



Communications & Public Involvement  
 215 N. Mason St.  
 PO Box 580  
 Fort Collins, CO 80522  
 970.416.2209  
 fcgov.com

MEMORANDUM

**DATE:** February 27, 2018

**TO:** Mayor and City Councilmembers

**THROUGH:** Darin Atteberry, City Manager *DAtte*  
 Kelly DiMartino, Senior Assistant City Manager *KD*

**FROM:** Amanda King, Communications & Public Involvement Director  
 Carson Hamlin, FCTV Manager

**RE: Quarterly Cable Franchise and PEG Funding Update – Q4 2017**

**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:

2017	Quarter 4			Year to Date		
	Q4 2017 Budgeted	Q4 2017 Actual	Difference Over/(Under)	2017 Budgeted	2017 Actual	Difference Over/(Under)
Franchise Fee - 413010	\$ 390,091	\$ 427,858	\$ 37,767	\$ 1,560,364	\$ 1,700,341	\$ 139,977
PEG - 441070	\$ 58,316	\$ 59,841	\$ 1,525	\$ 233,262	\$ 228,222	\$ (5,040)

**Revenue received –**

- While the franchise fee came in above budget, PEG fees were slightly below budget due to lower than expected fees in Q3.
- Franchise fees are based off 5% of gross revenue.
- PEG fees are \$0.75/cable subscriber.
- A technical and financial audit are expected in 2018.

**Complaints-**

- Comcast reported zero complaints in 2017.
- Zero complaints came to the Franchise Administrator directly in the fourth quarter.
  - Two complaints were received in the first quarter, and one complaint was received in the second quarter and zero complaints were received in the third quarter.

- **Comcast website check-**
  - Digital Economy Package is now \$39.95 without extra fees.
- **Comcast Customer Service Center check-**
  - Walk-In customer service has moved from Comcast's Campus West location to their new Foothills Mall location.
  - The basic rate was not on display during the third and fourth quarter spot checks.
    - The City's Franchise Administrator continued to followed-up with the new store manager in-person and via email regarding the commitment, and was assured the signage would be posted in February, 2018.
    - A spot check on 2/26/18 confirmed that basic pricing was printed and posted at the new store.
    - **History:** The basic rate was not on display in the first quarter spot check, and was remedied in June, 2017. The basic rate was on display during the second quarter spot check.