



## **Fiber Broadband Completion Task Force Meeting Agenda**

Date: Thursday, October 7, 2021

Time: 7:30 PM

Type of Meeting: Virtual Meeting via Zoom.

Time: Oct 7, 2021 07:30 PM Eastern Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/84517895437?pwd=aHpTZ0xjbVNvVm9QY3owWUFyU3h6QT09>

Meeting ID: 845 1789 5437 Passcode: 199193

Fiber Broadband Completion Task Force Members:

Gordon Brockway - Light Board Representative  
Scott Hopkinson - PEG Access Advisory Committee Representative  
David Hesel - HOA (Home Owners Association) Representative  
Gail Hire – Citizen at large Representative  
Mark Howell – Citizen at large Representative, Task Force Chairperson

### I. Call to order/Roll Call – Announcement of Recording in Progress

- Meeting recordings are posted by MMN on YouTube as available:  
<https://www.youtube.com/c/MinutemanMediaNetwork/videos>

### II. Minutes –

- Assign a clerk for this meeting
- Pending Minutes – September 23, 2021 Clerk: D. Hesel
- Pending Minutes – September 30, 2021 Clerk: S. Hopkinson

### III. Continue Discussion of work plan and Draft Definitions & Data Requests

Document link : [Focus Area Defintions](#) (9/30/21 version included below)

- Focus Areas: - As defined on 9/30, Any updates or further thoughts?
  - o (a), “the last 5 – 7 % of streets”
  - o (b), “barriers to subscription growth”
  - o (c): “fiber-to-the-home (FTTH) and fiber-to-the-business (FTTB)” aka the ‘last mile’

- Task Force may choose to explore additional issues that help to articulate the mission and the business and financial policies for expanding the fiber network and sustaining operations.
- Data Requests:
  - GIS coded Data Reference – “Streets with No Access List” (56 entries)
    - Request Streets Coded with Reason code, details if partial, # of parcels
    - Request Parcel List with no access
      - Coded: Business, Residential, Both, Open Space
      - Include Parcel ID
      - Count of Addresses associated with the Parcel
    - Master Address Table – All Address entries coded by parcel and type
      - Coded: Business, Residential,
      - Other coding – Owner occupied, MDU, third party structure
    - Format:
      - Map visualization
      - Spreadsheet or other
  - Broadband Order Analysis – collect data on incomplete requests for service
    - Review all broadband order forms and code for completion status
    - Success or cancelled with reason such as
      - No conduit, too much time, competitive loss, moved
- Discussion Other inputs and next steps.
  - Data Collection: Experts, Public Input, Publications, Staff Reports
  - Solution Development
  - Report Writing

IV. Discuss Focus Areas for Future Meetings on October 14, 21, 28.

V. Public Comment Period

VI. Adjournment

Reference Materials:

Enterprise Budget Books by Year: <https://concordma.gov/253/Enterprise-Fund-Budgets>

FY22 Enterprise Budget Book: Telecom on p.38 and Following.

<https://concordma.gov/DocumentCenter/View/29426/FY22-Enterprise-Budget-Book>

Broadband Availability Map: [Broadband Available](#) ArcGIS Online tools from ConcordBroadband to check for known availability.

Document link : [Focus Area Defintions](#)

## Draft Definition of Focus Areas: - Results of 9/30/21 Meeting

- A. “The last 5 – 7% of Streets”
- a. Broadly speaking the objective of this area is to define which premises in the CMLP service area are “not served”. Determine why they are “not served” and recommend policies that establishes if, when and how fiber will be extended to serve them.
  - b. It is an established fact that CMLP did not install fiber in the right-of-way of all streets and roads in Concord.
  - c. This area of study will define examine and establish which streets and roads remain without fiber and therefor is “not served”.
  - d. Each area that does not have fiber now will be assigned one of more reason codes for the lack of fiber.
  - e. To the extent possible the Task Force will determine how many residential and business premises are not served due to lack of fiber in the right-of-way.
  - f. The Task Force will explore programmatic solution for addressing the reasons associated with the lack of fiber.
  - g. These solutions will be presented in the context of the policy decisions that would be associated with implementing them.
  - h. Metrics in these areas will related to parcels and streets “served”, percentage of the CMLP customers served, cost of fiber system extensions and funding available for system extensions within the right-of-way.
- B. “Barriers to Subscription Growth”
- a. The area’s objective is to focus on premises that currently are served by fiber to establish if there are policy or programmatic inhibitors to adoption.
  - b. Generally, this area is a look at demand and decision making among potential subscribers.
  - c. The task force will seek to establish an understanding of what may be inhibiting the adoption of the service by those potential customers. Some examples could include:
    - i. Knowledge of the offerings
    - ii. Cost or value of the offerings
    - iii. Inhibitors to Installation (other than as covered in Section A).
    - iv. Impact of underground bylaw
  - d. Metrics in this area will include take rates, subscriber levels, new installations performed, reason for cancellation or incomplete orders, percentage of successfully completed orders, backlog over time.
  - e. Can policies be developed to encourage subscriptions by geographical areas or favoring underserved residents?
  - f. Could the Town benefit subsidies programs like the Emergency Broadband Benefit?
  - g. Is the service capable of supporting customers with critical availability requirements?

- C. “Fiber to the Home and Fiber-to-the-business” aka the ‘last mile’
- a. This subset of potential customers includes premises that are on parcels which are served by fiber from the right-of-way, but have additional obstacles to installation that are specific to either the type of premise, structure or subdivision.
  - b. This area will focus on the issues that inhibit renters, co-op members, condominium and businesses from installing the service.
  - c. Policies related to installation of fiber in common areas of private property in order to provide access to individual customers within those properties will be examined.
  - d. For example, would Concord and/or landlords advertise FTTB as an amenity? Could programs to expand fiber coordinate with programs for Electric Vehicle charging or advanced meter infrastructure to reduce cost and increase benefits.
  - e. In what ways could fiber increase commercial activities or occupancy rates?
  - f. Metrics in this area will include number of potential customer premises, number of newly enabled premises.
  - g. Are there third-party agreements that inhibit installation? Can they be documented?
- D. Additional Issues Related to the mission, business, and financial Policies
- a. The task force will discuss recommendations for how the citizens of Concord should express their preferences for CMLP’s Fiber Services.
  - b. Currently Town Meeting, the Select Board, the Light Board, the Town Manager as CMLP General Manager and CMLP staff all potentially have roles in guiding the priorities of the Fiber Broadband service. This implies a complex governance structure that could be more clearly delineated. The Task Force will discuss recommendations in this area which could include specific Processes and Procedures to establish:
    - i. Goals and priority of Universal Access
    - ii. Choice of services provided by CMLP
    - iii. Capital allocation priorities and use of capital for fiber
    - iv. Operating return objectives for telecommunications services
    - v. PILOT and Payment in Lieu of Franchise by the Broadband Business
    - vi. Strategic Plans and goals for Concord’s Broadband business
  - c. What are the synergies between the fiber network and Sustainability Principles?
    - i. How does fiber support community resilience?
    - ii. Micro grids support?
  - d. Identify financial programs that may support the expansion of the fiber system and the adoption of the service.
    - i. Methods for funding capital projects such as undergrounding

- ii. Methods for funding service drops and conduit constructions such as grants, loans, betterments, or subsidies
- iii. Funding sources such as ARPA, Federal or State Infrastructure funding or other programs aimed at populations such as Seniors, Educational Institutions, social service and not for profits, Healthcare or affordable housing.

Streets with No Access:

<b>Road Location</b>
Abbott Lane
Across Thoreau Court
Alford
Ayrshire Lane
Balls Hill
Bartkus Farm
Barton's Way
Bridgeport Lane
Cedar Way
Commonwealth & Main (Business District)
Cortland Ave
Cranberry Lane
Dunbar
Elm Brook
Everett Garden
Fox Run
Fuller Lane
Great Meadows Rd
Greenfield Lane
Kenny Lane
Lee Farm
Love Ln & Concord Crossing
Macintosh
Main Street (Business District)
Mattison Drive
MacMillian
Nathan Pratt
Off Harrington Ave
Old Marlboro
Old Powder Mills

Old Stow Rd Apt.
Partridge Lane
Peacock
Pheasant Ln via Goose Pond
Phillips Farm
Quail Drive
Russell
Sawmill Rd
Shaw Farm Rd Ext
Spartan Rd
Stacey Circle
Staffordshire Lane
Tanglewood Drive
Thoreau Gardens
Thoreau & Main (Business District)
Thornton Lane
Tracy Street
Virginia Rd
Walden Street (Business District)
Warner Woods Apartments
Water Street
Wayside Rd
Wedgewood Commons
Westvale Meadows
Wright Farm