the way they run their businesses. I have tried various options including Rise and others but haven't had much luck in Fort Collins. As stated I think this is an oligopoly and we (and the US) needs more competition. I think the city can provide that with the wholesale option as long as the market is kept fair. Comcast and Century Link have far too much money and can bully most markets. The wholesale option allows any one to lease the space which seems to me to promote the most competition. I would even get behind a tax to do so. I am generally not in support of a government run ISP even though it is a "non-profit". This would still be considered a monopoly and its customers are left with no options. Additionally, historically even though initially they may cost less, bureaucracy and the fact that Fort Collins cannot spread it
1	I think that the City would be able to provide for the future citizens and businesses best by offering this as a retail service. Communications is as essential as water and power utilities and the current broadband providers are under serving our community. This is an investment in our future and it is important that we have control and say in how that happens, which is only truly possible through the retail model.
1	I think the city can probably provide broadband internet at lower cost than we're currently charged by the internet/cable monopolies. I am skeptical of the franchise and wholesale options and think we can probably generate the most savings for folks using the retail option. I would have to see more data to be "very, very supportive" of the retail option. I'd be happy to contribute to this analysis if possible. I'm Anders Fremstad, an Assistant Professor in the Economics Department at CSU.
1	I think the retail option is the only way the city can control the cost. If we outsource the ISV component to a 3rd party, they will set the rates as opposed to the city. We definitely need a broadband option beyond what's available today from existing providers that are price gouging and a city owned and operated non-profit offering is very exciting to me. I'd love to tell Comcast to take a hike!

Count	Response
1	I think you'd have >60% subscribers for a reliable and quality service. I also think it would be considered when people and business choose to move here. Quality affordable internet is VERY important to me.
1	I view "State of the art" or "modern" broadband as infrastructure...arguably the same importance as Water, Sewer and Power and Streets. The City should completely own the infrastructure to maintain complete control. As it stands, I feel the people have limited influence on the price+capability of services offered by CenturyLink or Comcast. Were broadband City owned/managed, we could vote to get things updated or voice opinions in town halls. As far as I'm concerned, the City has an excellent track record for support and uptime for the utilities it manages. My hope is that this would be true for Broadband utility as well.
1	I want more options, I live on E. Drake and I have City Fiber on my condo's HOA easement. Centurylink has 1.5 Mbps, I work from home so not an option. Comcast has the fastest but their service has been unreliable and billing practices that border on harassment, I got 1 month behind and was shut off, no warning call, email or letter.
1	I would like the retail option, but I would want the city to not shut out other ISPs. I would like the local ISPs to have competition in a market that is controlled by a monopoly.
1	I would love to have a different option that would be reasonably priced and consistent with service and pricing. Living in a budget is difficult when the rates or costs are e constantly changing. City of Fc is genius for taking the initiative in making a change
1	I'd be interested to know how much of the city this will actually cover.... Are there options to extend slightly beyond and thus pick up support in \$ from other potential subscribers? I'm not sure that would be worth it cost-benefit wise, but worth looking into.
1	I'd like to see Fort Collins become a premier 21st century city, and reliable high speed broadband is a must. Internet service is just as much a utility now as is water, gas, and electricity.
1	I'm not sure whether RETAIL or WHOLESale would turn out better. To me I think the most important part is the city-owned fiber, which both models achieve, and once the city-owned fiber is in the ground we can switch between the models if necessary.
1	I'm tempted to say government entry in the marketplace should be an all-or-none proposition, but I'm concerned that the technology will not be advanced enough to keep up with private competition over the next 10-15 years
1	If the City is going to do anything about our internet service options in town, then I say go all in or do nothing. The whole purpose for the City to even get involved, from my perspective, is to help shake up the industry and provide a reliable & accessible alternative to the two lame options we have now: CenturyLink DSL, which is just not good enough for businesses off which to run VS. Comcast cable, which is reliable enough but service is not accessible to lower income households. Also, they love bill-creep!! (where your bill amount will rise with no warning and minimal explanation.) I am cautiously supportive of both the do nothing & retail options because doing nothing would mean leaving the community at the whim of these monopolistic forces. Building the retail option is simply a matter of money, which is always scary to throw around, but it could mean providing the community with broadband service via fiber optics, which has yet to happen for us. I do not see CenturyLink
1	If the City of Fort Collins gets reliable fiber it will encourage tech business to start or move to the area. Two big thumbs up.

Count	Response
1	If the city can find and hire competent people and provide those people with the resources need the retail option has the greatest rewards. While it is risk it should not be hard to out preform, service, and price the current competitors as they are pretty much awful.
1	If the city were able to build the infrastructure for fiber, and then lease it to say, Google Fiber or Century Link, I would most definitely be supportive of that. Looking at the future we can already see an exponential demand for higher and higher speeds of internet, which is going to surpass the capabilities of FoCo's current internet infrastructure. Building a fiber network "future proofs" the demand for higher speeds, and leasing this out to say, Google Fiber or an equivalent company (please not comcast, they have proven themselves to be dishonest, slimey, and abusive of their customers' trust) leaves this city with the lowest risk of profit loss.
1	If you're going to get into this business... better to have control of it. You'll get more than 30% subscriptions. And... please, please, please include populated, unincorporated areas just outside the city boundaries. We're at the mercy of a monopoly out here (currently TDS) and they're slow, expensive and unresponsive.
1	In all the models except the Retail one, it is highly likely that one of the current ISPs, Comcast or CentruyLink, would be involved in the process, which I and most of the community are trying to get away from.
1	In my neighborhood, I have only one option for high speed internet. I am paying twice as much and getting a third of the speed of my friend down in Longmont. Fort Collins should have broadband available
1	In my opinion the speed and reliability of internet service are of prime importance. I believe the cost of providing a truly fast and reliable internet service takes a back seat to the function.
1	In our ever advancing society the internet has become a utility. The amount of opportunities and resources it offers is absolutely essential to a majority of people. As our dependence on the internet grows we need to move from privatization to government control.
1	In the franchise model I would support an ISP like google fiber that has been successful in several other markets as large as or larger than Fort Collins. I would not support Comcast as the chosen franchise partner since they already have a monopoly in Fort Collins and have not provided service levels nor price for service equivalent to google fiber. Comcast uses their monopoly to make choosing unbundled packages unfairly priced virtually forcing customers to choose bundles with cable and phone service at very high prices.
1	Information on the success/failure rate (or how the costs have actually played out) of each option in meeting the needs of communities like ours would be helpful.
1	Internet is a luxury not a requirement, there are so many options to access the internet that government does not need to enter the game.

Count Response

1	Internet is as important to our lives as electricity, gas, water and the other utilities that a city maintains some control over for the common good. I am most in favor of private-public partnerships, with incentives for business to "do good" and serve the public while also making an honest profit. On the other hand, in the broadband market the businesses involved here currently have, I believe, proven themselves already to be nearly impossible for the average citizen to work with and respect - it is hard to imagine that this would improve with incentives. Additionally, the only way the franchise option would really improve the situation for Fort Collins's citizens is with both incentives and price-controls - Comcast and CenturyLink being the only two real options, I am doubtful that either would accept price-control measures even with incentives that might cancel out any loss of profit. Ultimately, I would argue going "all in" for the retail model, as a true city utility servi
1	Is there any chance to partner with other municipalities (e.g. Longmont & Loveland)? Learn from Longmont's experience and spread cost/risk?
1	It does not appear the City has fully contemplated the risk of technology advancement. It appears entirely possible that fiber optic cable will become obsolete prior to cost recovery. Best strategy would seem to an enhanced partnership under the franchise model.
1	It's difficult to pick options if I don't know what the projected monthly cost could be for broadband service. I imagine that each model would have different costs, some of which are set by the city (retail model) and some set by the isp.
1	It's ridiculous that cable companies can control internet prices, and punish those that do not wish to bundle cable and Internet. I recently moved (and purchased property) here, I think it's fantastic that this city makes choices with taxpayer money that are citizen-focused. I have the upmost faith that the retail option will be an amazing asset to the city and its citizens.
1	Leaving it up to market conditions means we'll just have another comcast controlling everything - no incentive to innovate or provide better service, no one held accountable for failure. I say we take control back, as even an idiot can do better than comcast.
1	Longmont copy paste. Simple
1	Longmont has proven that there is huge interest in broadband as a utility and accelerated their construction pace due to demand.
1	Most quality ISPs would only be interested if they did the build out. They have their own internal requirements and cannot guarantee service without meeting those. Does Franchise model have multiple operators? Wholesale leasing is complex. I would insert financial penalties to providers that didn't maintain quality service levels and if they decide to cease service. Retail model sounds great and it is most expensive. Both Wholesale and Retail sound like bonds would have to be sold to implement. Thanks.
1	My main issue is not whether my ISP is fast enough. My concern is the slow down at peak times of the day. Would that not be an issue with any ISP if the usage is high?
1	My number one concern would be that in the retail model the city would not be properly incentivized to provide excellent customer support, nor would city employees have the expertise of an ISP. I'd also like more information on the city's plans (in a retail or wholesale situation) to hook the city fiber network up to the nationwide backbone. I presume the city would need to engage with a higher tier ISP itself which would come at substantial expense. Lastly, in any scenario, the ISP part of the city would have to be self-sufficient. I'm not interested at all in this being driven by taxes.

Count	Response
1	My specific concern would be that the city can adequately plan for future needs of the network, instead of just what today's market requires. So this would be budgeting to put fiber optic lines to a large portion of houses. This is similar to how you would not build a water main for just the homes/buildings that exist today but would make it big enough for all future construction that could happen. In broadband connections, we should be building a network that is MUCH MORE than we need today. In just a few years, the demand on the network will be much greater, both because of an increase in population, and because of the rate of technology improvement and utilization of the network.
1	Need to introduce more competition to the marketplace. Just building a network and letting private companies run it is not a good solution.
1	Not related about the expense of the retail option. Not very happy about the wholesale option due to lack of control. The other options have questions also, controls and expense concerns of different types for all.
1	Opinion: Current ISP is operating under an outdated and decaying infrastructure. Services rendered equal 'putting out fires' rather than enhancing the backbone of the delivery system. Fact: My service is interrupted six to twelve times a week. Each time I call for help the provider promises to "escalate the service call to the next level" however, I am never notified of the nature of the problem or the method of correction though I have specifically asked for them to do so. I do not know if the problem is localized or system-wide. Provider never admits the origin and the problem persists while the prices continue to creep higher and higher. I am not in favor of the City having to manage such a large utility but I am in favor of the City finding someone who can provide a greater level of service than I am currently receiving. Please keep me posted; I have registered as a VERY interested party to this endeavor. Thank you for your attention.
1	Other community based ISPs have done very well. As a web developer having reliable high speed internet is very important to me.
1	Our city government has many other issues to deal with than running an ISP. Let the experts compete for business in an open market.
1	Our daughter lives in Longmont, and is extremely pleased with speed and cost under their model.
1	Our thinking should be long term and not a short term fix.
1	People should have more than 1 choice for cable/fiber. Right now we only have Comcast and I am not OK with having to give into a monopoly for a service. The retail option would be a direct competition and I would switch to the city's service in a heartbeat. And with the Comcast data caps I think the city would easily hit the 30% subscriber rate needed to fund the project.
1	Personal friend in Longmont who uses their fiber service is constantly singing its praises. Paying the city for broadband service would feel much better than paying Comcast.
1	Personally, I feel that any involvement whatsoever of an existing ISP in this process will defeat its true purpose. The main reason we have such a problem in regards to internet service is the lack of ethical companies providing internet service to the community. If left to control any part of this, I believe companies like Comcast will only use the heightened speeds as grounds to run up the price even more. If an outside ISP is to be used, they MUST have government mandated price-points to ensure the effectiveness of this plan. Although there is financial risk involved with the city building, operating, and maintaining the network- I believe this is something nearly every resident who has a need for internet service will gladly sign up for, if for no other reason than to be free of companies like Comcast. In order for existing ISPs to stay in business in Fort Collins, they would have no choice but to begin competitive pricing. For these reasons, I believe the only truly effective opti

Count	Response
1	Please do not allow any corporate interests to become involved in this project. They will hike rates, limit bandwidth and fail the project with greed and corporate interests. This needs to be a pure utility.
1	Please provide case studies of other successful and unsuccessful broadband endeavors elsewhere. What can we learn from those cities? Also, you will need to convince the public that our city will be able to provide competitive technologies (compared to the commercial options) for the near and distant future. To help demonstrate that, Fort Collins should start a collaboration of cities across the country that work together on the topic of public broadband.
1	Please provide possible pricing options for the different plans. Can you provide the details of the plans in Longmont or other cities? It would be good to see the speeds available and pricing for each. Also, how does the city plan to upkeep this system and evolve with new technologies?
1	Please stay out of the ISP business!!
1	Please, please, please don't do nothing. Our broadband options are terrible and getting worse while prices go up.
1	Prices and risk must remain in the private sector as much as possible. However, the city may be able to help provide resources to help the private sector invest in the infrastructure needed.
1	Private ISPs have proven they can't be trusted with this utility. Comcast rolling out data caps proves it.
1	Private companies have thus far not shown a willingness to invest in increasing speeds and reliability. There is very little competition (e.g., no Comcast competition for cable internet) and so there is no incentive for investment. A private company will always favor profits over service. If citizens are to invest their own money, via tax dollars, then citizens, via government, should have control.
1	Reaching universal coverage is imperative to driving prices down, driving quality up, and improving overall service in Fort Collins. Universal coverage of city-provided broadband would essentially create fair competition for the current (inadequate, in my opinion) providers and ideally improve service among all broadband avenues (fiber, coaxial/cable, and DSL/ISDN). If anything other than the full Retail option is considered, I feel strongly that the selected ISP should be held to the highest standards regarding price, availability, and quality. I think the Wholesale option will only be successful if there is great competition (which currently there is not) and contracts are re-negotiated frequently. I don't see any substantive benefits to the Franchise option over the Do Nothing option, yet it seems the costs will still be greater; considering the current state of our broadband, I cannot support either option.
1	Retail is most expensive, but I trust city much more than private companies when it comes to the construction of the network, an equitable plan for low-income folks, and good customer service. If this works as well as FC Utilities, I'd be thrilled.
1	Retail is the most expensive, but the city would be in complete control, which is preferable. We've seen over the years companies adding data caps to their plans, throttling websites unless they pay out (like what Comcast did to Netflix), and many other examples of big ISPs trying to squeeze more money out of their consumers while not improving their network. I'm somewhat supportive of the wholesale model. It would be nice for the city to own the fiber network, but it would all depend on who the city would partner with. Going with Google Fiber or Sonic (a San Francisco based company) would be the best, in my opinion. The big ISPs that have caused the USA to fall behind the rest of the world when it comes to internet speeds should be completely cut from the conversation. They will gain control of the fiber network, and then do the same thing they did to their own networks (jack up the price, not innovate, introduce data caps, etc).

Count	Response
1	Retail option is really the only way. Building a network so a private company can have a monopoly is just giving Comcast more money for continuing to crap on Fort Collins
1	Retail option is the only way that makes sense. In the event that the city is already contacted by Google Fiber or other high-quality providers, the other options might be more viable. However, the idea of the city giving Comcast or Centurylink money to do this with the current quality of service they provide is abhorrent.
1	Retail or nothing. And data caps are horrible.
1	Risk reward scenario. Much investment and operations challenges for retail model. How about Google Gig as a provider option ?
1	Save me from Comcast. If the model is anything like Longmont, sign me up for a long term contract. Take my money already.
1	Seems like a solution in search of a problem here. I've lived in four different residences throughout Fort Collins in the past 15 years; at each residence either Comcast (broadband) or Centurylink (DSL) were available. Which raises the question, why does the city need to even get involved at all? The city should stick to what it does best, and that's not becoming an internet service provider.
1	Thanks. for taking action in this matter. With increased competition, services will improve and current monopoly prices will come down. Wholesale through Google would be a great option!
1	The City is already in the business of operating utilities and does a good job of it. Coordinating underground infrastructure work with existing City and Utilities work should have some efficiencies. And ultimately, in a well-functioning City like Fort Collins, a City utility will be more accountable to our citizenship than an outside provider.
1	The City should run it like a utility the way Longmont does it.
1	The city has demonstrated through the years that it is motivated to provide the best options for its citizens. Our current broadband options do not provide the level of service we need to compete in the world economy. Unless a very motivated ISP surfaces with the right goals, the city retail option is the best answer.
1	The city is proposing getting into this way too late. The infrastructure cost vs income provided would be horrible.
1	The city of Fort Collins does NOT need to be a broadband provider.
1	The city run "retail model" is the only way to guarantee net neutrality and no data caps going forward. Its also likely the only way to reduce consumer prices.
1	The concerning piece is that the tax payers are still on the hook if something goes wrong.

Count Response

1	<p>The control provided by the retail option is very appealing, however, my concern is that renters will lose out if a landlord refuses a connection to their property. In addition, should the city create a broadband utility, will the existing provider(s) continue to operate or invest in the city? How will the new provider scale for potentially massive demand and throughput? What company provides the interconnect between the local and the national/global scale infrastructure? The wholesale option seems to be a way for a company to benefit massively from our tax dollars (probably from new taxes) with no guarantee of any benefit. Bringing another player (not sure who) into the market may increase competition, but could also lead to a duplication of infrastructure and a patchier coverage.</p>
1	<p>The current situation (with city-sactioned monopolies) is inadequate. The large sections of the city which lack the ability to play (for example) Comcast against CenturyLink to maintain affordable Internet access rates are severely disadvantaged. Looking at pricing structures that are typical for the Wholesale Option (Ting/Google), the rates are - at best - comparable with existing providers' "normal" rates (minimum of \$50, more typically \$70-90). That's far too expensive to serve the needs of the city's residents - Fort Collins is an astonishingly expensive place to live and I feel the City would best serve the residents in offering something truly beneficial. Those of us in FTC with the ability to change providers (my neighborhood is covered by both Comcast and CenturyLink for at least 40Mb/sec service) have leverage to negotiate more reasonable pricing - I pay around \$30/month for 40Mb DSL service because I regularly remind CenturyLink that I can easily change providers to</p>
1	<p>The current systems are not working very well, and there really is no competition. We have both Century Link and Comcast for the past few months as we transition solely to Comcast. Century like does not provide high speed, and may never. Comcast does, but it seems to take awhile to wake up to get up to speed, and speeds are almost always less than advertised. I see high-speed internet as a utility more than a service, and more like our current utilities water, sewer and electricity than cell phones, for which there still is reasonable competition. The franchise model would depend on finding a company and having that company not going belly up--both significant risks. With wholesale, the only risk is that the City might eventually have to take over operations. With the City in the game, the other two operators might actually develop their systems and compete, which would make it a bit tougher on the City. But, we would have a decent system. Longmont seems very happy with their ci</p>
1	<p>The existing ISP options in the city are abysmal, and the motivation to compete appears to be nonexistent. If the city were able to light my house with service I would be cancelling my existing service immediately.</p>
1	<p>The franchise/wholesale options are only appealing if Fort Collins can convince new ISPs to come to the city (e.g. Google), as the current companies are entirely dissatisfactory.</p>
1	<p>The internet has become essential for all students and a major want for most people in general. The providers of this important service has taken advantage of the limited options available to most people in Fort Collins. I would prefer to support our local City government and invest in our community.</p>
1	<p>The only way to keep Fort Collins competitive in modern industry is to supply businesses and residents with high-quality, next generation broadband. The only people we can trust to do this right for our town is ourselves.</p>

Count Response

1	The private decoy has repeatedly proven to provide low quality of service with constantly increasing prices. Comcast just made prices even higher by implementing caps. This is un reasonable for a service that we can hardly do with out. To add to this there is constant growth in the need to have connections which adds to required data usage. We are being forced to use more data as companies like Comcast gouge us for doing so. Implementing a city run option is the best. It will bring the prices down and if the private sector wishes to continue operating they will have to adjust their level of service and pricing. The internet and IoT along with telecommuting is only going to continue to grow. We can step in front of that growth and be proactive or we can do nothing and basically end up with a situation like I25 between Fort Collins and Denver.
1	The quality and price of the current ISPs is horrible. Any option that avoids an existing ISP setting the price and controlling the quality is a strong concern.
1	The retail model cuts out the middle man, so service should be able to be offered at a lower price. If the city provides an excellent service at a reasonable price, I would be surprised if only 30 percent of citizens sign up for the service,
1	The retail model is working effectively in many markets around us. I have an employee in Longmont, and he can't say enough great things about the service that he is receiving from the city of Longmont. This was a deciding factor in selecting a location for my company's expansion. The current providers in Fort Collins have fallen behind the technology necessary to deliver current consumables at acceptable speeds, yet have no incentive to improve. If we want to stay relevant as a business community, we must make this a priority.
1	The retail model will best support the needs of the community members who have been at the mercy of the incumbent providers. As it is now, the pricing plans are high and unstable while service levels are substandard.
1	The retail option is by far the best option. The city of fort collins has provided excellent customer service for its water and electricity utilities. The retail option allows the citizens of fort collins to have the customer service that they expect and deserve delivered by the city of fort collins.
1	The retail option is the only available system in which consumers can be guaranteed Net Neutrality, and be protected from anti-consumer acts like land line data caps. It also seems the most likely option to keep consumer prices down and competitive.
1	The retail option is the only way take cost away from the incumbents and guarantee net neutrality and no data caps. I will vote no on any ballot option that isn't retail.
1	The retail option provides a variety of jobs within the city. More competition and easier to reach out to the community on all income levels. No nagging a third party to fix things. More useful than sportsball stadium bonds.
1	The retail option would be a major draw for businesses that are looking for solid infrastructure.
1	The retail option would be preferred if not for the fact that private enterprise almost always is more quick to adopt latest technologies and respond to competitive pressure. For this reason, I prefer the Wholesale option because it is a blend.

Count	Response
1	There is a philosophical aspect to this that council needs to debate and ultimately, given the magnitude of the debt, the decision should be put to the voters. What is the role of the city in providing services that could and are being provided by the private sector? Why is the private sector unwilling or unable to take the risks of investing \$100M or more? Is high speed internet service worth nearly doubling the debt load of the city? The presentation materials reflect the the premise of the study to look at options, but there is nothing here that addresses these higher level questions.
1	This awful trust needs to be busted! Compared to Sweden and South Korea we pay significantly more for vastly inferior service, and where does it go? Not upgrading our infrastructure. We need to act to force these companies to be comprtitors again or get out of our city!
1	This is a crucial component to forward looking cities. Fort Collins is already moving in the right direction with items on the ballot for additional funding for the arts, education, and infrastructure. In combination with a forward thinking broadband option Fort Collins would quickly grow to an ideal location for business and technological innovation. Aside from that, with current limited options (primarily Comcast in my area) new technology adoption will be stifled. Comcast recently imposed a 1TB cap on bandwidth, where further usage resulted in additional charges up to \$200/month. For now that might not be an issue, but with emerging technologies such as 4k video, streaming will quickly blow past that cap. The introduction of new devices that utilize internet connectivity will begin to eat into this as well, along with larger updates/applications down the road for computer systems. The retail option is ideal, as the internet truly should be managed as a utility, not a commodity
1	This is a difficult decision with a lot of risks. We have a great utility service, but it seems like different expertise to run an ISP.
1	This should be considered a utility like other utilities. It is a bit more demanding as technology evolves, but one option is to allow or have users be responsible for the endpoint device. City can provide turnkey options for purchase, but users should be able to use market components. City utility control and evolve core infrastructure and deliver one fiber pipe. Much like water. What is hooked up to the pipe is up to the user.
1	To me, the problem with private companies (not) supplying internet service is that the private company is 1) in business to make a profit, and 2) will only invest where it can see a profit. Sorry, but internet service is rather like water or electric. It is necessary. I completely support the city building and controlling the internet. I will gladly pay when I get the service I am actually paying for.
1	We don't need it. If you want to spend money, use it on our schools.
1	What currently is the stance of existing suppliers?
1	What feasible alternatives have been considered to broadband that would meet these same needs?
1	What is current rate of internet service throughout community? As stated, 30% would be break even point... at what price?
1	What is term of the debt, 2700 per household over 5 years or 15 years? Seems better to keep cost lower with no profit leaving our community unlike comcast. Doesn't address the typical bundled service most houses have tv and internet together, could price be competitive to what unbundled services would drive our prices too. bundled I pay 139, stand alone tv is 99 and stand alone internet is 65.
1	Where would Google fiber potentially fall into these options? Is this something that could be available in Fort Collins?

Count	Response
1	While the retail options seems like a great choice because of the ability to control costs to consumers, I'm concerned that down the road the cost to consumers will be greater when infrastructure updates are needed. At least in the franchise model the ISP will be responsible for infrastructure costs.
1	While there are risks associated with the retail option, I think it is what needs to be the future of internet service. Internet access is such a vital resource these days that access and affordability are its most important qualities. I believe that the City is the best option to provide those qualities. This is particularly true to ensure that all citizens, regardless of income level, have the access to information the internet provides. No child should be without the ability to do their homework because of their family's income level. I have been very pleased with the City's management of electricity and other services, and I have confidence that this is a city that will manage municipal internet service well. Thank you for your transparency and hard work!
1	Why exactly is the internet in town not working? That was sort of brushed over. Before we spend maybe we should be clear about what problem we are trying to fix. My internet connection seems fast and reliable.
1	With Comcast now threatening customers with extended contracts and implementing forced data caps and fees, the city needs to move swiftly and take action. There is no city more qualified to serve broadband than Fort Collins. The city has proven it can provide reliable and satisfactory utility service. It is only logical to expand this to broadband as it becomes equivalent to a utility in our community. This is about safeguarding our community for the future. We need to act boldly now, while we still can.
1	With Comcast's 1TB limits being put in place just recently, it's clear that they have no interest in meeting this community's needs, only to increase their profit. I'm not against profit for private companies, but internet is as essential to our lives and especially our economy and we need to do something that services this community. We can't put the future of our city in the hands of Comcast so they can buy Dreamworks and their competitors to increase their ever growing monopolies.
1	With the increase in technology in our everyday lives, the need of High Speed (Giga-bit) service is a must for Fort Collins. In my opinion the Retail Service would be the best option for Fort Collins so that we could treat this expansion as it truly is, a utility. Not making the jump to this service will put the city and the region 'second fiddle' to larger city's such as Denver, Colorado Springs, and Boulder.
1	Without the retail model, there is no alternative to the current telecom companies. They have formed a Trust amongst themselves to protect their own interests at the cost of the well being of the consumer. The retail model is the only trust busting option available to us, and therefore the only path forward.
1	Yes, the upfront investments are larger than any other option, but those other options seem like bandaids on a larger problem. We can become a truly progressive city with these improvements! Retail model is the way to go!
1	You need to define what \$2700 per household means. Is this per year? The term - 15 years?
1	You say in the video that the market is not keeping up with the demand, yet you didn't cite any sources. Where is your data coming from or am I supposed to believe it because my government told me to believe it? The City government is too big. It continually over reaches into our lives. We do not need another City utility with the City risking \$2700 per household if it fails which will likely happen. The only thing the government does well is the military. Everything else, the government should stay out of our lives or have all you City employees forgotten the principles our country was founded upon? This is little different than Obamacare. Government is telling us that we have a "right" to healthcare just as we have a "right" to internet. No where in the constitution is either mentioned. This is a free market issue and should be solved as such.

Count Response

1 in wholesale model, if isp changes, do we need new modems, new billing, new accounts, new domain names, etc? Can "public good" clauses be inserted into contracts for wholesale model so that pricing and quality and availability meet a public good standard?

1 it all depends on the price-money talks.