

*Final
Approved: 4-24-14*

CABLE TELEVISION COMMISSION
Thursday, January 9, 2014
City Hall, 2nd Floor Council Chambers
7:00 PM

Committee Members in Attendance:

Mr. Tom Davis, Committee Chairman
Mr. Clay Gump, Commission Member
Ms. Jane Hopkins, Commission Member
Ms. Tricia Homer, Commission Member

Attendees:

Ms. Suellen Ferguson, City Attorney
Ms. Denise Palmer, Contract Secretary

1. Adopt minutes from October 24, 2013 Meeting

Chairman Davis opened the meeting and inquired if the Commission members had an opportunity to review the minutes from the October 24, 2013 meeting. Mr. Davis made a motion to accept the minutes from the October 24, 2013 meeting. The motion was seconded by Ms. Hopkins and the motion was unanimous.

2. Possible Update from Comcast or Verizon and Report Review

a. Review Monthly/Quarterly Reports

In the absence of either Comcast or Verizon representatives, the commission members reviewed the Reports. Mr. Davis indicated that the Verizon report has not been modified to detail the specific information to College Park as was suggested at earlier meetings. Specifically, the call center service level portion needs to be clear; average answer time; and average hold times need to be more specific. There did not appear to be any specific concerns with the Comcast report.

b. Customer Complaints

Ms. Hopkins indicated the complaint letter contained in the meeting packet had been taken care of. The resident at Spellman House who had a problem with the cable box was addressed by Mr. Gump.

3. Update by City Attorney

Ms. Ferguson indicated the Assistant to the City Manager will be attending future CTC meetings. The City Manager appointed Bill Gardner as his Assistant, and he has to be approved by Council. He will be in attendance at the next CTC meeting. Ms. Ferguson suggested that we go off the record to update the Commission on the status of the Franchise Agreement. A meeting was held with Comcast today and there is nothing

set as of this time, however, they will meet every two weeks in Upper Marlboro. Ms. Ferguson suggested that the Commission go to Council and recommend that we go forward with the Franchise Agreement currently in place until such time as another one is finalized. Mr. Davis made a motion to accept the recommendation by Mr. Ferguson and Mr. Gump seconded and the motion was unanimous.

4. Schedule Next Meeting
(Possible dates for next meeting – April 3rd, 10th or 24th)

The next meeting is scheduled for April 24th at 7:00 p.m. at City Hall. Mr. Davis will ask that the Clerk's office include parking passes in the meeting packets that are mailed to Commission members.

5. Other business

a. Overview of updates to questions from last meeting

Mr. Gump reported that he discussed with Mayor Fellows the problem with the resident at Spellman house and he posed the question, "what is the function of cable" since it is not just television anymore – it is internet, phone, etc. What can we do to help the citizens – is what we are doing in this group enough for the citizens and are we keeping up with the times in relation to new technology? Mr. Davis suggested that the commission members think about this topic for the next few months and be prepared to recommend new changes to the council. Mr. Gump would like to add this topic for discussion on the Agenda for the next scheduled CTC meeting.

6. Announcements

There were no announcements to be made.

With no further business, Mr. Davis made a motion to adjourn the meeting. Ms. Hopkins seconded the motion and it was unanimous. The meeting adjourned at 7:43 p.m.

Minutes recorded by Denise M. Palmer, Contract Secretary