

Waterford Cable Commission
AGENDA
6:30 pm, Tuesday, May 15, 2018
Town Hall, 3rd Floor Conference Room

1. Approval of agenda
2. Approval of minutes
3. Correspondence and bills
4. Signal quality
5. Subscriber complaints
6. Report from Media Network
7. Report from Cable Coordinator
8. Vote on school grant approval
9. Comments
10. Adjourn



Waterford Township Cable Commission

Minutes of the Tuesday, April 17, 2018, Meeting

Members Present: Al Pavlish, Kathy Hepler, Ken Fuerst, Laura Petrusha, Steven Thomas, Bob Piggott, Gary Allison (Cable Coordinator)

Absent: Howard Heitzeg

Guests: Josh Bowren, Jeff Decker

The meeting was called to order by Chairperson Laura Petrusha at 6:32 p.m.

Roll Call.

Agenda - The motion to approve the agenda for April 17, 2018 was made by Bob Piggott and supported by Kathy Hepler. Approved unanimously.

Minutes - The motion to approve the minutes from February 20, 2018 was made by Steve Thomas and supported by Ken Fuerst. Approved unanimously.

Correspondence and Bills – Comcast channel changes and CC on Comcast subscriber complaint. Renewal of Granicus services.

Signal Quality – No reported problems. School District knocked channels off the air over 4/14 weekend during install of new server.

Subscriber Complaints – No outstanding issues to report.

Media Network Report – Josh Bowren reviewed the Media Network report. Submitted a grant request from the Senior's Center for production equipment in the sum of \$1869.00. After discussion, Al Pavlish motioned to approve \$1389.00 and Bob Piggott supported. Approved unanimously.

Cable Coordinator's Report – Gary Allison reviewed the Cable Coordinator Report. Following discussion, report was filed.

Adjournment – The motion to adjourn was made by Bob Piggott and supported by Ken Fuerst. The motion was unanimously approved, and the meeting adjourned at 7:35 p.m.

Respectfully submitted,

Bob Piggott, Secretary

Waterford Cable Complaint List

C-ID / Contact Name ID	Category/Complaint Refer Date	Referred To/ Action Taken	Status/Disposition
1690 <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> Waterford, 48329 Work Phone Home Phone <div style="background-color: black; width: 80px; height: 15px; display: inline-block;"></div> Cell Phone	<u>Service/Repair</u> 2018-05-03 Acct: <div style="background-color: black; width: 100px; height: 15px; display: inline-block;"></div> The account is under the name <div style="background-color: black; width: 100px; height: 15px; display: inline-block;"></div> and possibly <div style="background-color: black; width: 100px; height: 15px; display: inline-block;"></div> as a point of contact, as well. Subscriber had four televisions. Recently, three of the television stopped receiving channel 58; however, the main television still has the channel. Subscriber called Comcast Customer Service and was told that Comcast removed the channels, but could not give an explanation as to why it was only on the three televisions as they are all under one account. Please have an account manager contact her. Thank you.		<u>Open</u>
Called in Date	2018-05-03	Refer Date	2018-05-03
		Resolve Date	2018-05-03
		Days to Refer	: 0
		Days to Resolve	: 0
1691 <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> Waterford, 4837 Work Phone Home Phone <div style="background-color: black; width: 80px; height: 15px; display: inline-block;"></div> Cell Phone	<u>Billing</u> 2018-05-07 ACCT: 0 <div style="background-color: black; width: 100px; height: 15px; display: inline-block;"></div> - Customer contacted Comcast Customer Retention about a billing issue and was told an adjustment would be made. Unfortunately, the adjustment was never made. When customer		<u>Open</u>

called the Comcast rep he was dealing with back, he was told that the rep did not work there anymore. Additionally, he was told that there was no record of his adjustment. He asked to speak with a manager and was told someone would call him back. However, he received a call from a level one customer service rep, instead. Customer would like to speak with an account manager. Thank you.

Called in Date 2018-05-07

Refer Date 2018-05-07

Resolve Date

Days to Refer
: 0

Days to Resolve
: 0

Media Network of Waterford

Organization Monthly Report – May 2018

No issues with Comcast, ATT, Radio and Internet. Wow!

Our Live Radio Broadcast is running 100%. We are now looking to move the radio files to our bulletin board for more exposure.

Our 990 return is due in May 15th 2018. We are finalizing the document now.

“Eyes on the Road” contest was successfully completed. The winner was a Waterford Kettering Student.

Media Network’s Josh, Diana and Erica we selected as judges for the SLS statewide media contest. Winners were awarded at Fowling Warehouse. Josh actually was able to cover the event for Channel 7 news that evening.

Waterford Chamber and Media Network have started the “Biz around Town” series. We have photographed our first or 12 episodes.

Stand Strength Team has returned from retirement and started producing the 2 hour power talk show again. Stand works really hard to promote this show when they are on the road and brings great interest to the Media Network.

Staff Whitney will be working this summer to revamp our current program guide. She will be looking in to organizing the shows in to a better audience viewable format.

New volunteer Cheryl has started a radio / TV show combo called The Guardian and The Upper Room.

Media Network staff started a food show with Edible Wow Magazine. Show showcases food demos and chefs around the Michigan area. Show is produced at the Oakland County Farmers Market.

We have seen an increase of DVD copy services. Staff has been getting more and more requests to simply copy resident home DVDs. We offer this service to the community at a good discount.

Media Network has launch an Instagram account. All staff members and volunteers will contribute to this platform.

Media Network’s “Kids’ TV, Radio and Video Camp” will be held July 17-20, 2018. We have restructured the camp so that the content is new and even more fun for the campers. It is geared towards 10-16 year olds. We already have had overwhelming interest in this event.

Media Network will be working with the Waterford Coalition for Youth on a \$6,000 grant. The production will be a documentary produced by students, "What you didn't know" highlighting apps, games and other activities students are in to that parents may have no clue about. The documentary will come in 7 parts and be released as individual segments or a full show depending on the audience.

A new workshop is in the process of being developed and is based around how to film a live band. This workshop will allow for maximum creativity in using lighting, cameras, set design and switching to produce a unique show.

Media Network continues to expand our presence in the social media world. Diana has been going to several workshops held by the Chamber to educate Media Network in the best ways to take advantage of existing tools and apps to reach more of the Waterford community.

Media Network continues to support Oakland County Sportsmen's Club with production assistance and training. We have two show ideas that will be filmed in the spring.

Students continue to stop in after school to learn about TV and radio. Media Network encouraged a student to film the First Robotics competition. The next step will be for this student to learn how to edit using this footage. Another student has recorded several songs while learning how to use the radio equipment.

Discussed creating an informational magazine for Media Network to pass out to the community.

Media Network covered the NORC Marijuana Debate held at the Pontiac Lake Country Club. It is currently available on demand. We will run the debate on television as we near the November election.

Senior center is still building out their studio. Media Network is making a commercial for the senior center letting residents know they are not closing and is still available. Media Network is still working with the SAY group to build out a satellite TV studio location. Space has changed and Media Network is offering suggestions.

Purchased new equipment cabinet for main office. This one was on sale and is huge. This will allow us to store all of our equipment under lock and key.

Dave Bennett, Dan Tillery, Jill Jack, The Magic Bus all awarding artist perform in our studio for the Jim Powers Pow Wow show. The show continues to attract many large talent groups. Very proud of Jim and his efforts.

Two Waterford Mott Students have now started a radio show. We expect them to continue throughout the summer.

Media Network staff and volunteers broadcast their first concert at Sweetwater Entertainment on Cooley and Hospital Rd. This is a very unique venue and has already attracted big names. Media Network of Waterford looks forward to a continued relationship this summer.

Township of Waterford

Cable Coordinator Report May 2018

Submitted by Gary Allison

- PEG & Franchise Fees
 - Comcast PEG and Franchise Fees received. Comcast is performing **7.5%** below projection for 2018 1Q earnings.
 - AT&T PEG and Franchise Fees received. AT&T is performing **6.9%** above projection for 2018 1Q earnings.
 - Historically, 1Q earnings are lower than 2Q-4Q earnings. However, Comcast's **-7.5%** performance is a cause of concern. Comcast made a national announcement that subscribers may not get their high speed internet service unless they also get their cable television service. This appears to be Comcast's early strategy for fighting the cord cutting trend that's affecting their bottom line.
- DAS Towers
 - Waterford Township has seen an increase in DAS construction, some unauthorized and some permitted. The Cable Department is working alongside the Building & Development Department to identify and control.
- Poetry Leaves
 - Working with the Waterford Township Library to create videos promoting the Poetry Leaves program for 2019. We've started by videoing children reading their poetry at the studio.
- Dividing Lines
 - The Waterford Cable Department is working on being one of the few communities to air a short film called "Dividing Lines." The film is about why access to fiber-optic broadband networks is as important as access to electricity in today's America and how under-connection and lack of access deepens socioeconomic divides.
- State Legislation
 - The Michigan Senate passed bill SB 855. The bill bars spending on broadband by specific state agencies that would otherwise help communities establish an independent broadband infrastructure that would supply high speed, low cost services.
- PROTEC and MINATOIA
 - Met with PROTEC members and our MINATOIA president to discuss current and future legislation regarding DAS and broadband, as well as the cable television industry.
- Planning Commission Meeting
 - Recorded and broadcasted the May Planning Commission meeting.
- Financial Wellness seminar
 - Provided video service for the Treasurer's Office, covering a financial wellness seminar.