

CITY OF PORTSMOUTH, NEW HAMPSHIRE
CABLE AND BROADBAND INTERNET COMMISSION



Wednesday, October 1, 2025

For the Zoom recording:

MINUTES

I. Call to Order at 5 pm

Attending: Robert Capone, chair; Luis Rodriguez, Amrishi Chicooree, Jeff Abrams, Gary Lowe. Staff: Stephanie Seacord (PIO and recording secretary). Verizon guests: In person: Cathleen Finn and Sean Conway; Zoom: Marc LeFevre

II. Minutes of the August 6, 2025 Meeting approved.

III. Discussion with Verizon representatives, Cathleen Finn, Sean Conway, Marc LeFevre

- Verizon monitors service issues in Portsmouth so was aware of the ‘problem locations.’ Service challenges result from capacity and coverage limitations. The tower/”macro” solution provides 4-sector antennae that triangulate with cellphones’ 8 available radio frequencies to boost an area with a 3-4 mile radius. Another tower location is advancing next to Target on Route 33, 100 Campus Drive and one near Walmart on Route 1. All were cited in the survey as problem reception areas.
- Happy that the City is pursuing collaborative solutions as there are challenges with placing the towers that are needed, specifically restrictions that might prohibit an installation on top of or adjacent to the Constitution Ave. water tank.
- Most of the service-enhancing remedies put in place recently are small cell antennae placed on utility poles that make macro service perform better for the 500-800 customers in the vicinity. Rooftops are not an option for macro installations, nor are the bridges as water is "not good" since water negatively affects cell signals because it can reflect, refract, and absorb radio waves; leading to weaker reception, dropped calls, and slower data speeds.
- Footprint needed is 10’ x 20’ plus access (50’ x 50’ of area) – and has tracked virtually every possibility in greater Portsmouth since 1998. Verizon reports an easier path to permitting now and has 7 locations that were planned in 2024 that were finally permitted in July 2025:
 - 1500 Lafayette Rd.

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- 155 Constitution Ave (utility pole on Lafayette)
 - 801 Islington St.
 - 232 Court St. (utility pole on Pleasant)
 - 200 State St. (utility pole on Washington)
 - 155 Borthwick Ave. (utility pole on Highliner Ave)
 - 330 Borthwick Ave.
 - Verizon welcomes updates on DPW/utility meetings so they are aware when wires/poles are being moved or streets torn up for possible equipment placement.
 - Verizon does provide in-home wireless service to qualified customers. Also has a direct contact fact sheet for customer service issues. [ADD]
- IV. Update on Cell Phone Service Survey to Businesses** – The initial CMS distribution to 1500 business emails has returned only 28 responses. PIO Stephanie Seacord suggested contacting the Chamber Collaborative to take advantage of one of their monthly email messages. Luis also suggested UNH Small Business center and provided a contact there.
- V. Other Business**
- VI. Public Comment** – none.
- VII. Next Meeting** – November 5, 2025 at 5 pm
- VIII. Adjournment** at 6:10 pm.