

City of Nashua Cable Television Advisory Board
Comcast Franchise Renewal Subcommittee
June 15, 2021

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LOCATION : Aldermanic Chamber 8 am Zoom

Meeting:<https://us02web.zoom.us/j/84957278864?pwd=N0QwM25GdXZxSHlic2dEWHB1OGRXdz09>

Meeting ID: 849 5727 8864 Passcode: 022855

Call to order:

Chairman Cernota

This is the Comcast Franchise Renewal Subcommittee. Most of our members are attending in person, I am not due to a cough. I see Mr. Morgan has also joined remotely. As I said my explanation for why I am not physically present is that I was not feeling well this morning and rather than expose the other members to whatever it is I have, I opted to socially distance. But I believe we do have a quorum in person so I will do a Roll Call Vote for attendance.

Cheryl Lindner, Vice Chair

Here.

Steve Bolton, Corporation Counsel

Here.

Kim Kleiner, Director of Administrative Services

Here.

Jeff Poehnert, PEG Program Manager

Here.

Pete Johnson, EChannel Access Administrator

Present.

Nick Miseirvitch, Deputy Director IT

Here.

Cole Morgan

Here remotely.

Chairman Cernota

And Cole, because of the expiration of the State of Emergency, can you state for the record why you are remote?

Mr. Morgan

I had an immovable meeting that butted up against this, I wouldn't be able to make. So instead of not attending I am here virtually.

Chairman Cernota

Thank you.

Attorney Bolton

Mr. Chairman?

Chairman Cernota

Yes?

Attorney Bolton

Everyone attending remotely should also state whether they are or who, if any one, is in the room with them.

Chairman Cernota

Ah, good reminder. I am alone. Mr. Morgan.

Mr. Morgan

I am in my office alone.

Chairman Cernota

Alright. We have taken care of that.

Mr. Miseirvitch

Mr. Chairman, Alderman Jette just showed up in the Chamber.

Chairman Cernota

Thank you. Again, I don't have a video feed of the Chamber so if someone can let me know once Alderman Jette is settled in.

Alderman Ernest Jette

Settled.

Chairman Cernota

Alright, welcome Alderman. We can begin the substantive part of the meeting. The Franchise Survey has concluded and we have some results. Ms. Kleiner, would you like to lead off the discussion with that?

REVIEW OF COMCAST SURVEY RESULTS

Director Kleiner

Certainly. So we did, thank you very much to the IT Department who consolidated the results of the survey, we had a total of 1,218 total responses. We will post the survey with the minutes to this meeting so that members of the public can view them. When looking at the survey, the first question was how many of the respondents were a Comcast Subscriber. Of the 1,218 – 1,165 or 95.6% responded yes. We then moved to if they had answered “yes” and they were a subscriber with Comcast then we asked them what services that they did subscribe to. Cable Television was 73%; Internet was 98.7%; home telephone 43.3%, Xfinity Mobile services 13.1% and home security at 2.5%.

We then moved into how much of their total bill was for Comcast Services and how much was under \$50.00 – 1.5%; \$51.00 to \$100.00 was 16%; \$101.00 to \$150.00 was 19.2%; \$151.00 to \$200.00 19.1%; and \$201.00 to \$250.00 at 23.5%. Interestingly enough over \$250.00 was 20%. So the highest category seemed to fall between the \$201.00 to \$250.00 monthly expense.

Unidentified Speaker

Oh you are correct. Sorry I couldn't read it quite right across the screen.

Director Kleiner

So we offered a number of services that we listed and we were asking the respondents to indicate which services, streaming services such as YouTube or Netflix or Hulu they subscribed to without going through all of them, I see we have shared them on the TV. It seemed like 39% of the respondents subscribed to Cable TV and paid under \$50.00 for additional streaming services. 13% said they no longer subscribed to Cable TV and pay under \$50.00 monthly for streaming services and 21.3% subscribed for Comcast Cable TV but don't pay for any additional streaming services. So it's kind of a good gauge there of the range there.

We asked respondents on question 5, how likely are you to drop traditional Cable TV in the future? 27.6% indicated that they had already dropped their Cable TV. 24% were strongly considering it; 24% were researching their options and may change in the next year or two. Interestingly enough only 9% that responded indicated that they would not consider dropping traditional Cable TV at this time.

Question number 6 was only answered if the indicated that they answered “no” to question 1. So if they were not a subscriber 8.9% indicated they had never been a Comcast customer; 22.3% indicated they were a Comcast customer within the last year and 68.6% were a Comcast customer within the last five.

Attorney Bolton

Which tells me I am not buying stock in Comcast.

Director Kleiner

It is interesting. And Question number 7 was dropped. Question number 8 was “please rate the following with 5 being the highest and 1 being the lowest”. This relates to customer satisfaction. So there’s a large range here, I think interestingly enough, over the 1,201 that responded with Comcast Technical Support satisfaction, the highest percentage seemed to rate average with 36.2% average but then you moved to 22.3% unsatisfied and 21.9% very unsatisfied. Then you move to Customer Support such as Customer Service issues, 1,200 responding, again the highest percentage in the average at 33%; 23.8% unsatisfied and 26.1% very unsatisfied.

When you looked at Promptness of Service or Waiting Time – again the trend seemed to fall the same with 34.9% average; but 23.1% unsatisfied or 24.2% very unsatisfied. So interestingly enough in all areas of customer support the trend seemed to remain the same; the highest being the average but certainly a considerable amount being unsatisfied or very unsatisfied.

Question 9 dealt with whether they had physically visited the Comcast local office. Out of 1,202 – 72.8% had; 67.3% of them said that their office experience was satisfactory; 32.6% indicating it was not. We did ask if the problem was addressed satisfactorily – 67% again saying it was; 32.8% considering it was not. Promptness – 59% indicating service was prompt; 41% indicating it was not. The next was about the individual representative that waited on them, 84.1% indicated that was satisfactory; 15.8% considering it was not.

Question 10 dealt with Comcast Support numbers for assistance. And again the trend it seems to carry throughout the survey. So was their service satisfactory when they called Comcast Support – 61.7% considering it satisfactory; 38.2% not. Was their problem addressed? 44.9% felt that it had been satisfactorily dealt with; 55% considered it had not. The individual problem and I am sorry, does anyone see the next one being the same as the one above? I think we asked the same question twice. So I am happy to see at least the answer is relatively the same. So I am going to move to the next was a service prompt – 39.3% yes; 60.6% no.

Were you put on hold for a long period of time? Well that jumps way up to 79.7% yes and 20.2% no. And was the representative polite – 75.6% yes; and 24% no. And Chairman would you like me to just continue or would you like to discuss? That is about halfway through the survey.

Chairman Cernota

Yes I had muted myself, I was coughing earlier. I can’t see if there are any hands or if anyone would like to make any comments at this point. But certainly if you do have comments or questions so far?

Alderman Jette

I have a question Mr. Chairman. So there were 1,143 survey respondents. Do we know how many subscribers there are?

Mr. Johnson

That was one of their proprietary numbers I believe, so I don’t think we know how many subscribers there are.

Alderman Jette

OK so we don't know what percentage the respondents compared to subscribers, we don't know how good a survey this is? Or do we? I am not a survey person so I don't know.

Mr. Johnson

For any survey of this type I think the number of respondents is pretty good just for a general survey that's out the way we put it out. I think we could look at the last time it was done and get a number but I don't have that in front of me.

Mr. Miseirvitch

I believe this is 3 times the number of respondents over the last time.

Alderman Jette

And if I could Mr. Chairman, if I could remind people for the transcriber's benefit, we have to identify ourselves. So after I spoke Mr. Johnson spoke and then Mr. Miseirvitch spoke, to help the transcriber.

Mr. Chairman

Just to touch on the quality of the survey. Any of these surveys that are sort of self-selected pools of respondents where they actually affirmatively go to our web site to answer the questions, it is not the same degree of statistical support that say a random poll of Comcast subscribers if we got a list, it is not quite the same standard. And honestly I don't know that we know if someone might have responded to the poll twice from different accounts or something like that. So the information is helpful and I don't think we necessarily have any reason to suspect that people might have been answering twice or something like that. But this would be a self-selected response pool.

Director Kleiner

So it was a survey monkey designed and we do get a download of time stamps and IP addresses.

Chairman Cernota

OK that's excellent.

Director Kleiner

So you look and we did look through the log yesterday, we looked to make sure that you don't see common threads – you know – 50 from one address we did not. Of course, that doesn't mean that someone wouldn't have multiple machines but we would doubt that.

Chairman Cernota

As I say, I didn't think it was likely and that's reassuring to know that our data is a bit better than if we just asked the question.

Alderman Jette

And if I could follow up Mr. Chairman?

Chairman Cernota

Please.

Alderman Jette

I didn't mean to criticize the survey; I was just wondering if we knew how representative it was, that's all. I think it is all valuable information.

Chairman Cernota

Alright, any other comments or questions?

Alderman Jette

Are we going to continue going through it or are you asking for questions about what we have gone through so far.

Chairman Cernota

Yes.

Alderman Jette

OK.

Chairman Cernota

If there's nothing, perhaps Ms. Kleiner would you like to continue or have you picked things that you feel are most important for us to consider?

Director Kleiner

Certainly. So I think Question 11 certainly the overall rating for Technical Support and Customer Survey – these next group of questions you are going to find a lot satisfied, you know, the answer “satisfied” “very satisfied” down to “very unsatisfied”. And this question dealt with overall rating for Technical Support and Customer Service. Again and if you look back you see the average tends to be the highest percentage responding with 33% and then they move to the unsatisfied at 25% and the very unsatisfied at 19% which if you go back to the questions before you saw that same trend. So certainly I think this is important feedback for Comcast. This might be, and to Alderman Jette's questions, if you have 43,000 Comcast subscribers and I don't know the number but I'll try to get it for you, you know, 1,200 is only a small percentage of them. But with the trend from “average” to “unsatisfied” throughout, that is 1,200 of your customers that I think you want to hear from.

So the next gets into their monthly Comcast bill and I think we have heard a lot about this as a Committee and as a City more to price and the first one is right out – Do you think Comcast prices are reasonable considering the product they provide? 94.3% did not out of 1,209. It certainly seemed and they don't seem to understand the rate structure either with 73.9% indicating that they did not understand that and 91.4% were considering alternatives.

The next question is similar it deals with how satisfied are you with Comcast billing? This time the highest percentage were very unsatisfied at 38% down to average at 20%. Only 2% indicating they were very satisfied with Comcast's monthly billing. We then got into Comcast signal reliability and had the respondents experienced any outages or different problems within the last year. The highest percentage of people did seem to indicate that they had seasonal high volume connection issues at 50%. 42% said they had lost it for several hours and then the next was 42% indicating it was problems with Comcast cable boxes in their home.

The following question dealt with the overall rating of signal quality. A little bit higher here with 40% considered it average; 17.8% unsatisfied and 11% very unsatisfied. 22.9% were satisfied and that's a little higher than what you have seen throughout the rest of the survey and that category. Question 16 was their overall rating of the user experience and how satisfied were they with the user experience. 26% were satisfied; 40% considered it average experience; 13.9 unsatisfied moving down to 12.2% very unsatisfied.

We then moved to some more specific questions that we had discussed as a Committee asking the respondents if they were aware that the City offers a local public educational and government television programs; our Channel 16, 96 and 99 with online 24/7 streaming. 52% indicated they were aware and 47.8% indicated they were not. So I guess that's an opportunity for us with that question. We asked how many of the respondents watched local PEG programming. Interestingly enough I looked at this question because only 435 answered this. So 783 skipped this question altogether. So that's an interesting – when you note and you look at the results of it. But of those 435 – 61% indicated that they did watch 16, 96 and 99; only 22% live stream. I wondered why so many respondents had skipped the question altogether but certainly I think we still have an opportunity there.

Attorney Bolton

That's answered later on, when you look at the number of people who never watch at all, they all skipped this question.

Director Kleiner

We asked one of the areas the Committee was looking at was if they would watch if it was in high definition, again at least 1,169 answered; 15.8% saying yes; 35% maybe; and 49% no so that was pretty strong.

Mr. Johnson

Once again those are the folks that said they would never watch in the first place, 50% so we have to look at those numbers.

Director Kleiner

The next question dealt more specifically with Aldermanic Meetings and again 1,193 did answer; unfortunately the highest percentage was they never watch My Local Government in Action at 44%; 32% saying seldom. The Board of Education and local sports on Channel 99 had 50% saying they had never watched ETV out of 1,193 and 27% saying seldom. And then we asked more specifically on Channel 96 seems to be a trend; 54.5%

saying they had never watched Channel 96 local programming and 29% saying seldom. And the last question we asked more specifically to COVID and how people received their COVID 19 news. It seems WMUR in Manchester was 65% seemed to be the leader. I was happy to see at least 33% had viewed the Nashua Web Site and then 35% almost 36% tuned into a Boston TV Station with only 29.6% in print. And that was the end of the survey.

Chairman Cernota

Alright, thank you. And are there any questions, comments or observations that people would like to make in regards to the survey.

Director Kim Kleiner

I will make one. I was surprised to see the number of people that don't watch 16, 96 or 99. But when you are looking at someone who works for the City, of course, I think you are kind of tainted there, we live by those channels. I think it offers us a lot of opportunity and I'd like to see maybe a survey out to the residents to see what type of programming they would like on Channel 96. I mean maybe we take this as an opportunity to find out how we can better serve our community. That's my comment.

Chairman Cernota

Alright any other? Alderman?

Alderman Jette

Mr. Chairman – what I found striking is that approximately 90% of the people who answered this survey said they have either dropped or are in the process of dropping or are thinking about dropping Cable TV service. The fact that our Franchise fee is limited to the people who are getting Cable TV services and 4% of their bill, you know, if we are dependent on that to finance and provide local access TV – the public education, government channels and all of this equipment and the studios and all the infrastructure required to provide this service to the public. I think we are in danger of losing that and we have to look at the real possibility that we are going to have to pay for this out of the General Fund. I personally think it is a great service we provide to the citizens, that they are able to watch, I don't want to be trite but Government in Action sort to speak. They can watch the Government meetings and even now one of the silver linings of the epidemic is that we've discovered or learned how to use Zoom so people can even participate remotely. I think it is a great service, it is a great opportunity for people to be able to participate, observe government in action and participate in government in action. I think it is something, personally I think it is valuable and it ought to continue but we have to consider the possibility that our funding source may be drying up here unless the federal law can be changed to apply that Franchise Fee to the other services – the internet services and Comcast and the two other providers in the City, you know, they are still using our rights of way. Why we can tax them for using our right of way to provide Cable TV and not using those same cables and telephone poles and rights of way to provide the internet service without paying anything is a mystery to me. But I guess to solve that we have to talk to our senators and congress people.

The other thing, like Director Kleiner, I was disappointed to learn that so few people take advantage of that apparently, at least the survey respondents that so few people watch it at all. So maybe Director Kleiner is correct when she suggested that there is an opportunity there for us to try to get the word out and let people know that it is available to them and that they can do that and maybe that would increase the participation. But those are my comments. Thank you.

Chairman Cernota

Alright, anyone else?

Mr. Morgan

I just have a short comment. Mostly what the Alderman just said, I think that in the little that I do know it could be fairly tough to have the internet lines treated in the same way as the Cable TV lines for right of way from some small research so don't take that as any kind of fact. But I do think that one of the interesting things, the reason I joined the Board was to potentially look at something like municipal broadband which effectively does the same thing with a little more infrastructure and investment. So hopefully through potentially other programs versus just charging for right of way we may be able to do something to the similar effect and have a vastly larger budget for the City of Nashua's infrastructure.

Alderman Jette

Could I ask a follow up question through you to Mr. Cole?

Chairman Cernota

Yes, certainly.

Alderman Jette

When you talk about municipal broadband, could you explain to me what that means?

Mr. Morgan

Yes absolutely. So municipal broadband is where municipalities start their own internet company effectively. So we would purchase basically bulk internet and resell it to the residents. There are varying methods of how that happens; it can be done via a citywide wireless system that can provide the same speeds as wired or it can, in some situations, mean running our own lines to the entire City which could obviously be very costly. So somewhere in-between very low cost and very high cost it would mean purchasing either from Comcast or Level 3 or other large providers and reselling it. But the benefits of this could mean we could potentially offer our residents some of the fastest internet in the entire country, you know, speeds in the multiple gigabits, things that are only really found in Silicon Valley for prices that are maybe marginally less to vastly less than Comcast or Verizon or Fairpoint charges.

Chairman Cernota

Certainly there are things that I think will certainly be looking more deeply into. As far as the agreement itself, the Franchise Agreement with Comcast, that's probably the more immediate issue that we need to address and is something that is perhaps a parallel consideration but it is a different question I would say. I think Alderman Jette's point about the potential for significant loss of funding for the PEG programs and of course for the City's General Fund share of the Franchise Fee – those are both things that we have discussed in the past and during the previous renewal cycle and appear to be coming more pressing going forward. But as the Alderman observed, I think there are at least short-term solutions to that are outside the City's control at the moment. But we definitely need to monitor that and certainly if people feel strongly about their access to PEG they need to consider that if they are looking to terminating their TV subscriptions.

And also that they need to make sure that the City Government knows that they are committed to those things. So I was pleased to see that we actually had such a significantly higher response rate that we did in the previous cycle.

The other thing that I think as a short-term thing that we need to do to be able to continue our fact finding as far as what we want to do for the things that we can control in the Comcast agreement is that we do need to look at a time when we can have a hearing with the public. It would have to be in person but I was wondering if we could discuss when either the Aldermanic Chamber or the Auditorium would be available for us to have that type of meeting when our members would be available to participate. Are there any comments on when would be a good time to have that type of a hearing, how we can transition into sort of a more – to hear directly from people sort of unscripted. Surveys are very helpful but they are giving sort of binary questions or in this case often degrees of intensity on questions that we ask. And sometimes it would be helpful to hear comments that are outside the scope of what we have scripted. Do any members have any comments about holding a public hearing?

Mr. Poehnert

I am just going back on the Auditorium I think is going to be available like mid-July – somewhere around there. So maybe we could plan on something in August. Access TV will be installing the hybrid version of that by the last week in June so by the time the Auditorium becomes available we will have that set up up there as well, the hybrid setup.

Mr. Johnson

I would think that we might want to push it back to September. During the middle of the summer you aren't going to get people in and if you want a lot of folks to potentially attend I think it is going to have to be after Labor Day.

Mr. Poehnert

I just meant that when the Auditorium would be available and then we could schedule it.

Mr. Miseirvitch

Should we plan on a single public hearing or break it out into the different Wards to make it easier for citizens to attend. Just throwing out a question.

Chairman Cernota

Good suggestion; I don't know that we've necessarily considered before having Ward based meetings. I don't know – my recollection of the attendance at the hearing that we had when we did the last renewal, it wasn't a huge turnout. So I am not sure we would have the attendance that would justify having 9 separate meetings. Perhaps Alderman Jette, you might have some observation as a Ward Alderman.

Alderman Jette

Yes I can tell you that the Ward meetings that we have had have been very poorly attended. And I don't know if that's because people just weren't interested or whether we didn't go a very good job of getting the word out and letting them know that we were having these meetings and that they could participate. Back before COVID the Ward Meetings that the Mayor would have a Town Hall Meeting and the meetings that he had in Ward 5

were at the Main Dunstable School were pretty well attended. So maybe it is because of COVID that the last few outreaches to people were not very well attended. So I guess my thinking that the poor attendance, now that I think about it probably has a lot to do with COVID and the epidemic. But I agree with the Chairman, I don't anticipate that the attendance would be worth it to have separate Ward meetings. And it is not a Ward issue, it is a citywide issue. So I think having one public hearing is probably, that's probably what I think would be better.

Mr. Johnson

I believe that the last time we did have our public hearing that Mr. Christianson said it was one of his most well attended public hearings that he had been to in the State the last time. So we did have a decent turnout for our public hearing at that point. But given the limited purview of what this Committee or CTAB can do and the City can do in the Franchise Renewal, realistically there is not a lot that can be done, we have discussed that in the past and bringing that down to a Ward level, I don't know you'd have too many people that would come other to complain about pricing or customer service, we may have a little bit of leeway on that that's in the franchise but it is determining how that service level by the provider is being met.

Chairman Cernota

Just to clarify my thoughts about the attendance at the hearing last cycle was more in the nature of if we divided that by 9, we probably wouldn't have a – if you've got 15 or 20 people and you divide that by 9 that's not going to be a particularly well attended hearing at each of those separate sites. But I agree that we did get some helpful feedback the last time and that's I think one of the reasons why I think we need to be committed to doing it again.

Ms. Lindner

Mr. Chairperson, could we possibly maybe consider if we are considering a larger room, the schools have the auditorium as a larger space which would even surpass the amount of people we could fit in our auditorium I believe. So if we are concerned about space and we are not looking to do this for a few months, maybe the schools would be an option.

Chairman Cernota

Alright so we do apparently have a few options and perhaps we can follow up on some of those options and see about different availability and where we think might be the most likely to garner the most attendance so that we can get more valuable input from the citizens.

Director Kleiner

Mr. Chairman? I would like to suggest that and I think one of our members, maybe Mr. Johnson brought this up at the last meeting. Brian Christianson, Mr. Christianson had volunteered to come to the Committee. Did we want to look at maybe scheduling that between now and a public hearing? Because I do agree with Mr. Johnson, getting people during the month of July or August is going to be a feat in itself.

Chairman Cernota

I do agree with that as well and I think that it would be helpful to have some time with Mr. Christianson before the hearing. I think he will certainly want to attend that but I think we have some questions for him that it might be helpful to have those already answered for the public prior to a public hearing.

Director Kleiner

If it is the Committee's pleasure, we could reach out to Mr. Christianson and see if he is available for either in 2 weeks or the meeting after that.

Chairman Cernota

That sounds good to me. Does anyone else have any objection to that?

Mr. Johnson

We are all saying "no"; we are shaking our heads "no". You can't see it.

Chairman Cernota

Thank you for – I did put the livestream up on one of my computer monitors here but it is a few seconds behind so it showing the video. So I appreciate the observations there. So I think with that as our sort of next action item or set of action items, I think we have probably reached the end of our agenda. Does anyone have any other comments?

Mr. Poehnert

Mr. Chair? Just one thing back on the Franchise Renewal. While it is not going to solve the problem of people leaving cable we still have the option of asking for 5%, I mean that still is an option that is within our power. And dead silence. Just wanted to bring it up.

Chairman Cernota

Yes. Speaking for myself know that it is in fact within our agreement. I guess I am hesitant to do things that increase the cost and might even – as far as the difference between 4% of 10% of their current subscriber base versus 4% of 10% of their current subscriber base I am not sure that would provide a significant enough revenue to certainly make up for that type of a loss. I don't know that the full loss is likely to happen. I know sometimes people that are responding to surveys might feel the most intense about something. But this certainly should be of concern to Comcast as well as to us and I would expect them to be making changes to try to address some of that concern. But I guess I am hesitant to increase the burden on subscribers that the City has and I think we would probably – I mean that certainly would be something that probably would be worth discussing at the public hearing to get the public's take on that. How adverse would they be to that 1% increase? My guess is that they are probably not going to be particularly pleased by it. I think it is probably worth discussing and documenting that supposition.

Mr. Poehnert

OK thank you.

Chairman Cernota

Anyone else? Alderman?

Alderman Jette

So a couple meetings ago we were – several meetings ago we had talked about whether or not we thought it was worthwhile to get the assistance of legal counsel. Do we have any news on that front? I think Attorney Bolton was going to reach out.

Attorney Bolton

I reached out. I have talked to and gotten a proposal from one firm in the Boston area. And I've reached out to a New Hampshire firm with some expertise. They indicated they would send a proposal; they have not done so. So I don't know why they haven't, I have spoken with them twice and it apparently is not at the top of anyone's to do list over there.

Alderman Jette

Could I follow up Mr. Chairman?

Chairman Cernota

Yes, Alderman.

Alderman Jette

So in having spoken to these two law firms, and you've been through this before. What is your feeling about whether we need or whether more importantly you need their expertise in this thing or not. Do you have any sense of that or not.

Attorney Bolton

I think there is so little that we can impact that it is hard for me to see where spending the money is going to produce a result that is beneficial enough to offset the expense. We are not going to have any impact on the rates which are charged which seem to be to the extent people have issues, that seems to be the biggest issues. The service is too expensive for what is being provided according to the survey result. In spite of that 90% of them continue to subscribe although 90% of them are considering leaving. I suppose if people started leaving in droves that might inspire Comcast to take a look at their price structure and perhaps they do that on a constant basis anyway. But nevertheless, I don't think hiring a law firm, no matter how much expertise they have is going to impact that at all. The same is true about the programming. Comcast gets to put on whatever networks and channels and so forth and correspondingly charge whatever they determine is beneficial to the company. So if there are certain types of programming that our citizens want, they ought to make that known directly to Comcast because there is nothing we can do about it. And that is true whether we hire lawyers or not.

After that, could we massage the language in the contract that requires them to provide customer service and I think the results of the survey are pretty mixed on that. I am not sure what being "average satisfied" even means but about 50% are average or better satisfied and about 50% are less than average satisfied, that may be the best anyone can do in most lines of enterprise. So I don't know how much impact we could actually achieve there either. So unless we had a specific goal in mind that we could actually inquire and say, OK law firm – what would be your approach to improve the service in this particular area? Maybe a lawyer could convince us that it would be worthwhile to follow their approach and let them advise us on how to do that. It's hard for me as I sit here to imagine what that could be.

Alderman Jette

If I could follow up.

Alderman Jette

So I hate to read people’s minds. Are you saying that when you spoke to this Boston law firm, did you talk to them about what they think they could do for us and did you come away with an impression that you don’t think – you know – what they could do is not worth it, is that ...?

Attorney Bolton

The fellow I spoke with was extremely knowledgeable, he had done this often in the past. And he had done that for the City of Nashua about 15 years or so ago. So I don’t mean to reflect negatively on the individual or the firm at all, he is extremely knowledgeable. But I didn’t get a lot of sense that great things could be achieved.

Alderman Jette

OK. Thank you that makes it clear to me. Thank you.

Chairman Cernota

Alright. Are there any other comments or questions or discussion that members of the Committee would like to have?

Mr. Johnson

I might just mention that on Nashua ETV coming up possibly tonight and tomorrow night or at least over the next 3 nights we will be doing live presentations of the graduation ceremonies from Stellos’ Stadium on Channel 99. So just to let folks know.

Chairman Cernota

Excellent. Anything else? If not, is there a motion?

MOTION BY MR. POEHNERT THAT THE COMCAST FRANCHISE RENEWAL SUBCOMMITTEE BE ADJOURNED, BY ROLL CALL

A viva voce roll call was taken which resulted as follows:

Yea:	Chairman Cernota, Ms. Lindner, Attorney Bolton, Alderman Jette, Director Kleiner, Mr. Poehnert, Mr. Johnson, Mr. Miseirvitch, Mr. Morgan	9
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Nay:		0
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MOTION CARRIED

The meeting was declared adjourned at 9:06 a.m.

Jeff Poehnert, Clerk