

CATV Special Committee Meeting Minutes

Date: August 3, 2016
Time: 6:00PM – 7:30PM
Location: Howard Office Building
Sonny West Conference Center
700 Second Avenue South
Nashville, TN 37210

Board Members Present: Jackie Shrago (Chair), Colleen Curtis (Vice Chair), Robbie Melton, Tyron Draper, Joel Sullivan, Ross Pepper, Tim Garrett

Others Present: Chris Singleton (Metro ITS), Theresa Costonis (Metro Legal), Dawn Clark (Metro ITS), Kim Sasser-Hayden (Comcast), Trish Crist (NECAT CEO), Mark Rowan (NECAT Board Chair)

Board Members Absent: none

Welcome:

Chair Jackie Shrago called the meeting to order.

Review and approval of minutes:

Dr. Melton requested that the 2015 meeting minutes reflect that Mr. Macke from Comcast was requested to provide additional customer service and satisfaction information to the committee.

Mr. Sullivan made a motion to approve the minutes from the 06/30/2015 meeting as corrected. Ms. Curtis seconded the motion. The motion to approve the minutes passed unanimously.

Election of Officers: Ms. Shrago opened the floor for the annual election of committee Chair and Vice Chair. Ms. Curtis nominated Ms. Shrago as Chair. Mr. Sullivan made a motion to keep that slate as it currently is with Ms. Jackie Shrago serving as Chair and Ms. Colleen Curtis serving as Vice Chair. Mr. Draper seconded. Motion passed unanimously.

Open Business:

Comcast Presentation: Mrs. Sasser-Hayden presented Comcast's Annual Presentation included a brief overview of Comcast in Nashville including employment, product innovations, focusing on improving the customer relations, community investment projects, Wi-Fi expansion with Metro as well as the annual reports of service calls, outages and complaints.

Dr. Melton asked for clarification on written complaints. Is there data on complaints that come into the call center? Mrs. Sasser-Hayden said that she will look into getting that data and will send it to Mr. Singleton to distribute to the committee. Mrs. Sasser-Hayden also emphasized that Comcast is making a push for better customer relations by opening more call centers and reducing the amount of time that service calls are being answered overseas.

Mr. Garrett asked for clarification on the service calls from the presentation. Mrs. Sasser-Hayden went through each category and explained them more thoroughly except for the

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category titled “referred to”. She said that she will find that answer out and get back to us. While discussing the outages, Mr. Garrett asked about the volume of outages in Antioch. Mrs. Sasser-Hayden said that it attributes to construction. She can provide Mr. Singleton with specifics if needed.

Franchise Funds: Mr. Singleton, IS Division Manager for Metro Nashville Network (MNN) & PEG Studio, presented a recap of the 2015 proposal and the work that has been completed to move MNN and the PEG channels of NECAT from analog standard definition, to digital high definition. He provided a full accounting of the PEG Capital Fund allocation for each entity and how the funds were spent to obtain the goal of going digital HD (see attached). Mr. Singleton noted due to extraordinary efforts by IT, the Metro vendor and staff member John Ferguson, the upgrade was completed under an aggressive timeline and was finished on time and under budget.

Mr. Singleton proceeded with the 2016 proposal to take the entire \$270,881, the current balance of the fund, and place that in a reserve fund for a new, future PEG Studio build project.

Ms. Shrago posed a question in regards to how much a new building would cost and how much PEG would be responsible for as well as would it be appropriate to stage any payments over a portion of time. Mr. Singleton stated he did not know the answer to those questions and would pose them to Mr. Keith Durbin, CIO and Director of ITS, for a response. Mrs. Clark suggested that it would more than likely be handled in a similar way that the HD upgrade was handled, with ITS going to Metro Council. Mr. Singleton will be responsible to distribute the response from Mr. Durbin to the CATV Special Committee.

Mr. Garrett made a motion that the entire \$270,881 fund balance be set aside for the future for a potential new building/studio for Metro and PEG. Mr. Sullivan seconded the motion. The vote was unanimous.

Cable Administrator Report: Mr. Singleton briefed the committee on how cable provider complaint calls, letters and emails are handled when they are directed toward the Cable Administrator. Mr. Singleton reported that the number of complaints made directly to the Cable Administrator since the previous CATV Special Meeting, was 20 total with 19 being based on customer service and billing complaints. On 3 occasions, the Cable Administrator was notified about former customers who terminated their service and were having difficulty getting their deposits returned.

Dr. Melton inquired why the response was so low and that with some 144,000 customers, 20 seemed a way too low. She suggested that maybe there should be a better way of notifying customers that they could contact the Cable Administrator of issues. Mr. Singleton agreed with the assessment on the volume of complaints but pointed out that the contact information for the Cable Administrator is on the actual bill.

New Business:

Metro Broadband Infrastructure Plan & Discussion: Mrs. Theresa Costonis, Metro Legal, explained an overview of the Metro Broadband Infrastructure Plan.

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With the growing need and desire for broadband, Metro decided to obtain a consultant, via a RFP, to meet with various departments and make recommendations. The contract was awarded to Connected Nation Exchange (CNX). CNX developed a report that recommended a broadband commission to oversee the Metro Code fiber optic franchise or broadband. As the CATV already oversees the administration of Metro Code 6.08, the cable franchise authority, CNX thought it would be an ideal fit for CATV to expand and administrate this other franchise that is currently ungoverned rather than create a new committee. Mrs. Costonis stated that Mr. Durbin would like this committee to consider deciding on how to investigate this from the commissions own perspective.

She identified the following options

- 1) Take it on as a full committee,
- 2) Create a sub-committee and be bound by the same open meeting laws as the full committee, or
- 3) Assign one member to head up a broadband position making it possible to meet with consultants without running into issues with the Tennessee open meetings law.

There was some doubt expressed about whether the committee members have the technical acumen to serve on a "broadband" committee. However, they do think that this is a needed committee.

The consensus of the committee would like to have an information session to get a better understanding of what their role in a Broadband Committee would be. Upon completion of information session, the committee would be in a better position to determine a direction.

Announcement: Mr. Singleton informed the committee of Executive Order #007 that states that all board and commission members must take a sexual harassment and a diversity awareness class. There will be one offered on August 10, 2016 beginning at 1:00pm. Committee members asked if it would be available online. Mr. Singleton agreed to contact HR and see if an online class would be available and would report back to the group.

Close and Adjournment:

Ms. Shrago moved to adjourn the meeting. Mr. Garrett seconded the motion. The motion to adjourn passed unanimously.

Close and adjournment at 7:28PM

Submitted by: Chris Singleton

August 9, 2016