



## FREDERICK COUNTY GOVERNMENT

### OFFICE OF THE COUNTY EXECUTIVE

Jan H. Gardner  
County Executive

W. Paul Dial, Acting Chief Administrative Officer

September 15, 2016

Dear Frederick County Resident,

Frederick County Government is in the process of conducting a needs assessment in connection with the renewal process associated with Comcast's Franchise Agreement. The current Franchise Agreement was signed for 10 years and expires in 2017.

Comcast is a private company, and is not owned or managed by Frederick County Government. The County's Franchise Agreement with Comcast allows the company to use the public right-of-way in exchange for key provisions associated with cable television service. These include the local programming channels 18, 19 and 23 produced by Frederick County Public Schools, Frederick County Government and Frederick Community College. Additionally, the current Franchise Agreement requires Comcast to maintain customer service standards in compliance with federal law. Several other provisions in the Franchise Agreement are associated with safe use of the right-of-way.

While Comcast also supplies Internet and phone services, our Franchise Agreement is required by federal law to focus on cable television service, right-of-way management, and local community channels. While we understand the same company provides Internet and phone service, this franchise renewal process is restricted to provisions associated with cable television service. We do want Comcast to make their cable television system available to more homes in Frederick County. This in turn may also make their Internet and phone services available to more County residents.

The attached survey includes several questions about your interactions with Comcast as a customer and your engagement with the community channels. We encourage you to take a few minutes and complete the survey so that the County has your feedback during the renewal process. Your specific responses will remain anonymous. Your home was randomly selected so your responses will represent other residents in this process.

Please return the survey by **October 22, 2016** in the enclosed pre-paid envelope. Thank you for your participation.

Sincerely,

Jan H. Gardner  
Frederick County Executive

*Frederick County: Rich History, Bright Future*

Winchester Hall • 12 East Church Street, Frederick, MD 21701 • 301-600-1028 • Fax 301-600-1050  
[www.FrederickCountyMD.gov](http://www.FrederickCountyMD.gov)



# FREDERICK COUNTY GOVERNMENT

## OFFICE OF THE COUNTY EXECUTIVE

Jan H. Gardner  
*County Executive*

*W. Paul Dial, Acting Chief Administrative Officer*

*Frederick County: Rich History, Bright Future*

Winchester Hall • 12 East Church Street, Frederick, MD 21701 • 301-600-1028 • Fax 301-600-1050  
[www.FrederickCountyMD.gov](http://www.FrederickCountyMD.gov)