



Communications & Public Involvement
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 970.416.2209
 fcgov.com

MEMORANDUM

DATE: May 29, 2019

TO: Mayor and City Councilmembers

THROUGH: Darin Atteberry, City Manager *DA*
 Kelly DiMartino, Sr. Assistant City Manager *KD*

FROM: Amanda King, Communications Director *AK*
 Carson Hamlin, Video Production Manager

RE: Quarterly Cable Franchise and PEG Funding Update – Q1 2019

Background: The City has a non-exclusive franchise agreement with the local subsidiary of Comcast Corporation. During the franchise renewal process, Council made a request for increased tracking and reporting on compliance. Based on this request, quarterly reports will be shared and posted on the City’s franchise webpage: <http://www.fcgov.com/fctv/franchise.php>.

Below is a summary of quarterly franchise and PEG fees, reported customer complaints and current service pricing:

2019	Quarter 1			2019 Budget and Actuals			
	Q1 2019 Budgeted	Q1 2019 Actual	Difference Over/(Under)	2019 Budgeted	2019 Projected	Proj Difference Over/(Under)	Variance Over/(Under)
Franchise Fee - 413010	\$ 425,000	\$ 388,795	\$ (36,205)	\$ 1,700,000	\$ 1,632,939	\$ (67,061)	-3.9%
PEG - 441070	\$ 56,250	\$ 58,346	\$ 2,096	\$ 225,000	\$ 233,384	\$ 8,384	3.7%

Revenue received –

- Franchise fees came in under budget in Q1.
- PEG fees were slightly over budget in Q1.
 - Franchise fees are based off 5% of gross revenue.
 - PEG fees are \$0.75/cable subscriber.
 - A financial audit is underway and expected to be complete by mid-2019.

Complaints-

- Comcast reported zero complaints in Q1 2019.
- The City received one complaint regarding a cable pedestal in someone’s yard that was left open with cables running through their yard. The City’s Cable Franchise Administrator worked with Comcast to resolve this issue.



Comcast website check-

- The Digital Economy package, though difficult to find on the website, is listed at \$29.99 per month: <https://www.xfinity.com/hub/tv-video/best-comcast-xfinity-cable-tv-deals>

Comcast Customer Service Center check-

- Limited basic package signage was not posted; the City's Cable Franchise Administrator requested that signage be reposted.

Other updates –

- The City's Franchise Administrator was notified via email of the attached channel lineup change.

Amanda King

Subject: FW: Notice of Comcast Channel Lineup Change

Begin forwarded message:

From: "Walker, Glenn" <Glenn_Walker@comcast.com>
Subject: Notice of Comcast Channel Lineup Change
Date: May 22, 2019 at 7:42:14 AM MDT

As of July 17, 2019, customers who subscribe to the Digital Premier Package will receive Hitz, a new service that will include more than 200 movie titles selected from a variety of top studios. As of that date, Cinemax will no longer be available with the Digital Premier Package. For more information about this change, please visit <http://xfinity.com/hitz>. We are notifying customers who subscribe to the Digital Premier Package of these changes.

Cinemax will still be available to purchase separately. Customers who currently subscribe to Cinemax outside of the Digital Premier Package will continue to receive the channel. For those customers, we note that as of July 10, 2019, More Max, Action Max, Thriller Max, 5Star Max, MovieMax, OuterMax, and Cinemáx, where carried, will only be available on channels 1822-1835. We are notifying customers who currently subscribe to these channels through bill messages.

Please feel free to contact me if you have any questions.

Sincerely,

Glenn Walker
Comcast Government Affairs Dept.
1899 Wynkoop St. Suite 550
Denver, CO 80202
303-603-2012