

CITY OF PORTSMOUTH, NEW HAMPSHIRE
PORTSMOUTH CABLE AND BROADBAND INTERNET COMMISSION



MEETING MINUTES

Wednesday, August 6, 2025 at 5:00 p.m.
Conference Room A, City Hall, 1 Junkins Avenue, Portsmouth, NH

Attendees in Person: Rob Capone (Capone); Jeff Abrams (Abrams) (joined 5:05 p.m.); and Gary Lowe (Lowe); Luis Rodriguez (Rodriguez)

Attendees by Zoom: Amrishi Chicooree (Chicooree)

Staff: Suzanne M. Woodland, Deputy City Manager / Regulatory Counsel (DCM); Stephanie Seacord (Seacord), Public Information Officer; Sean Clancy, Assistant Manager for Economic Development (Clancy)

- I. **Call to Order:** The meeting was called to order at 5:02 p.m.
- II. **Approval of the minutes of the June 25, 2025 meeting:** **Motion** by Lowe to accept the minutes of the June 25, 2025 meeting. Rodriguez seconded. All in favor, the motion was approved.
- III. **Review Map and Correlation Reports Generated from Cellular Service Survey Results:**

The Committee further reviewed survey results about cell-service issues using a map prepared by Seacord highlighting problem areas by service provider. Verizon was identified as the provider with the most complaints, while Atlantic Heights and the intersection of Route 33 and 95 were noted as common trouble spots regardless of provider. The team discussed the potential interest of service providers in this information and noted that cable commissioners had access to a live link for further exploration. The group also considered analyzing positive feedback in future surveys to provide a more balanced view of service experiences.

The group discussed strategies for approaching telecommunications providers about infrastructure issues, focusing on obtaining maps and data to validate service problems. They considered both public and confidential approaches, with City noting previous successful conversations with providers about municipal infrastructure. The team agreed to hold off on sending a draft letter until they had more complete contact information and data, while also discussing the need to protect residents' privacy by suppressing email addresses in survey results.

IV. Review Draft Survey for Businesses:

The Committee reviewed a draft survey prepared by Seacord to be distributed to Portsmouth business through the office of the Assistant City Manager for Economic and Community Development. Two additional questions were suggested (1) to ask if respondents are owners, employees, or customers; and (2) identifying businesses that invest in their own WiFi networks due to cell service reliability issues. Seacord will work with Capone and Rodriguez to finalize the survey with the two additional questions and launch when ready.

V. Other Business: None

VI. Public Comment: None

VII. Schedule Next Meeting: Next meeting is scheduled for September 10, 2025 at 5:00 p.m.

VIII. Adjournment: Motion by Lowe, seconded by Abrams to adjourn meeting. All in favor, the motion was approved. Meeting adjourned at 5:57 p.m.

Prepared by: Suzanne M. Woodland

Approved on: October 1, 2025