

Newport News Cable Television Advisory Commission

Meeting Minutes for January 25, 2010

Commissioners in attendance:

Judith Amdal  
Gerald DeForge  
Charles Harper  
James Jarvis  
Michael Korb  
Reverend Willis

Others in attendance:

Pamela Bates, Office of the City Attorney  
Steve Goad, Cox Communications  
Cleder Jones, Office of the City Manager  
Paul Miller, Verizon  
Jerri Wilson, Office of the City Manager

- I. The Chair called the meeting to order at 5:00 PM. A quorum was present.
- II. It was moved and properly seconded to accept the Minutes of the September 28, 2009 meeting. The Minutes were approved unanimously.
- III. Comments:
  - a. Cox Communications announced that they will begin offering cell phone service in March 2010. They are also launching a variety of HD channels, increasing offerings on-demand, and adding package options such as the Jewish Channel and Bollywood subscription package. They will launch (2/10/10) an option to encourage subscribers to call to find the best package to fit their needs; this option is being advertised in bill inserts.
  - b. Verizon has extended fiber link from Minton Drive to 2400 Washington Avenue (City Hall) pick up live broadcasts. They are also putting links to Mary Passage Middle School.
- IV. No public audiences were requested.
- V. Member comments/old business:
  - a. What is the best way to publicize Commission meetings? There is a "hit counter" on the City website. Meetings can be advertised on the NNTV Electronic Bulletin Board. Is there a problem with a citizen having to sit and wait to see scrolling information? There is currently no link from the website to the meeting minutes. Should we pursue briefings in the Daily Press? Can we get a web page for the Commission that includes information about upcoming meetings and links to meeting minutes? It is our responsibility to encourage citizens to participate in

what goes on in City government. Good, bad, or indifferent we should encourage interaction. We are wrestling with the same issues as other cable commissions.

- b. Is Cox customer satisfaction report available to the Commission? Cox has a report run monthly by an independent third party. Cox welcomes City input but needs to know what is happening and when it occurred. With recent changes, the Cox quarterly report can be forwarded to the Commission, but the data is aggregated for the entire Hampton Roads area and the customer satisfaction score is not presented.
- c. Should citizens come to the Commission with issues that have not been resolved? Citizens should first try to resolve the issue with the provider. There is a telephone number on the cable bill that a customer can call if they need assistance. This is a FCC requirement although the Franchise can opt out. Messages cannot be included in invoices, but every new customer and existing customers receive notification annually that lists the franchiser and a contact number. The City has handled only three complaints in the past 16 months; one was determined to be an issue that did not involve the cable provider. Both cable providers have customer advocacy groups that the City works with to resolve issues that were not successfully addressed by customer service.
- d. The Commission welcomed new member, Reverend Willis.
- e. Should the Commission discuss the City Attorney's opinion on franchise standards at this meeting or the next? It was decided to discuss the issue in closed session at the March Commission meeting.

VI. There was no new business.

VII. The next meeting of the Commission is scheduled for March 22, 2010 at 5:00 PM. An updated list of the Commission members will be available at the March meeting.

VIII. The meeting was adjourned at 5:35 PM