



Cable Communications Commission Special Committee Meeting Minutes

Administrative Conference Room
Meridian Municipal Building, Okemos, MI
June 12, 2013

Present: Commissioners: Patrick Crowley, Tunga Kiyak and Andrew Lathrop
Staff: Deborah Guthrie and Kristi Schaeding

Call Meeting to Order: Committee Chair Lathrop called the meeting to order at **4:50 pm**.

Approval of Agenda:

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

Voice vote. Motion carried unanimously.

Approval of Minutes:

Commissioner Crowley moved TO APPROVE THE SPECIAL COMMITTEE MINUTES OF MAY 22, 2013. Seconded by Commissioner Kiyak.

Voice vote. Motion carried unanimously.

Public Remarks:

No Public Present.

Cable Satisfaction Survey Discussion:

Communications Director Guthrie reported the day after the May 22nd Special Committee Meeting a resident stopped by her office and inquired about the meeting. She encouraged him to attend the next special committee meeting and invite other members in the community as well. Communications Director Guthrie stated that she spoke with him about customer satisfaction and he asked why HOMTV was not on AT&T U-verse. She explained that she recently learned that out of the 161 days of retransmitting the CAMTV signal to AT&T U-verse customers, 41 of those days, CAMTV was in black. And this is a reason HOMTV is not on AT&T U-verse because it would cost the township about \$1,000 per month to transmit our signal to them and to not have it show up one fourth of the time, she stated.

Scope of Community Needs Assessment Memo

Communications Director Guthrie began the discussion by recommending the committee review each franchise agreement and extract information to discover the issues and violations and create questions that a resident can understand.

Commissioner Crowley's posed questions for the survey: "Have you tried to view HOMTV or CAMTV on your cable system and been unable to do so in the past one month? Past 3 months?"

“Do residents know what the public education or government channels are and do you know where Channel 99 is on AT&T U-verse?”

Communications Director Guthrie described how AT&T delivers their signal and the Township’s requirements to transmit a signal to them. According to PA 480, we are required to transmit their signal according to their specifications. There is no requirement by AT&T to transmit it to their customers. This is why the renewal process is so important, so we can make sure the transmission goes to the homes, she said.

Commissioner Kiyak asked if there was a satisfaction clause in the current uniform agreement with AT&T. Communications Director Guthrie indicated there was and it is called a “Revocation of Cause” and the commission should make a recommendation to the Township Board with a customer satisfaction needs survey to go along with it.

Commissioner Crowley posed a question for the survey: “Do you know how to access PEG Channels on your cable system? Have you tried to view or access those channels and have been unable to do so in the past: 1 month, 3 months, 6 months or 12 months?”

Communication Director Guthrie explained that AT&T U-verse is regional and there are 17 communities on AT&T. CAMTV is one of those channels on the system, in this region.

PEG questions discussed for survey: “Can you name any of the PEG channels that are on your system (barring that the resident knows what PEG is)?”

Accessibility questions discussed for the survey: “Would you watch your local PEG channels if you could surf up and down verses punching in Channel 99 on your remote and wait for the system to load?”

Communication Director Guthrie said that she was willing to provide an AT&T U-verse demonstration if the commission would like her to do so, to show how un-user friendly and inaccessible it is for viewers.

Commissioner Crowley requested the question created to ask a business owner be tabled until further notice: “Would you find benefit for your company to be on TV and displayed to 15,000 subscribers?”

Franchise Renewal Memo

Communication Director Guthrie explained the Franchise Renewal memo to the commission centered around the franchise renewal process for AT&T and Comcast. A letter was mailed to Comcast regarding their 2020 franchise agreement end date and the attorneys contracted by the township were working with Comcast officials on what they agreed upon end date would be. Communication Director Guthrie stated the purpose of the letter to Comcast was to find the expiration date so the commission can create a timeline for the renewal process. Comcast would prefer the township agree that they are in compliance with the agreement, she explained.

Survey TimeLine Memo

Communication Director Guthrie stated the survey timeline memo was not completed at the start of the meeting and requested the commission make a recommendation for staff to develop a timeline based off the years of: 2015, 2018 and 2020.

Commissioner Crowley made a motion to MOVE TO RECOMMEND TO THE FULL COMMISSION APPROVAL OF THE FRANCHISE RENEWAL TIMELINE BASED OFF OF THE FOLLOWING YEARS: 2015, 2018 AND 2020. Seconded by Commissioner Kiyak.

Voice vote. Motion carried unanimously.

Agenda Items

Chair Lathrop made a motion to MOVE THE FOLLOWING ITEMS FROM THE AGENDA TO THE NEXT SPECIAL COMMITTEE MEETING:

- 2. Determination of Discovery
- E. Timeline
 - 1. Questions
 - i. Previous Meeting
 - ii. Submissions to consider
- K. Focus Groups

Seconded by Commissioner Kiyak. Voice vote. Motion carried unanimously.

The commissioners requested documentation from the Information Technology department to show that AT&T is not in compliance with their franchise agreement.

Technical Audit Memo

Commissioner Kiyak suggested the survey should focus on behavior rather than the non-compliance of video providers. Communications Director Guthrie explained the scope of the survey should reflect questions regarding:

- A.) Behavior – Public Access, Consumption, Preferences and Use, and Customer Service
- B.) Technical Issues
- C.) Demographics
- D.) Compliance

Chair Lathrop moved to RECOMMEND TO THE FULL COMMISSION APPROVAL OF A TECHNICAL AUDIT TO BE BUDGETED FOR 2014 OR THIRD QUARTER OF 2013, WHICHEVER IS MORE FEASIBLE FOR STAFF. Seconded by Commissioner Crowley.

Voice vote. Motion carried unanimously.

Financial Fee Audit Memo

Commissioner Crowley moved to RECOMMEND TO THE FULL COMMISSION APPROVAL OF A FINANCIAL FEE AUDIT TO BE BUDGETED FOR 2014 AND CONDUCTED BY A CONSULTANT DETERMINED BY RFP'S (REQUEST FOR PROPOSALS) AND SENT OUT FOR RECOMMENDATION. Seconded by Chair Lathrop.

Voice vote. Motion carried unanimously.

Future Agenda Items:

None.

Public Remarks:

No remarks from the public.

Adjournment:

Chair Lathrop moved TO ADJOURN THE MEETING. Seconded by Commissioner Kiyak.

Hearing no objections, Chair Lathrop ADJOURNED THE MEETING AT **6:30 p.m.**