



TOWN OF CONCORD MUNICIPAL UTILITIES

ELECTRIC | WATER | SEWER | TELECOMMUNICATIONS

June 2024 – Broadband Updates

Concord Broadband is pleased to share the following updates and information from the past month. Please do not hesitate to contact us at broadband@concordma.gov should you have any questions, concerns, or feedback.

Operations

Our Network Engineer Victor has completed all of the pre-migration work of building the new municipal network. Teams from Broadband, IT, and the Town's third-party Managed Service Provider will assemble to schedule the cutover and create a detailed plan of action. With some Covid-era supply chain delays, this has been a three-year project finally coming to a close. In the end, both CMLP and the Town will end up with a more resilient network and server environment.

We will be preparing our biannual reporting for the FCC per the Broadband Data Collection (BDC) program. The reporting periods end 6/30 and 12/31. We work collaboratively with the Town's GIS department to get shapefiles that show our availability and customer accounts by speed in each census tract. This data eventually populates the National Broadband Map here: <https://broadbandmap.fcc.gov/home>

Municipal Broadband is taking off

Those in Concord 10-20 years ago had a vision for a municipal Fiber-to-the-Premises (FTTP) roll-out that ultimately materialized and now supports almost 1,800 customers. And in many ways, those visionaries were trailblazers for a service that has become very popular in recent years. People have taken notice at the success of the municipal broadband stories, like Concord's and Shrewsbury's, and they are trying to replicate them in their own community.

In 2023, more than 25 cities and towns formed a coalition to facilitate networking among communities with broadband ambitions. Recently, the [Town of Norwood](#), the [City of Cambridge](#) and others have conducted feasibility studies that include cost estimates to create, expand or replace infrastructure for FTTP municipal broadband.

Locations that have municipal broadband often have more competitive rates among all service offerings. Further, those with true municipal broadband service benefit from local employees, extraordinary customer service, and often symmetrical speeds.

We are grateful for those forward-looking people who pushed to create such a positive service here in Concord all those years ago!

Upcoming Maintenance

No scheduled service-impacting maintenance is planned for the month of June.

We continue to test our next-generation equipment to prepare for future procurement and projects.

You can learn more about maintenance windows here:

<https://concordma.gov/3144/Broadband-Maintenance>

Next generation fiber optic network

Concord Broadband is hard at work making sure our infrastructure is ready to provide customers speeds up to 10Gb/s and our existing fiber can be leveraged to supply as many customers as possible in Concord. We have plans to prepare extensive marketing campaigns once we have this bandwidth.

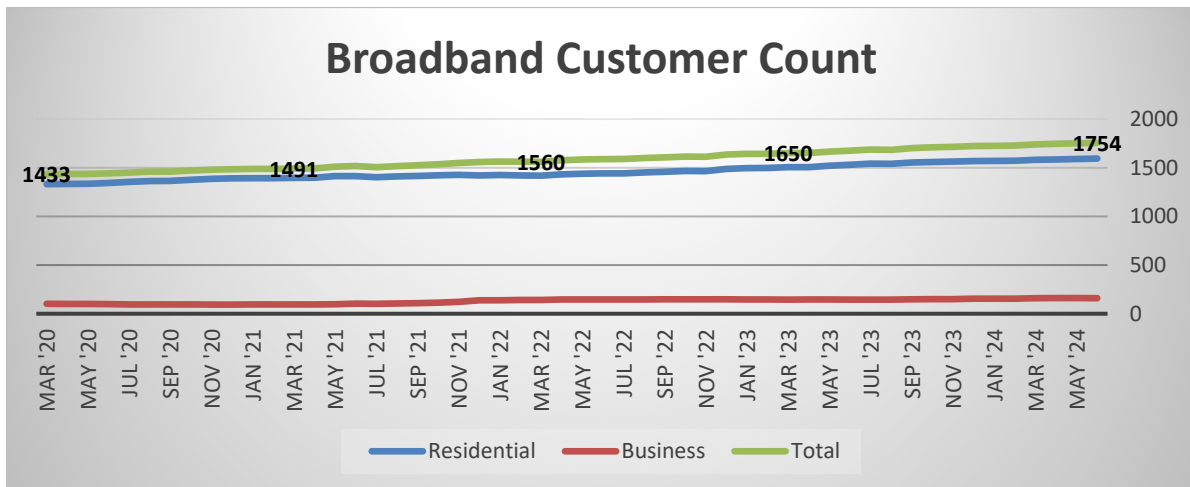
It will be a significant capital expenditure to upgrade the network, but it will pay back in speed and resilience. A big thank you to the several staff working on this initiative!

Exploring subsidies for conduit

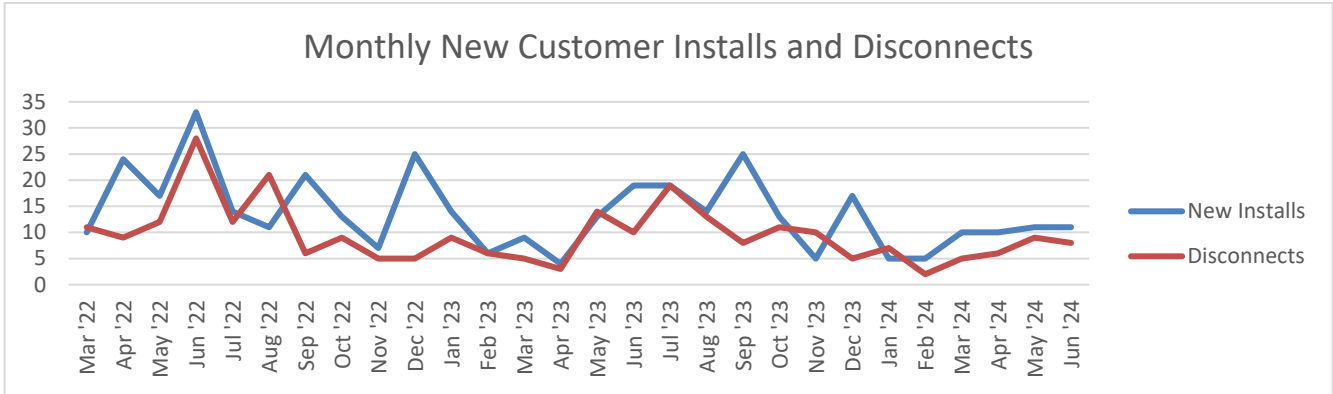
Many residents live in an area that had their electricity undergrounded before Concord Broadband existed. This means that if they wish to add our service, they need to install conduit and a hand hole near the underground infrastructure. Unfortunately, work like this can be costly and often prevents people from adopting a service that they want.

Internally, we are running the numbers on a rebate program that will help lessen the impact of these costly installations. Concord Broadband keeps its average customer for a long time, so it makes sense to contribute a small amount of money to help extend our service to new customers.

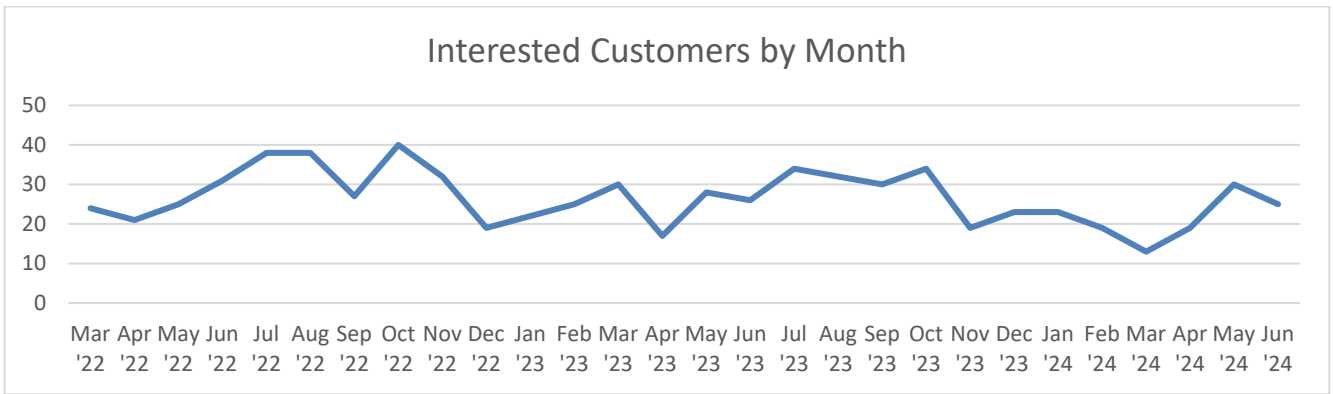
Monthly Metrics and Business Data



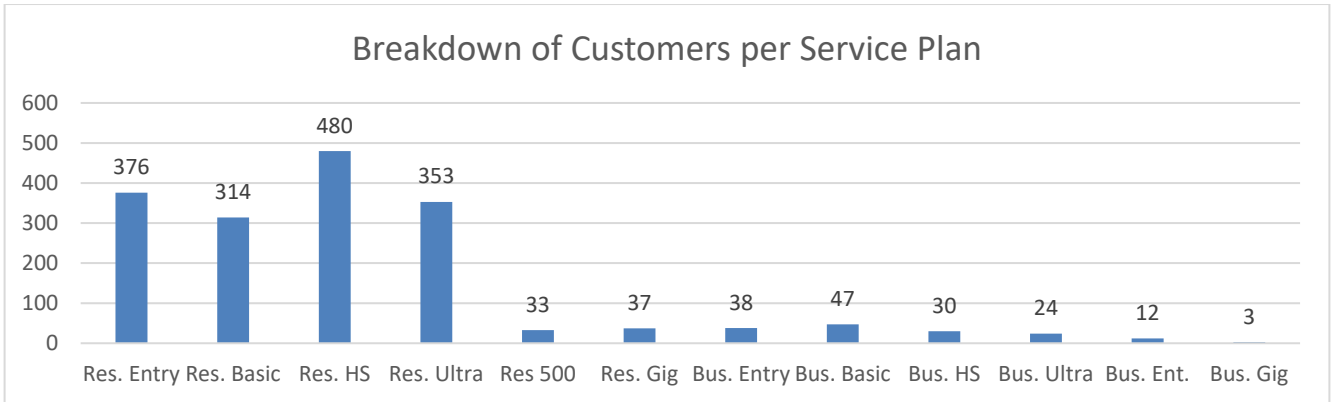
(Customer count: March 2020 – June 2024)



(The number of new installations and disconnects completed each month.)

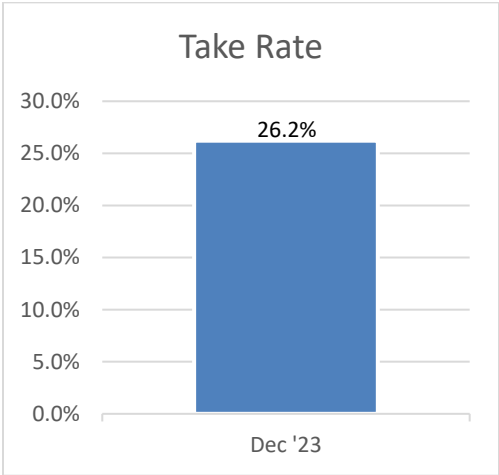
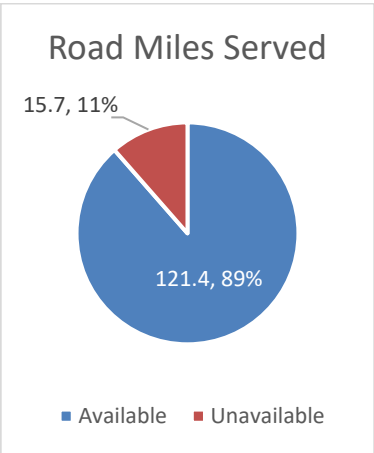
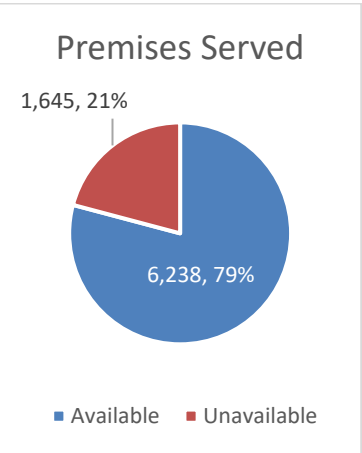
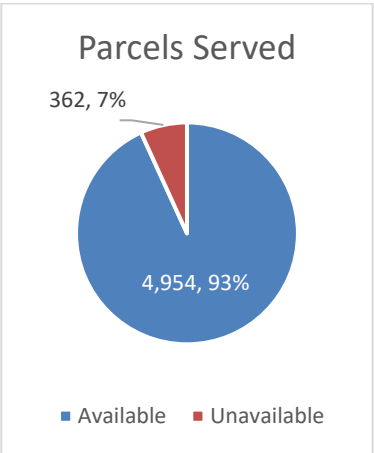


(This is the number of individuals who submit the Broadband interest form, whether they are in the current service area or not.)



(This is the number of each customer on our different service plans as of 6/30/2024.)

Other Metrics



(As of 12/1/2023)

Appendix

Fiber Broadband Completion Task Force's Draft Report Goals

Goal	Type	Priority	Responsible Party	Additional Info.
Policies (p.39)				
• Universal Access	Policy	Highest	Select Board/Town Meeting	
• Expansion outside current territory	Policy	Low	Select Board/Town Meeting	Conversations happening
• Support Economic Vitality, Sustainability, Equity & Inclusion	Policy	High	Select Board/Light Board/TM Economic Development	Rate subsidy planned
• Affordable Housing	Policy	Medium	Select Board/Housing Groups	Rate subsidy planned; working on Concord Housing Authority properties
• Public Safety	Policy	Medium	Select Board/Town Manager	
• Education	Policy	Medium	Select Board/School Dept.	
• Government Access (PEG)	Policy	Medium	Select Board/PAAC	
Recommended metrics for tracking (p.41)				
• Parcels served	Metric	Medium	Town Staff/Light Board	Complete; will report quarterly
• Premises served	Metric	Medium	Town Staff/Light Board	Complete; will report quarterly
• Road miles served	Metric	Medium	Town Staff/Light Board	Complete; will report quarterly
• Subscribers	Metric	High	Town Staff/Light Board	Complete; will report monthly
• Take rate	Metric	Medium	Town Staff/Light Board	Complete; will report quarterly
• Churn	Metric	High	Town Staff/Light Board	Complete; included in monthly report
• Installations	Metric	Highest	Town Staff/Light Board	Complete; will report monthly
Governance (p.39)				
• Track progress against completion	Metric	Highest	Light Board/Town Staff	Working on this
• Rate of return policy	Policy	High	Light Board/Town Staff	Working on this
• Financial goals with regular reporting	Policy	High	Light Board/FinCom	Working on this
• Retained earnings and reserve policy	Policy	High	Light Board/FinCom	Working on this

Goal	Type	Priority	Responsible Party	Additional Info.
Strategic Planning Goals (p.43)				
• Marketing and growth	Metric	High	Light Board/Town Staff	Working on this
• Business return	Policy	High	Light Board/Town Staff	Working on this
Budgeting Process for Fiber Expansion (p.41)				
• Expand to fill existing opportunities	Planning	High	Light Board/Town Staff	
• External funding sources	Research	Medium	Light Board/Town Staff	Working on this
• ARPA Relief Funds Allocation, incl. Lost Revenue	Finance	Highest	Select Board/Town Manager	Complete
• Review/Confirm Internal Loan Findings	Finance	Highest	Financial Audit Comm/Staff	Complete
• Review and Rescind PILOF to MMN	Finance	High	Select Board/Town Manager	Complete
Capital Planning Process (p.42)				
• Review/Revise Debt financing schedule	Policy	Highest	Light Board/Town Staff	In progress; due to positive financial situation, anticipating being able to repay faster.
• Quantifying cost of expansion	Planning	Medium	Town Staff	Working on this
• How to fund expansion	Planning	Medium	Light Board/Town Staff	Working on this
• Revise/refine methods for computing ROI	Planning	Medium	Light Board/Town Staff	Working on this
Construction and Logistics (p.42)				
• Vibratory plow – direct buried fiber cables	Operations	Medium	Town Staff	Working on this
• Revise/Refine Communication conduit construction standards and guidance	Policy	Medium	Town Staff	Working on this
• Integrate Fiber construction with the Roads Program – focus on Streets without fiber that already have underground electric	Planning	High	Town Staff	Working on this