CABLE TV COMMITTEE MEETING MINUTES
DECEMBER 22, 2008

The meeting was called to order by Chairperson Patterson at 4:23 p.m. in Suite 1 of the Community Plaza II building, 101 W. McMillan Street.

PRESENT: Jim Asplin, George Holck, Don Patterson and Alderperson Wagner
ALSO PRESENT: Public Access Coordinator Dan Kummer, Deputy Clerk Panzer, Charter Communications Director of Government Relations Tim Vowell
EXCUSED: Jamieson Adler, Mike Kobs and Dale Yakaites

PUBLIC COMMENTS
None.

APPROVAL OF MEETING MINUTES
CTV08-075 Motion by Asplin, second by Holck to approve the minutes of the November 24, 2008 meeting as submitted. All Ayes.
Motion carried

CORRESPONDENCE
A Customer Complaint/Resolution form was received from Ron and Linda Ubinger.

Deputy Clerk Panzer reported that this complaint was faxed to Charter Communications on December 16th, but no resolution has been received from Charter Communications yet.

Tim Vowell, Charter Communications Director explained that Jessica Lowe was in charge of the customer complaints, but has now changed to another position. Heather Wendt is the new Escalation Specialist and has been in this position for six or seven months now. He will bring this to her attention.

DISCUSSION WITH TIM VOWELL, CHARTER COMMUNICATIONS DIRECTOR OF GOVERNMENT RELATIONS
The following items were discussed:

- No feedback on customer complaints from Charter Communications.
- Traumatic experience the elderly are experiencing with the transition to digital.
- Need for more advertising, because people don't know where the channels are.
- Charter's poor customer service.
- Technical problems.
    1) Local public access stations are suppose to be able to watch surrounding community public access stations now and this isn't happening. Wausau can't watch Marshfield's public access channels.
    2) Marshfield's analog signal has degraded from before and Marshfield's digital signal isn't as good.
    3) In the past, Kummer was able to run two channels at one location, but now he has been informed from one of Charter's Engineers that he will no longer be able to do that because of the bandwidth.
- Possibility of losing Channel 99.
- Possibility of running fiber optic to the Millcreek Business Park.
- Quarterly Franchise Fee adjustments and subtractions.

Mr. Vowell explained that Charter is not able to move some programming because of existing programming agreements that they are in. They will continue to migrate as they are able to. Their goal is to launch high definition programming and in order to do that they have to vacate the analog slots, because they can launch up to 10 or 12 digital channels in one analog slot and they can launch two high definition channels in one analog slot. In addition to that the Engineers need adjacent bandwidth. Access channels were not the only channels that were moved. Other channels were moved as well this past year.

Mr. Vowell explained that customer service has become more difficult over the years because of all of the different types of services that are available. There is telephone, high speed internet and all the advanced services now. Charter is aware of these problems and they are working on some of these issues. It is not possible to have three separate technicians, one for phone complaints, one for cable complaints and one for internet complaints in every City to handle problems, because it would be too costly.

Alderperson Wagner asked Mr. Vowell to contact Joe Pacovsky at Marshfield Utilities to discuss the possibility of running fiber optic to the Millcreek Business Park, because the phone service and internet service that they have out there now stinks.

Mr. Vowell will look into the matters that were discussed and report back to Dan Kummer.

Chairperson Patterson thanked Mr. Vowell for coming to the Cable TV Committee meeting.

UPDATE ON NEGOTIATIONS WITH GRANICUS, INC. FOR STREAMING VIDEO AND VIDEO ON DEMAND OF GOVERNMENT MEETINGS ON THE CITY'S WEB SITE
Kummer reported that the contract is being reviewed by the City Attorney. We will have six months of the monthly managed services free. This is a savings of $2,400.00.

CTV08-076 Motion by Wagner, second by Holck to execute the contract with Granicus, Inc. contingent upon the approval of the City Attorney. All Ayes.
Motion carried

UPDATE ON SCHOOL TO WORK PROGRAM
Kummer has not received any applications from Jane Wagner yet. Patterson and Kummer are looking for possible candidates.

Chairperson Patterson reported that they are working with a volunteer right now.

UPDATE ON PROMOTING PEG CHANNELS
There is nothing to report at this time.

PUBLIC ACCESS COORDINATOR'S REPORT
Kummer presented the Public Access Coordinator's Report for the period of November 24, 2008 through December 22, 2008. (See attached report.)

CTV08-077 Motion by Holck, second by Asplin to receive and place on file the Public Access Coordinator's Report. All Ayes.
Motion carried

BILLS
The bills were reviewed.
CTV08-078 Motion by Asplin, second by Wagner to authorize payment of the following bills as presented:

OfficeMax (56449586, 16448586, 31644586 & 44444586)	$ 270.49
Wepack Shipping (Invoices 68454 & 69334)	26.42
EO Johnson Company	79.99
Soundworks Systems, Inc.	75.25
Veolia Environmental Services	18.92
We Energies	31.45
The Tape Company (Invoices 698731 & 698851)	297.51
Charter Business	122.01
WAPC Fall Workshop (Fredericka Scott)	35.00
Vidcom, LLC (Invoices 1507 & 1509)	2,720.00
Total	**$3,677.04**

All Ayes.
Motion carried

FINANCIAL REPORT
CTV08-079 Motion by Asplin, second by Holck to receive and place on file the financial report for the period of January 1, 2008 through November 30, 2008. All Ayes.
Motion carried

AGENDA ITEMS TO BE PLACED ON THE JANUARY 26, 2009 AGENDA
- Update on contract with Granicus, Inc.
- Update on School to Work Program

Next meeting is scheduled for January 26, 2009 at 5:00 p.m.

Motion by Asplin, second by Holck to adjourn at 6:05 p.m. All Ayes.
Motion carried

Lori A. Panzer
Deputy City Clerk