

Wolfeboro Board of Selectmen

Meeting Minutes

October 21, 2009

Members present: Chairman Dave Senecal, Vice-Chairman Kristi Ginter, Linda Murray, Sarah Silk, Marge Webster

Staff Present: Town Manager, David Owen, Finance Director Pete Chamberlain, Robert Houseman, Director of Planning & Development, Adam Tasker, Superintendent of Solid Waste, Recording Secretary Terry Tavares

Chairman Senecal called the meeting to order at 6:30 PM at the Wolfeboro Public Library.

Non - Public session RSA 91-A: 3II

Mr. Owen stated a non-Public session will be needed for a personnel issue.

➤ Approval of Minutes – October 7, 2009

Ms. Silk, Page 2, 3rd line, 2nd paragraph, remove the word "Herself". Page 5, 1st line, add "behind the library".

Marge Webster made the motion to approve the minutes of October 7, 2009 as amended, seconded by Sarah Silk. Members voted and none being opposed the motion passed.

➤ Public Input

Jim Ladd, member of the Historic District Commission, would like to express his concern with the upcoming October 22, HDC meeting to review the proposed Rules of Procedure. The most current Draft #7 was delivered to him on Monday. Upon reviewing this Draft he found that it had little in common with the previous drafts. It is more like regulations than Rules of Procedures. The agenda posted on the website does not state which version the HDC will be discussing. He feels that by the Commission handing out more than one draft is confusing and a neglect of duty. These actions reflect poorly on the Town. I have reviewed the Rules of Procedures for the Planning Board and Zoning Board of Adjustment and they are 6 or 8 pages. The HDC proposed Rules of Procedures are 18 pages and deal with site visits as well as other things that are not in the other rules of procedure. He feels that the HDC should not have a meeting this week to discuss these rules of procedures.

Beverly Wood resident of Diamond Corner agreed with Jim Ladd's concerns for the HDC. After reading the RSA's attached to the new HDC Rules of Procedures it says "the Board of Selectmen can remove any committee member because of ineffectiveness". She would like to say that this is the most inefficient Board that she has ever seen. The HDC is applying the Rules of Procedures that have not been adopted for use, to current applications. She would like to say that the meeting on Thursday is illegal. She feels the Board should not be applying the proposed Rules of Procedures to current applications.

➤ Bulk Vote

A. Raffle Permits

i. American Legion Harriman Hale Post #18

ii. Nathaniel J. Williams Foundation on behalf of Assistance Canine Training Services.

Mr. Owen said that we had received a request of a gift of a bench in memory of Stacey Burns on the Bike trail.

Ms. Ginter asked if we need to add this to the Bulk Vote and asked what the cost of the bench is.

Mrs. Murray said if the cost of the bench is less than \$5000 we do not need to approve it.

Mr. Owen said the cost would be less than \$5000.

Ms. Silk asked if the petitioners had spoken with Public Works for the location of the bench.

Mrs. Murray there will be some drainage work done on the bike trail and they will need to make sure the bench is not put in the way.

Ms. Ginter made the motion to amend the Bulk Vote to include the Stacie Burns Memorial Bench and to approve the Bulk vote for the issuance of raffle permits to the American Legion Harriman Hale Post #18 and Nathaniel J. Williams Foundation, seconded by Marge Webster. The members voted and none being opposed the motion passed.

➤ **New Business**

Mr. Owen said the Department of Public Works is seeking to adopt winter hours for the Town's Solid Waste Facility.

Adam Tasker, Superintendant of Solid Waste Facility, stated Wednesday's and Thursday's are slow days at the facility. He is seeking to adopt winter hours for the Solid Waste Facility; noting that such it would help to hold down the costs for overtime salaries, fuel costs and electric cost. The only overtime would be if there was snow plowing to be done and if it snowed on Wednesday or Thursday he would be able to do it. He would also schedule all training and meetings for these days. He would propose the hours to be Monday 7:30 AM – 3:30 PM, Tuesday 7:30 AM – 3:30 PM, Closed Wednesday & Thursday, Friday 7:30 AM – 3:30 PM, Saturday 7:30 AM – 3:00 PM and Sunday 7:30 AM – 2:30 PM.

Mr. Senecal asked when the new hours would take effect.

Mr. Owen said November 9, 2009 to April 1, 2010.

Ms. Webster asked if there was a cost estimate for savings.

Mr. Tasker said he felt the saving would be \$3500 to \$4000.

Kristi Ginter made the motion to adopt the following winter hours for Town's Solid Waste Facility Monday 7:30 AM – 3:30 PM, Tuesday 7:30 AM – 3:30 PM, Closed Wednesday & Thursday, Friday 7:30 AM – 3:30 PM, Saturday 7:30 AM – 3:00 PM and Sunday 7:30 AM – 2:30 PM to become effective November 9, 2009 to April 1, 2010, seconded by Marge Webster. The members voted and none being opposed the motion passed.

➤ **Capital Improvements Program**

Mr. Owen said that he had scheduled a presentation on the CIP at tonight's Board of Selectmen's meeting.

Kathy Barnard Chairperson of the Planning Board, said that she is here with Stacie Jo Pope and Mr. Houseman to present the CIP for 2010 to 2019, adopted last night by the Planning Board. The CIP Committee has recommendations for the Board in regard to the development of the Municipal Asset Inventory and Management Plan, and the establishment of a Capital Reserves Accounts and funding for Capital Improvements. She thanked the CIP Committee for their hard work on this project.

Mr. Houseman supplied a copy of the plan that was adopted last night. The CIP Committee was comprised of Stacie Jo Pope, Chairman from the Planning Board, Jennifer Haskell, Planning Board, member John Burt, Budget Committee, Linda Murray, Board of Selectmen and Robert Hudson and James Shildneck, citizens. He stated the Committee meets with every Department Head, Commission or Committee that has a Capital project and reviews such. Following review, the CIP is formally presented to the Planning Board for adoption. The CIP is a 10 year Capital Plan forecasting Town expenditures to ensure necessary services and needs are provided within the Town's financial capabilities. It is important to prioritize capital spending based on the health, safety and welfare of the community and the improvement to services. The purpose of the CIP is defined as non-recurring in nature, has a useful life of at least five years and a cost of \$100,000 or more. The purchase or leases of rolling stock such as fire trucks or dump trucks are critical to our safe operation of the Town. The CIP is completed for use by the Budget Committee for the 2010 budget process. Mr. Houseman gave a brief overview of the history of the CIP; noting that the 2000-2006 the average appropriation of capital was \$3,770,000 and 2000-2009 was \$3,600,000; an appropriations for 2007 in the amount of \$9,800,000; 2008 were \$3,500,000 and the appropriations for 2009 were \$1,000,000.

The CIP Committee was very concerned with the Town's ability to pay for the Capital Improvements. The total for the ten year plan was \$49,000,000, for fiscal year 2010, \$4,900,000 and for fiscal year 2011, \$4,800,000. The goal is to have level funding and to minimize the spike in the tax rate over time.

2010 projects include the Town Hall repairs, Basketball / Tennis Courts at Foss Field, ADA Restroom upgrades for Carry & Brewster Beach, Side Walk Upgrades for Safe Routes to Schools, Smith River Stream bank Stabilization, Replacement of HD-10 (Doug Lemery's Truck), Pleasant Valley Road electric conversion (which may not be going forward), road upgrades, Center St. Drainage upgrade, Lehner & Glendon St. sewer line upgrade, Downtown Streets - Roads, Drainage & Sidewalks, Pine St./Crescent Lake Ave. – design of water-sewer road drainage upgrades and the Route 28 Corridor Study.

Mr. Owen said we are contemplating deferring the Pleasant Valley Road conversion project to 2011.

Mr. Houseman said Staff has recommended the placeholder for the Town Hall replacement or repair and are awaiting the Selectmen to present a plan. He spoke about each of the 2010 CIP projects to describe the needs and requirements.

Mr. Owen stated received the cost estimate for the ADA bathroom at the Public Safety building is \$73,000 to \$90,000, noting not all is for the bathroom. After the Police Dept gives up some of the space for the ADA bathroom they will need to reconfigure the remaining space. He recommended such be included in the 2010 CIP/Warrant article process.

Referencing the Route 28 Study Mr. Houseman stated The Town of Wolfeboro submitted a 10 year plan to the State for South Main St. from Pickering Corner to the Downtown area. We were chosen as the number 1 project in the Lakes Region; however it was denied because we didn't have a plan. This is an 80/20 match and we need to complete a plan as it is desperately needed.

Mrs. Murray commented that she hoped the Board will work on the Municipal Asset Inventory and Management Plan. I think we are going to need to do a warrant article again to evaluate the buildings. I sit on this Committee and it is a struggle when you don't have the information and are trying to decide what goes where.

➤ **Warrant Article Review Schedule**

Mr. Owen said now that we have had the presentation on the Capital Improvement Program these things will need to be turned into Warrant Articles. He stated the Warrant Article review will begin on November 18. I would like to notify all Town Departments, Boards and Committees that they need to have their Warrant Articles in prior to November 18. That will give the Board a couple of weeks before the Budget Committee reviews the Warrant Articles on December 8.

Ms. Silk is concerned that it will only give the Board two meetings to review them.

Mrs. Murray said that one of the things the CIP Committee did this year was to put the Warrant Article requests in the packets. All the significant information has been included.

Ms. Silk said she has reviewed the information and has made notes. She also requests that we do the Warrant Articles in alphabetical order.

Mr. Senecal stated he will not be here on December 2.

Mr. Owen said we might wish to reschedule the December 2 meeting. And asked of this is a workable schedule.

Mrs. Murray suggested that we might want to do another meeting before November 18.

Ms. Ginter asked if we could hold the meeting on a different night.

Mr. Owen suggested Monday, November 23 as a possible additional meeting starting at 6:30 PM. The Board agreed to set a special meeting on November 23rd to review Warrant Articles.

➤ **Set Public Hearing for Easement Acquisition**

Mr. Owen stated the Board will need to initiate the process of requesting comments from the Planning Board and Conservation Commission and need to schedule and advertise two public hearings required by RSA 41- 14a in order to enter into the Deed Restriction requested by the DES. This is part of the permitting for the expanded parking lot for Pop Whalen and Abenaki Recreation Area. Attorney Mark Puffer suggested we follow the same procedure we followed for the other real estate transactions where the town is conveying a property interest. We also need to hold two public hearings no more than 14 days apart. I would suggest December 2 and 16 meetings. Mr. Owen said he will set up the public hearings for December 2 and 16, 2009.

➤ **September Budget Expenditures and Revenue Report**

Mr. Chamberlain, Finance Director, stated that we are on good ground since my last report. This Friday we have our tax rate appointment. I was going to suggest that because of the slowness at the Transfer Station I would cut back on the revenue.

Mr. Senecal stated we have always had a problem with the Welfare Budget and that is continuing. As far as the revenue it looks to have picked up in some areas we had not expected.

Mrs. Murray asked about the Planning Dept Clerical and Code Enforcement Clerical and that they may have been misposted.

Mr. Chamberlain said he was aware of this and it had been corrected.

Mrs. Murray asked if we are going to have more repairs done to the Public Safety Building.

Mr. Chamberlain stated that a purchase order was submitted.

Referencing the Welfare budget Mr. Owen we have not seen a lot of activity during the summer but I expect that we will again have some activity with the weather getting colder.

➤ **Hawkers and Peddlers Ordinance Review**

Mr. Senecal said that the Board asked the Chamber of Commerce to make some comments.

Ms. Silk asked who checks if the spots are being used.

Mr. Owen said that at this time no one checks but we could make it someone's responsibility.

Mrs. Murray said that if you walk downtown you can see if they are being used. The space at Dockside was the only space used all summer. Under the ordinance 73-6 Application Procedure, states "The applicant shall provide a copy of a current, valid New Hampshire hawker's permit and furnish proof of product liability" and as I recall on the form that we wanted it to read "after they had gotten their space" that they will need to provide it. Most of the people were not going to provide that information until they gotten their space, I would like that re-worded. On line B it says "If there is more than one application for an area, there will be a lottery". Should we define what we are going to do for that lottery?

Ms. Webster said that upon receipt of an application it should be stamped and time dated and whoever gets their application in first should get the space.

Ms. Ginter said she like the Chamber's suggestion to give priority to someone who has had one before and has used it.

Ms. Silk suggested that if more than one application is filed in one area we might want to add a priority that it would be given to a business already operating in Wolfeboro. And consideration would be given to whether someone had been assigned a spot and not utilized it.

Ms. Ginter asked if she would delete the whole line of there will be a lottery to pick a successful applicant.

Mrs. Murray asked should we give the local businesses a month to apply and if in that month we fill it up with local businesses then that is who will get them. If we don't then we put it out to the general public in the paper. Then if we got two we could do some kind of lottery. The idea is we want to give the local business the first choice.

Ms. Ginter said maybe we would keep there will be a lottery and add based on the following factors.

Ms. Webster said her concern is that local businesses have the opportunity but that we also promote new business to our community. She is concerned that someone will get a permit only to keep someone else from getting a permit for the spot.

Mrs. Murray said they get a permit from May 1st to December 31, if the permittee does not use their permit by July 6 we should give it to someone else.

Ms. Ginter suggested a different date.

Ms. Webster said there must be a way they could notify us when they will be opening.

Mrs. Murray said should we say they must open before June 15.

Mr. Owen said if by June 15 the licensee has not opened for business the license will be revoked and given to another applicant.

Ms. Silk asked do we go back to our pool of original applications or do we re-advertise.

Ms. Ginter said we will need to be very clear at the meeting that they must open by the date or lose their spot.

Mr. Senecal said that Mr. Owen will bring back to us the changes ready for a public hearing.

Mrs. Murray asked about 73-14 License Fee; the Chamber had suggested we increase the fee from \$150 and asked whether to go to \$250.

Mr. Senecal said he felt the amount was ok.

Ms. Silk said she did not think this is the time to raise the fees. The Chamber also suggested the change of the distance from 100' to 300'.

Mr. Senecal said he did not feel there was enough space to increase the distance between booths.

Ms. Silk said for the public who do not have a copy of the ordinance letter F. states "No vendor shall, within 100 feet of an established business within that distance, which includes but is not limited to clothing apparel, food, etc [Amended 6-28-1989]".

➤ **Establish Committee to Commemorate Wolfeboro's Naming**

Mr. Senecal said that Mr. Rogers was here for the last meeting to tell how the Town of Wolfeboro was named. Mr. Rogers is here to establish a committee for the 250th Anniversary of the naming of Wolfeboro, that the committee be established to commemorate the naming of Wolfeboro in the honor of General James Wolfe. Jim Rogers, President of the Wolfeboro Historical Society, recommended the appointment of David Bowers, Tom Beeler, Kathy Easton and himself to the Committee, and he seeks someone from the Board of Selectmen and Town Management to participate on the Committee.

Ms. Silk asked if the celebration will be on December 12, 2009.

Mr. Rogers said that there would not be enough time to get a celebration together. You might be able to get the local television station to run a documentary on General Wolfe's life. This committee would be formed to try and find out what appropriate memorial would be and how it would be funded. Having something like this in Town would be an attraction. He also suggested we could become a Certified Local Government. There are only 14 in all of NH and this opens up the grants from the National Parks Service.

Mr. Owen has offered to be on the Committee.

Mrs. Murray said she would be willing to serve on this committee.

It was suggested that Kathy Eaton serve as Chairman of the committee.

Kristi Ginter made the motion to establish a committee to Commemorate Wolfeboro's Naming, and to appoint the following individuals to the Committee: Jim Rogers, David Bowers, Tom Beeler and Kathy Eaton, Linda Murray as the Selectmen's representative and David Owen from Town Staff, seconded by Sarah Silk. Members voted and none being opposed the motion passed.

➤ **Free Carwashes for Veterans' Day**

Mr. Owen informed the Board that they have received a request from the owner of the Wolfeboro Carwash for a credit on the sewer charges up to \$140 on Veterans' Day, so he can provide free car washes for Veterans on Veterans Day. We have differing opinions on this request. Mr. Owen stated that he felt that if we allowed this we would be opening ourselves up to other organizations who may want to do similar kind of fundraisers or events.

Ms. Silk asked if this person had approached any of the local veteran organizations because they just raised money to bring the moving wall to Wolfeboro and they might support this as well.

Ms. Ginter asked if there was an estimate of the amount he wishes to be credited.

Mr. Owen stated he would like to be credited up to \$140.

Ms. Ginter stated she felt that this is a time of war and we should do what we can to support our Veterans and this is not a lot of money for the Town to donate.

Ms. Webster stated that she agreed with Ms. Ginter and felt that we need to be very clear that this is for our veterans.

Mrs. Murray said she felt that this is a business and this is a promotion for the business. Most businesses when they do a promotion the business supports the promotion. I think that it is a good thing for this man to want to do for our veterans but he needs to do it, it is not a project of the Town. It will also help to promote his business and I don't think that it is the business of the Town to promote a business.

Mr. Senecal said his concerns are if we are going to do this that the meter be read before and after the event and it is not exceed the \$140. And Mrs. Murray brings up a good point that if he wants to support the Veterans he could charge them half price, but this is a big promotion for his business.

Linda Murray made the motion that we do not support the Car Wash for Veterans based on the fact that it is a business and that we believe that it is not one we can support even though we support our veterans, seconded by Sarah Silk. The members voted and Sarah Silk, Linda Murray, David Senecal and Marge Webster voted in favor and Kristi Ginter voted against the motion passed.

➤ **Town Manager's Report**

Mr. Owen stated the Cable TV Advisory Committee has been meeting and will be sending out a Community Ascertainment Survey. The Federal regulations that apply to Cable TV licensing require the community to go through an ascertainment process. There are a few different ways to get feedback and one way is to use a survey (draft copy attached). The survey will go out with the electric bills and Mr. Pijoan will tabulate them with some help of high school students. After which we are required to have one formal public hearing on the Franchise renewal after we have the results of the survey.

Ms. Webster would like to see a return date on the form.

Mr. Owen stated the Board has been petitioned about the Historic District Commission and there has been some discussion on the staff level as to what we can do in this regard. We would like to bring to you a proposal that would be to bring in a third party to evaluate the operations of the HDC and give a report on their findings.

Ms. Ginter stated she will be stepping down from any discussion and she requests Ms. Silk to step down.

Ms. Silk said she did not feel she needed to step down as she is appointed she informed the Board that there will be an attorney present at the meeting to clarify the RSA's, because there has been a lot of misinformation out there for the public as to whether the procedures are guidelines or regulations.

Ms. Ginter asked before she steps down that the Board take a vote to have Sarah Silk step down, noting she has been involved in the decision making aspect of the HDC and feels it would be a conflict of interest.

Mr. Senecal made the motion to requests the recusal of Sarah Silk relative to the HDC discussion. Marge Webster & Dave Senecal voted to have the recusal and Kristi Ginter and Linda Murray abstained. The motion failed.

Mrs. Murray said she had taken the time to review the meetings and met with Mr. Owen and Mr. Houseman. A few months ago she suggested that we bring in a consultant to sit down with all parties to try to solve what is going on here. I would like to see the Town bring in a consultant to help the two groups.

Mr. Owen asked do you mean mediation. We were looking at more of an evaluation and assessment of their operations and their procedures. Mr. Owen asked Mr. Houseman to address the Board.

Mr. Houseman said the Town Manager and I have discussed this matter. He stated the Local Government Center has offered to host a Training Session for all the Land Use Boards and we would need to insure at least 25 members present from our community or communities abutting us; noting we could extend the offer to Brookfield, Tuftonboro and Ossipee. He stated the request for a third party review was discussed; to come in to review the last 4 months of DVD's and to evaluate the ordinance and to try and move this Board in a manner that is productive and resolves what appears to be conflict not only in the Board but with the North Wolfeboro Area Association. Mr. Senecal & Mrs. Murray have spoken to me about this and we have been trying to figure out how to best to approach this.

Mr. Senecal stated that someone needs to come in and sort this out and doesn't feel this Board should be the one to do such.

Mrs. Murray said that she agreed with Mr. Senecal. She recommended Caroline Baldwin who is known in this field, retired and has the knowledge. I don't think that it is this Board's job to take care of that, but I think we can bring in a consultant.

Ms. Silk said that she has seen Caroline Baldwin do a Historical District Commission- type presentation in Exeter. She would also like to Thank Ms. Ginter for stepping down and point out that one of the things that came before the Historic District is the fact that there weren't always minutes and there weren't always quorums and we are trying to follow the regulations. And in the past that things had not always been done correctly.

Mr. Senecal said that he felt we need to give direction to Mr. Owen and Mr. Houseman.

Ms. Silk said that many of these things might get resolved at the meeting with the attorney present.

Mr. Senecal asked who the Attorney was.

Ms. Silk stated it would be Richard Sager as Mark Puffer has stepped away from this matter because of the Board's involvement.

Mr. Senecal said he did not feel it will get fully resolved tomorrow night.

Ms. Webster said it is sad to see it come to this and we need to do what ever we can to resolve this. The negativity of it affects the entire Town.

Mrs. Murray asked the name of another person if Caroline Baldwin is unavailable.

Mr. Houseman said Bernie Waugh.

Mr. Senecal said that it should be up to Mr. Owen and Mr. Houseman to come up with someone of the correct caliber.

Mrs. Murray asked if we are talking about someone coming in and trying to mediate with both groups and after they do this give a report.

Ms. Silk asked if we are no longer going to support Rob's proposal of the Local Government Center training.

Ms. Webster said we should do that as well.

Mr. Senecal said we are trying to solve an issue and if he would like to go ahead and have the surrounding town get together that is great.

Mr. Senecal made the motion that to hire a independent an consultant to review the Historic District Commission matter and provide a report to the Board of Selectmen.

Mr. Owen asked if this **motion would include authorization to incur some expenses.**

Mr. Senecal replied yes.

Mrs. Murray seconded the motion. The motion passed.

Ms. Ginter rejoined the Board and asked if Ellen Klimm had been replaced on the HDC.

Mr. Owen replies no.

Mr. Senecal requested the position be advertised.

➤ Committee Reports

Ms. Silk said that she had received a letter with reference to the Johnson case in that they had gotten an outdated set of codes. A copy of this letter should go to all the Boards.

Ms. Ginter stated that the Planning Board had received a copy at the meeting.

Ms. Ginter stated the Planning Board met last night and they had the Public hearing for the CIP, they rescheduled the Public Forum for the Natural Resources Chapter and discussed the Central Business District and that included the presence of the Chairman of the EDC was there. She stated several public hearings dates have been set.

Ms. Silk stated the Agricultural Commission is working on the updates and will meet the first Thursday in December. The last Household Hazardous Waste Collection was held last week. Noting the attendance of 177 households and took in more than \$2200 in non- member fees from people as far away as Franconia.

Mrs. Murray attended the Chamber of Commerce Board of Directors meeting on Thursday October 8, 2009.

➤ **Questions from the Press**

Tom Beeler, Granite State News asked what is the mandate for the HDC? This person is not just going to come in to review the DVD's and report. He asked if they will meet with the parties involved.

➤ **Non Public Meeting**

Linda Murray made the motion to go into Non-Public Session at 8:16 PM, seconded by Kristi Ginter. The members voted all in favor. The motion passed.

The Board returned from Non-Public session at 10:05 PM.

Kristi Ginter made the motion to adjourn the meeting at 10:07 PM, seconded by Linda Murray. All members voted in favor, the motion passed.

Note: The secretary was excused at 8:26 PM from the Non- Public Session

Respectfully submitted,

Theresa Tavares

Theresa R. Tavares

WOLFEBORO CABLE TV ADVISORY COMMITTEE

COMMUNITY ASCERTAINMENT SURVEY

Metrocast Cablevision is Wolfeboro's cable television provider. The Company's 12-year License agreement with the Town expires in June, 2011. The Town and Metrocast are now gearing up to negotiate a license renewal for another multi-year period.

The Town's Cable TV Advisory Committee seeks your input as part of the **ascertainment phase** of the license renewal process. Whether you are a cable subscriber or not, all Wolfeboro residents are requested to consider completing this questionnaire. The information and suggestions you provide can help the Town and Metrocast plan for improved cable services for the community. There will also be a formal public hearing at a regular Board of Selectmen's meeting to take public comments on the proposed Cable TV license renewal, which is another opportunity to make known needs and wants of the community relative to cable TV services.

1. How do you currently receive television service?

Don't watch TV ☐ Over the air (antenna) ☐ Cable TV ☐ Satellite ☐ Other ☐

2. Have you ever cancelled your Wolfeboro cable TV service?

☐ No

☐ Yes, for these reasons:

☐ Poor technical quality

☐ Unsatisfactory customer service

☐ Dissatisfied with programming

☐ Price was too high

☐ Other: _____

3. About how much money do you spend a month for television programming? _____

In the **left box**, please score on a scale of **1** (least satisfactory) to **5** (most satisfactory) each of the following aspects of cable television service in Wolfeboro. Then, in the **right box**, please rank the importance to you of each of these features—**1** being least important and **5** being most important.

Quality now is:

Importance to you

- | | | | |
|----|--------------------------|----------------------------|--------------------------|
| 4. | <input type="checkbox"/> | Picture and sound quality | <input type="checkbox"/> |
| 5. | <input type="checkbox"/> | Programming selections | <input type="checkbox"/> |
| 6. | <input type="checkbox"/> | Value of service for price | <input type="checkbox"/> |
| 7. | <input type="checkbox"/> | Customer service | <input type="checkbox"/> |

- 8. ☐ Company's responsiveness to customer's needs ☐
- 9. ☐ Billing accuracy ☐
- 10. ☐ Repair service ☐
- 11. ☐ Local programming (shows produced and aired
in Wolfeboro) ☐
- 12. ☐ Compatibility with cable-ready home equipment ☐
(e.g. TV and VCR)

13. Number of times you have called Customer Service in the past year: _____
Average time on hold: _____

14. Do you have any **ongoing problems** with cable service? No _____
Yes _____ (Please briefly describe)

15. Are there cable channels that have consistently poor quality reception? No _____
Yes, these channels _____

16. What channels or networks that are not currently offered would you like to see in the future? (for current Metrocast channel offerings, see Metrocast's website.)

17. What does the company do well now that should be maintained in the future?

Please return completed surveys to:

WOLFEBORO CABLE TV ADVISORY COMMITTEE
TOWN HALL
P.O. BOX 629
WOLFEBORO, NH 03894

Or drop them off at the Town Offices.