

City/County Telecommunications Commission

RESOLUTION 2023 – 02

Regarding Adoption of the Biennial Progress Report on the Comcast Corporation Vancouver/Clark County Franchise Agreement

Section 1. Findings

- 1.1 Pursuant to Section 4.5 “Performance Evaluation Sessions” of the current cable television franchise agreement between The City of Vancouver (“City”), Clark County (“County”) and Comcast Corporation (“Comcast”), the City/County Telecommunications Commission (“Commission”) may conduct performance reviews of the cable operator to insure franchise compliance every two years.
- 1.2 Court rulings indicate that legislative bodies of the franchising authorities must formally accept and adopt written reports regarding franchise compliance by the cable operator in order for such reviews as prepared by the Commission to be binding on the cable operator.
- 1.3 As part of the review process, the Commission requested specific information from Comcast, via a letter dated January 19, 2023 (attached as EXHIBIT A), to reach the Commission no later than February 22, 2023.
- 1.4 The Commission conducted a Public Review of Comcast’s performance during the regular March 1, 2023, meeting.
- 1.5 The Commission has reviewed and documented its findings of the information provided by Comcast in relation to their performance and franchise compliance and prepared a Biennial Progress Report for the years 2021-2022 (attached as EXHIBIT B).
- 1.6 Included in the Biennial Progress Report is a review of Commission activity during 2021-2022 and major work items for 2023-2024.
- 1.7 As of the date of the Biennial Progress Report, the Commission finds Comcast in full compliance with the terms and conditions of the franchise.
- 1.8 The number of customer complaints fielded by the City/County Cable Television Office in 2021-2022, detailed in this report, regarding Comcast’s service, including but not limited to the company’s high-speed Internet service, decreased by 64% when compared to 2019-2020.

NOW, THEREFORE BE IT RESOLVED:

Section 2.

- 2.1 The Commission, through this Resolution, adopts the 2021-2022 Biennial Progress Report on the Comcast Corporation Vancouver/Clark County Franchise Agreement.
- 2.2 The Commission directs staff to forward finalized copies of the 2021-2022 Biennial Progress Report to the Vancouver City Council and the Clark County Council.
- 2.3 The Commission recommends that the Vancouver City Council and the Clark County Council adopt, ratify, and affirm the 2021-2022 Biennial Progress Report.

Approved (Date): June 7, 2023

Chair, Paul Dicker, City/County Telecommunications Commission

Exhibits:

Exhibit A – Formal notification from the City/County Cable Television Office to Comcast regarding the biennial review process, dated January 19, 2023

Exhibit B – Biennial Progress Report on the Comcast Corporation Vancouver/Clark County Franchise Agreement, submitted June 7, 2023