

## MILLBURY PUBLIC ACCESS/CABLE TELEVISION COMMISSION MINUTES

Public Access Studio – Millbury High School – 12 Martin Street

Thursday September 15, 2016 – 7:15 p.m.

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**Present:** Paul DiCicco; Joseph Coggans; Richard Carew; Roger Desrosiers; Jeffrey Dore; Public Access Director Kevin Krassopoulos

**Absent:** Mary Krumsiek, Robert Sullivan, Associate Member Michael Lawton

Chairman DiCicco opened the meeting at 7:15 p.m., and turned the meeting over to Public Access Director Kevin Krassopoulos for reorganization of the board.

### REORGANIZATION

Kevin accepted nominations for chairperson. **Motion** made by Joseph Coggans, seconded by Roger Desrosiers to keep the current slate as is; no discussion. **Motion** carried unanimously. Chairman: Paul DiCicco; Vice Chairman: Joseph Coggans; Clerk: Richard Carew.

### PREVIOUS MINUTES

**Motion** made by Roger Desrosiers, seconded by Joseph Coggans to approve the meeting minutes of May 19, 2016. **Motion** carried unanimously.

### MAIL

Letter dated August 2, 2016 received from Chief Desorcy thanking Kevin for assisting with the Millbury Youth Police Academy.

Letter dated August 25, 2016 received from Charter Communications regarding changes to the channel lineup - see attached.

Letter dated May 24, 2016 from Chairman Paul DiCicco to Thomas Cohan of Charter Communications was read in to the record – see attached.

Letter dated June 6, 2016 received from Thomas Cohan, Charter Communications Director of Government Affairs, to Chairman DiCicco – see attached.

Chairman DiCicco feels that his letter was not answered properly.

Regarding Mr. Coggans' issue, he said the number he was given to call was very informative; subsequently a technician was sent to his house and he has not had a problem since. He does concur with the Chairman that his questions were not answered.

Regarding Mr Clifford's issues, the Chairman will call and follow up with him to make sure his issues were addressed.

Discussion ensued about the Charter Communications Form 500. The members agree that the form does not include the verbal complaints. When someone calls with an issue and Charter successfully solves it then it is an inquiry not a complaint, because after the call the customer is satisfied. It should be indicating every complaint and include the number of resolutions provided; they are mixing up complaints with service. The reports we are receiving now are not the intention of the Form 500 when it was first initiated. Mr. Carew called it gray matter within the definition of complaint and Charters seems to be using this to their benefit.

The members discussed complaints they hear about Verizon, and seem to think they are more about the cost of service. Kevin said we get a Form 500 from Verizon and Charter annually; both are distributed to the members in February and he seems to think the Verizon Form 500 had more complaints listed than Charter. Mr. Desrosiers said if we are going to assess this correctly we need to know whether or not Verizon is doing it the way it should be done; we need to know if they are both guilty of this vagueness. Mr. DiCicco wants to invite Jill Reddish to the next meeting to have her explain how Verizon does its Form 500; maybe Charter is completing it the wrong way. Jill Reddish could not attend our previous meeting due to the Verizon strike.

Mr. Desrosiers read from Mr. Cohan's letter and it stated "...the annual Form 500 complaint and service interruption data..." does the form include service interruptions? This needs to go back on the agenda or we are just complaining. We need to remedy what we perceive as a wrong. Mr. Desrosiers said we have a recourse after we meet next month and that is to call the MA Department of Telecommunications. Mr. Carew would like to know their definition of a complaint and the Attorney General's definition of a complaint and if it is written or verbal, and that of the Better Business Bureau. Chairman DiCicco would like to invite the Director of the MA Telecommunications Division to a meeting to discuss this. If we don't get a satisfactory response from the Director we should send a letter and ask other towns if they are satisfied with the Form 500.

#### **MGL Chapter 44 Section 53F ¾**

Joyce has been researching towns in the area who have done this to get the language for the Town Meeting warrant article. Kevin may want to have our Finance Director speak to the Finance Director of a town that has already done this to see what that town is doing, how they like it and what would they change if they could. The Chairman would like to have a decision by the December meeting. Kevin will have information available for the October meeting.

#### **DIRECTOR'S REPORT**

**Portable Cameras** – 3 Sony portable cameras with cases and SD cards, where the media is stored, have been ordered for a total cost of approximately \$7000.00.

**MHS Auditorium** – HB Communications is coming in on Monday September 26<sup>th</sup> at 2 p.m. with a demonstration of a new speaker system to upgrade the audio system. We may also need to add acoustical panels. Kevin said think of a movie theater set up where there are multiple speakers down the walls – you get more sound with less volume. HB said they could do that or try the new system that they are bringing in on Monday. Mr. Dore asked if this is being funded by the School Department; Kevin said half public access funds and half school funds. It is the largest venue in town for a gathering; it is a community room even though it is in the school.

Kevin said we are looking into remote control cameras for the auditorium, similar to those in the large conference room at Town Hall and the Media Center here at the school. He said we could then use the same cart that we use for the School Committee meetings in the auditorium. He wants double use for the equipment at multiple locations.

**Playback Upgrade** – should be done by the end of this fiscal year. No action since last meeting.

**Mini dv Tapes** – are not being made anymore; Kevin would like to replace our recorders that use mini dv tapes with a file recorder system for ease of editing. The bottom line is we need to get away from tapes. Chairman DiCicco asked if we go all digital where does this get stored, what if someone needs a copy of a meeting? Kevin said we will always make a DVD of the meetings. With the new playback system there is a video-on-demand (VOD) service so anyone can go into the website, click on the meeting and download it. Chairman DiCicco asked is this all in-house, what if we have a fire? Kevin said it is stored off-premises. Mr. Carew advised that Kevin look at all his recording needs 5 years out.

Mr. Desrosiers asked about an update on the new school year and new courses using the studio. Are 7<sup>th</sup> and 8<sup>th</sup> graders being impacted? Are there two courses going on? Kevin will find out from Mr. Cunha and report back.

**NEW BUSINESS/OLD BUSINESS** - None

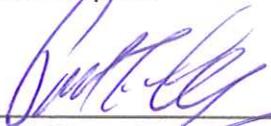
**CITIZEN SPEAK** – None

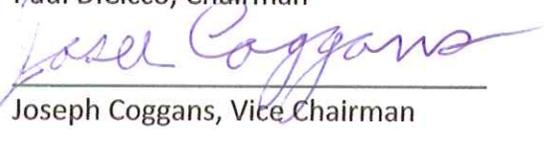
**NEXT MEETING** – Thursday October 20, 2016 at 7:15 p.m. in the large conference room at the Municipal Office Building, 127 Elm Street.

**ADJOURNMENT**

**Motion** made by Roger Desrosiers, seconded by Jeffrey Dore to adjourn the meeting at 8:20 p.m. **Motion** carried unanimously.

Respectfully submitted,  
Joyce Sampson

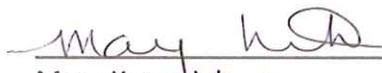
  
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Paul DiCicco, Chairman

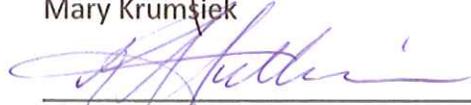
  
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Joseph Coggans, Vice Chairman

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Richard Carew, Clerk

  
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Roger Desrosiers

  
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Jeffrey Dore

  
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Mary Krumsiek

  
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Robert Sullivan

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