

CITY OF PORTSMOUTH, NEW HAMPSHIRE
CABLE AND BROADBAND INTERNET COMMISSION



Wednesday, April 2, 2025 at 5:00 p.m.

City Hall Complex, Conference Room A

1 Junkins Avenue, Portsmouth, NH 03801

Members of the public also have the option to join the meeting over Zoom.

(*See below for more details)

AGENDA

- I. Call to Order
- II. Approval of the Minutes of the March 5, 2025 Meeting
- III. PPMTv Update
- IV. Cellular Service Experience Survey
- V. Other Business
- VI. Public Comment, if any
- VII. Schedule Next Meeting
- VIII. Adjournment

*Zoom Information:

You are invited to a Zoom meeting.

When: April 2, 2025 05:00 PM Eastern Time (US and Canada)

Register in advance for this meeting:

<https://us06web.zoom.us/meeting/register/rcKinAdsT4mShbruZiupmw>

After registering, you will receive a confirmation email containing information about joining the meeting.

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



DRAFT
MEETING MINUTES

Wednesday, March 5, 2025 at 5:00 p.m.

Legal Department Library, City Hall, 1 Junkins Avenue, Portsmouth, NH

Attendees in Person: Rob Capone (Capone); Jeff Abrams (Abrams); Luis Rodriguez (Rodriguez); and Gary Lowe (Lowe)

Attendees by Zoom: Amrishi Chicooree (Chicooree)

Staff: Suzanne M. Woodland, Deputy City Manager / Regulatory Counsel (DCM)

- I. **Call to Order:** The meeting was called to order at 5:06 p.m.
- II. **Approval of minutes of the January 22, 2025 meeting:** **Motion** by Rodriguez to accept the minutes of the January 25, 2025 meeting. Capone seconded. All in favor, the motion was approved.
- III. **Update on Franchise Fees:** The DCM provided an update on the latest projection on the receipt of franchise fees from Comcast for FY25. She reminded the Commission that on September 23, 2024, the City Council voted to send \$48,000 to PPMTv from the second Comcast distribution to the City. The City received recently the third of the four disbursements it receives annually from Comcast. That third disbursement showed a further decline (9%) of franchise fee revenue. Given that further downward trend, it appears that the City will be unlikely to record an amount greater than \$360,000, thus there will be no distribution to the Cable Television Trust and no balance available to PPMTv for their FY26 expenses. This projection has been shared with PPMTv.
- IV. **Cellphone Coverage:** The Committee reviewed and commented on a draft letter prepared by Rodriguez to be sent to cellphone carriers. A slightly revised draft will be prepared for the next meeting. The Committee further discussed the development of a questionnaire directed to residents regarding cellphone coverage. Rodriguez will take an initial pass at drafting questions and will provide the draft to the DCM who will work with other staff to bring forward a draft questionnaire at the next meeting. A separate survey will be drafted for distribution to businesses. A conversation ensued regarding coverage at the City's schools and how to gain more information. The DCM to follow up. The DCM will also follow up with other City staff regarding coverage issues.

V. **Other Business:** Next meeting is scheduled for April 2, 2025 at 5:00 p.m.

VI. **Public Comment:** None

VII. **Adjournment: Motion** by Rodriguez, seconded by Lowe to adjourn meeting. All in favor, the motion was approved. Meeting adjourned at 6:07 p.m.

Note that this meeting was not recorded.

Prepared by: Suzanne Woodland

Approved on:

DRAFT

City of Portsmouth, NH - Cellular Service Experience Survey

The City of Portsmouth's Cable and Broadband Internet Commission is gathering information about residents' experiences with cellular service in our community. Your feedback will help us better understand any service issues and work toward potential improvements.

Section 1: Residency Confirmation

1. Do you currently reside in Portsmouth, NH?
 - Yes
 - No
2. If yes, which neighborhood or general area do you live in? (*e.g., Downtown, South End, Atlantic Heights, etc.*)
 - [Open-ended response]
3. Do you work or frequently visit Portsmouth, NH?
 - Yes
 - No

Section 2: Cellular Provider Information

4. Who is your primary cell phone provider?
 - AT&T
 - Verizon
 - T-Mobile
 - US Cellular
 - Other (please specify)
5. How would you rate your overall cell service in Portsmouth?
 - Excellent
 - Good
 - Fair
 - Poor
6. Is your cell phone your only form of voice communication at home (i.e., do you have a landline)?
 - Yes, my cell phone is my only voice communication device
 - No, I also have a landline phone

Section 3: Service Issues

7. Have you experienced any recurring issues with your cellular service in Portsmouth?
 - Yes
 - No
8. If yes, what type(s) of issues have you experienced? (*Select all that apply.*)
 - No service / no bars
 - Full bars but slow or no data connection
 - Dropped voice calls
 - Poor call quality (*e.g., choppy audio, delays*)

- Issues sending or receiving text messages
 - Other (please describe)
9. Where do you most frequently experience these issues? *(Select all that apply.)*
- At home
 - At work
 - While commuting (driving, walking, biking)
 - At specific locations (please list below)
 - Other (please describe)
10. If you selected specific locations, please provide approximate addresses, intersections, or landmarks where you experience issues:
- [Open-ended response]

Section 4: Additional Comments

11. Do you have any additional comments or details about your cellular service experience in Portsmouth?
- [Open-ended response]

Thank you for taking the time to complete this survey. Your input is valuable in helping us understand and address connectivity issues in our community.