






Fort Collins Connexion Broadband Services
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MEMORANDUM

DATE: March 30, 2021

TO: Mayor Troxell and Council Members

THRU: Darin Atteberry, City Manager 
Colman Keane, Broadband Executive Director 

FROM: Erin Shanley, Broadband Marketing Manager 
DocuSigned by:
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RE: Work Session Summary – March 23, 2021: Fort Collins Connexion Update

On March 23, 2021 Mayor Troxell and Councilmembers Summers, Cunniff, Pignataro, Gutosky, Potyondy, and Gorgol participated remotely in the work session. Staff members Colman Keane and Chad Crager presented. Nina Bodenhamer provided an update on the Digital Equity Program.

Staff presented a thorough overview and update that included construction metrics, communication strategy, Business planning, and a financial update.

Discussion:

- Support for amount of the work and optimism going forward.
- Currently challenging to interpret/find the business changes and the financial impacts that have occurred to date. Would be good to update and make user friendly for the public.
- Forecast metrics are good and should go further/maybe to the end of the build.
- Continued interested in sharing take rate and encouragement to share a release date.
- Conversation on the difficulty of knowing whether to sign contracts with incumbents.

Staff provided a reminder of the construction hotline number for residents who have experienced any irrigation damage (include number) and an explanation of the need and process for temporary drops due to frozen ground.



Concern regarding current billing process that results in a first bill being one-plus months of service. Currently able to manually generate the Digital Equity bills. Long-term solution still underway.

Clarification on process to contact pre-qualified digital equity participants.

Next Steps:

Update key elements of the 2017 Connexion business plan and provide back to Council and the public.

Provide memo addressing income qualified outreach.