

Cable Communications Commission Regular Meeting Minutes

DRAFT

Administrative Conference Room
Meridian Municipal Building, Okemos, MI
February 20, 2013

Present: Commissioners: Walter Benenson, Patrick Crowley, Tunga Kiyak and Andrew Lathrop
Staff: Deborah Guthrie and Kristi Schaeding
Township: Ron Styka
Comcast: John Gardner
AT&T: None
Haslett Schools: None
Okemos Schools: None

Call Meeting to Order: Chair Benenson called the meeting to order at **6:02 pm**.

Approval of Agenda:

Commissioner Crowley moved TO APPROVE THE AGENDA. Seconded by Commissioner Kiyak.

Voice vote. Motion carried unanimously.

Approval of Minutes:

Commissioner Kiyak moved TO APPROVE THE MINUTES OF December 5, 2012 AS SUBMITTED. Seconded by Commissioner Crowley.

Voice vote. Motion carried unanimously.

Public Remarks:

Students from Okemos High School introduced themselves.

Communications:

Commissioner Lathrop and Township Liaison Styka introduced themselves and were welcomed to the commission.

Old Business:

Comcast Channel Line-Up - Communications Director Guthrie explained that she has not had the opportunity to create the Resolution of Support that was discussed at the previous meeting. Guthrie reported that there is a White House petition being passed around PEG communities and she forwarded the information to the commissioners. The purpose of the

petition is to try and push the cable industry to place the PEG channel program line up on the channel guide. They are looking for 100,000 signatures, she explained. Township Liaison Styka stated that he is in full support of the petition.

HOMTV Citizen Survey – Commissioner Crowley offered to review past surveys and work with HOMTV staff to develop questions for the new survey. Commissioner Lathrop also offered to assist with the survey, citing years of survey creation experience. Communications Director Guthrie reported that the part-time Communications Assistant position will be hired soon and this new person will be given the responsibility to move forward with the survey. Guthrie commented that the purpose of the survey is to do an assessment of needs and to see what the public is looking for in a community channel. According to Guthrie, a new franchise agreement will be renewed soon and in the past, a survey had been done when the franchise agreement was renewed.

New Business:

Please refer to items in packet. No additional items to report.

Reports:

- Cable Compliments/Complaints: Commissioner Crowley explained that he recently had a complaint with Comcast and emailed his issue to Comcast Representative John Gardner. Crowley said that Gardner was very quick to respond and he was appreciative for his courtesy to resolve the matter.

Communications Director Guthrie reported that she received a bill from Comcast for \$120.00 for DTA boxes to be used with several TV's in the Communications Department. Gardner responded with surprise asking Guthrie which Comcast account that was listed on the bill, the commercial account for the Township Hall room or the HOMTV studio account. Guthrie replied that it was charged to one of the several accounts HOMTV pays for and it should have been charged to the studio account. Gardner asked Guthrie to call her tomorrow so they could discuss the details of the bill to correct the invoice. Guthrie agreed.

Communications Director Guthrie was very happy to report that she received gratitude from recent Comcast subscribers who had complaints. According to Guthrie, one of the Comcast subscribers called and thanked her for the help with their complaint and said that they couldn't believe that Comcast resolved their issue. She also stated that she received an email from another Comcast subscriber who said thank you and explained they had little faith in a resolution from Comcast. In addition, a third Comcast subscriber stopped by the Township and gave a chocolate bar to Guthrie as a thank you gift and said that they couldn't believe how nice Comcast was, she reported.

- Comcast: Comcast Representative Gardner provided a brief synopsis of the Internet Essentials Program offered by Comcast.

He also mentioned a new Comcast feature called the "Quene." The Quene is available to Comcast television subscribers and will instantly track the shows and movies subscribers love to watch online and on their TV, he explained.

Gardner stated that Comcast made the complete purchase of NBC Universal a couple years in advance, and in March, Comcast will buy out the rest of General Electric.

- Township Information: Nothing to report.
- Chair's Report: Nothing to report.
- Communications Director's Report: Communications Director Guthrie was happy to report that she has been receiving more programming compliments for HOMTV produced shows.
- Viewership/Promotions: Please refer to items in packet. No additional items to report.
- Programming: Please refer to items in packet. No additional items to report.

Other Business & Announcements:

Commissioner Lathrop asked how HOMTV viewership is tracked. Comcast Representative Gardner explained that any type of viewership measurement is done by independent companies and not by Comcast. In addition, he stated that Comcast keeps track of Video on Demand through aggregate streams but not what channels viewers are watching. Communications Director Guthrie reported that she has DirectTV and has received information on the channels she watches, anytime the channels were lost and the amount of time spent on a particular channel from speaking with a customer representative.

Future Agenda Items:

Nothing to Report.

Public Remarks:

No remarks from the public.

Adjournment:

Commissioner Crowley moved TO ADJOURN THE MEETING. Seconded by Commissioner Kiyak.

Hearing no objections, Chair Benenson ADJOURNED THE MEETING AT **6:57 p.m.**

NEXT MEETING:

The next scheduled meeting is **Wednesday, April 17, 2013 in the Administrative Conference Room.**