

Waterford Cable Commission
AGENDA
6:30 pm, Tuesday, August 21, 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. Comments
9. Adjourn



Waterford Township Cable Commission

Minutes of the Tuesday, July 17, 2018, Meeting

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

Guests: Josh Bowren, Dave Weyhing

The meeting was called to order by Chairperson Laura Petrusha at 6:34 p.m.

Roll Call.

Agenda - The motion to approve the agenda for July 17, 2018 was made by Kathy Hepler and supported by Howard Heitzeg. Approved unanimously.

Minutes - The motion to approve the minutes from June 19, 2018 was made by Howard Heitzeg and supported by Bob Piggott. Approved unanimously.

Correspondence and Bills – Nothing to report.

Signal Quality – No reported problems.

Subscriber Complaints – No outstanding complaints.

Media Network Report – Josh Bowren reviewed the Media Network report. Following discussion, report was filed.

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

Adjournment – The motion to adjourn was made by Steve Thomas and supported by Ken Fuerst. The motion was unanimously approved, and the meeting adjourned at 7:07 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
1696 <div style="background-color: black; width: 150px; height: 15px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 180px; height: 15px; margin-bottom: 5px;"></div> Waterford, 48328 Work Phone <div style="background-color: black; width: 120px; height: 15px; display: inline-block;"></div> Home Phone Cell Phone	<u>Service/Repair</u> 2018-07-26 At & T's pedestals throughout my community are in need of repairs & replacements. One pedestal is completely laying on the ground, we placed a cone by it, another has a garbage bag over it, because its missing the cover, exposed wires. I've contacted twice Bill Winsman, representative for our area, left messages, contacted the 800 number a couple of times and it usually disconnects me. I'm fed up!!! All my recent experiences with AT&T have been unprofessional and they seem to be having problems. I have many inspections throughout each year by HUD, banks, MSHDA. I'm embarrassed for AT&T. I would love to have someone contact me and fix their equipment on a routine basis.	<u>Lori Doughty</u>	<u>Open</u>
Called in Date 2018-07-25	Refer Date 2018-07-26	Resolve Date	Days to Refer : 1 Days to Resolve : 0
1697 <div style="background-color: black; width: 110px; height: 15px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 150px; height: 15px; margin-bottom: 5px;"></div> Waterford, 48327 Work Phone Home Phone <div style="background-color: black; width: 120px; height: 15px; display: inline-block;"></div> Cell Phone	<u>Service/Repair</u> 2018-08-13 Comcast's cable feed caught fire and damaged my house. They could care less....took them six days to get someone out to the house to check the apparently charged line and make it safe, and then the guy told me he was only there to take the line down as I had cancelled my service. I get nowhere dealing with Comcast, can't even figure out who to complain to. Complete run around....no one will make the		<u>Open</u>

promised return call, they tell me they have a contact person to talk to, then give me the 1-800 COMCAST line and the voice prompts, etc. How do I get these people to fix the siding on my house?

Called in Date 2018-08-13	Refer Date 2018-08-13	Resolve Date	Days to Refer : 0	Days to Resolve : 0
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1699	Prices	2018-08-16	<u>Open</u>
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Waterford, 48328
Work Phone
Home Phone
Cell Phone

ACCT - Subscriber's contract is expiring and he is getting a 60% increase in price. Subscriber contacted Customer Service and was told a special package will be available and to call back in a week. He called back, but was unable to reconnect with the original representative and was transferred to a call center in Mexico. Subscriber was told there are no deal packages for his area. He would like an account manager to contact him.

Called in Date 2018-08-16	Refer Date 2018-08-16	Resolve Date	Days to Refer : 0	Days to Resolve : 0
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Media Network of Waterford

Organization Monthly Report – August 2018

No issues with Comcast, ATT, Radio and Internet.

We are researching a whole new system of streaming our Radio Station. We are looking in to Live 365. Staff is preparing a report for and recommendation for Josh

We had 2 Panasonic camcorders repaired and returned to rotation. One volunteer will be charged for the repair due to accident.

Media Network staff member Diana was a judge in the 2018 Philo Awards Ceremony.

Media Network assisted shoots:

Michigan Renaissance Festival Preview

PSA for Waterford Senior Center – Not moving

Senior Focus

Oakland County Fair

Inside Waterford

Powers Pow Wow Music

Powers Pow Wow Chat

Oakland County International Airshow

Bis Around Town (5 episodes shot now)

Michigan Rocks

Jill Jack produced content

Under the Checkered Flag

PSA for Crop Walk tied in to Meals on Wheels Campaign.

Set up new internal system for reserving and checking out equipment that will allow us to do so remotely.

Staff is working on getting the studio to broadcast live on Comcast and At&T. We are using cabling installed by Don Cargo and repurposed modulator equipment to facilitate this endeavor.

We are looking to get a staff phone that will be used to stream live content from the Mobile Truck as well as communicate with residents while on these shoots. Denise and Diana are working with phone provider to submit a recommendation.

We held several editing workshops with various residents.

Staff member Whitney has started to revamp our current program guide. She will be looking in to organizing the shows in to a better audience viewable format. We are talking with residents on opinions about better slots to cater to their audience better

Media Network's "Kids' TV, Radio and Video Camp" was 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. We had 21 students sign up. The camp was a huge success with students already signing up for productions. We had a big presentation of the material we produced on Friday for the parents.

Media Network Staff is conducting a Volunteer Bash to thank and promote conversation amongst the volunteers, staff and residents. The event will be held at the VFW Saturday August 18th from 6pm-12am. Media Network's own band, "The Broadcasters" will be performing at this event. Food, contests, karaoke will be part of the night.

The Waterford Coalition and Media Network was awarded the \$6,000 grant for Project Spotlight 2018. The project 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.

Apps, Bullying, Vaping / Marijuana, Alcohol, Texting, Anxiety, Code words

"You think you know...But you don't" is the catchy title. 5 Students have been working hard to shoot all principle photography for these segments. We will be moving to editorial in the coming weeks.

We have our first truck rental. Client has already paid the full amount of \$1500 for rental and staff. The shoot is at Warwick Hills Country Club. Media Network will be providing IMAG for a concert during the golf event.

Staff Members Whitney and Denise are starting a paranormal show called "Death, dying and eternity" Staff will be talking with local funeral homes, religious people, Hospice patients, doctors, psychics and any of interest in this field. The program has already started an interest amongst our volunteers to become part of this programming.

Township of Waterford

Cable Coordinator Report July 2018

Submitted by Gary Allison

- Pre-production meetings with CGI Communications and Gary Wall to plan and produce promotional videos for the Township.
- Planning Commission Meeting broadcast.
- Covered dangerous building hearing for the Building Department. Internal recording not for broadcast.
- Townhall Meeting broadcast featuring Fire and Police Chief discussing SAD proposal.
- Attended MINATOAs summer meeting in Lansing where we discussed:
 - Revenue supplementation.
 - Majority of PEG organizations are now selling sponsorships for programming.
 - Rental of facilities, equipment, personnel for commercial use.
 - Marketing services.
 - Broadband in Michigan
 - State continues to push the idea of affordable broadband statewide.
 - Right of Way issues
 - SB 637 stalled in House Energy Committee. A new hearing will take place later in the year.
 - SB 855 Budget Bill: Section 983 states no broadband funding from the state for municipalities.
 - SB 1050 added language listing broadband as a utilities having access to ROW. Still hasn't gone up for a vote.
 - NATOA membership.
 - I raised the issue of the benefit of being a member of NATOA. The general consensus after being that the benefits are few. Current MINATOAs members are considering forming an independent organization or aligning with another telecommunications organization. NATOA is being informed by a MINATOAs board member of the considerations.
- Inside Waterford episode featuring Fire and Police Chief discussing SAD proposal.
- Early budget planning for 2019.

Productions

Special Board Election Meeting

Planning Commission Meeting

Inside Waterford