Members Present: Linda Miller – Lenox
               Doug Slier - Lenox
               Steven Moritz – Lee
               Tom Hatch – Great Barrington
               Jim Brown – Great Barrington
               William Lehman - Stockbridge

Others Present: Melinda Kinney - Charter
                John Fogarty – Charter
                George Doin - Charter
                Leo Mahoney – CTSB
                Denise Curtin – Recording Secretary
                Dick Lindsay - Press
                Jim Biancolo – resident
                Dan Miller - resident

6:34pm Linda Miller called the meeting to order.
A moment of silence was had in remembrance of the 9/11 victims.

MINUTES: Linda Miller moved to dispense with the reading of the minutes of June 12, 2018. Motion was seconded by Tom Hatch and William Lehman.
Tom Hatch made a motion to accept the minutes as submitted. Motion was seconded and passed unanimously.
If anyone would like copies of the documents and emails sent to them electronically there is a sign up sheet at the table.

NEW MEMBERS: Linda introduced 2 new members to the committee:
Jim Brown from Great Barrington
Doug Slier from Lenox
After new members were introduced Linda requested that all committee members introduce themselves.

CTSB REPORT:
Leo Mahoney was present to give the report.

- PEG Franchise Fee was increased from .19 to .33 without any explanation as to why.
  - Melinda will address this when she gives the Spectrum report.
- CTSB Financial Audit
  - Audit is conducted yearly as opposed to every 5 years that most PEG stations opt for.
  - The report was positive and shows $1,364,919 in total net assets (equipment and property).
  - Audit is available on CTSB website.
- Bylaw Change
  - Students are always a free membership.
  - Change was approved that student members under the age of 16 are not considered voting members.
- THE BUZZ
  - Is a new show that is a student run promotional show hosted by Lee High sophomore Quinn Burnell that will promote upcoming school events and other happenings at area schools.
  - The first show was an interview with Monument student organizers for “Out of the Darkness” which is a national campaign for Suicide Prevention.
- Studio Night
  - Every Tuesday the studio has open time from 4:30 – 7:30 for people to stop by and tour the studio.
- Stats
  - 59 meetings covered, 26 were live, and 165 hours recorded.
  - One Stockbridge Selectmen’s meeting was not recorded due to scheduling.
  - All broadcasts that were recorded live had no technical issues.
- Volunteers
  - Are always needed at CTSB.

SPECTRUM FOLLOW-UP:
- Melinda Kinney and John Fogarty present to give report. George Doin was also present.

CTSB on guide-
- The change to list CTSB on the guide can happen. Change will happen within 90+ days.
  - CTSBPB – public access – channel 1301
  - CTSBED – educational access – channel 1302
  - CTSBGV – government access – channel 1303
- Leo asked for notification of timeframe.
- Leo and Melinda to talk off-line regarding guide content.
- Channels 1301, 1302, 1303 are part of basic package.
- It was again asked why can’t these be in the lower channels as the Berkshires have a demographic of older people and don’t use the TV as young people do. They won’t scroll all the way into the 1300’s.
- Steve Moritz indicated that the “favorites” button can be programmed on the remote so that these channels would be easy to access.
- Technicians could help with the remote programming.
- Melinda indicated that the channels are not going to be moved back to the lower channel numbers.
- Lenox resident Jim Biancolo asked if these 3 channels were used for public channels everywhere and Melinda said yes, they are the same across 41 states.
- Member asked if it is possible for whoever changed this to explain to use why it was changed? Melinda said she will ask.
- You can also set your cable box to turn on to any channel you choose when turned on.
Public Service Announcement—
  • Question was asked - where is it going to show? Melinda will provide that information to the committee.
  • Also asked – How long will this run and Melinda said it is scheduled for 3 months.

Double charge for Guide –
  • Linda inquired into why there are 2 charges for the Guide (1 in package, 1 as a separate guide charge).
    o She received a call back with unsatisfactory answers.
    o One charge is included in the package bundle and one as a separate listing for tv services.
    o Melinda agreed to discuss off-line and do a conference call with the supervisor of customer service to answer these issues.

On Demand service on App –
  • Request into the programming department to get more details.

SPECTRUM SEPTEMBER REPORT –
  • Peg Fee Increase:
    o Increase from .19 to .33 was not approved by this committee.
    o The $212k grant is over and above the 5% franchise fee and was paid upfront when the franchise went into effect.
    o The “pass through” fee of .19 is not going to cover the amount needed to recoup the $212k so an increase was implemented. This amount is dictated by subscribership.

  • Loss of WCVB and Massachusetts coverage:
    o As stated previously Berkshire County is in the Albany market.
    o Federal efforts are in the works and the bill is written, however, it did not make it to the floor before the recess.
    o Discussion was had relating to coverage of the Patriots football team.
    o Dick Lindsay told the attendees that the NFL dictates coverage. NY teams will get preference on NY markets.

Earnings Report:
  • Available online

Form 500:
  • All five town reports were sent to the committee.
    o Linda thinks they are incorrect.
    o Melinda stated that the data is collected very differently from Time Warner.
    o Linda states that she attended a DTC meeting and volunteered the committee to work with the DTC to develop a new 500 form that would be more relevant and beneficial for all.

Subscriber Questionnaire Scheduled for 2019:
  • Linda has started working on this.
  • Needs to be in the June mailing.
  • Melinda will provide a timeline to get it into the June mailing.
  • We need to discuss the on-line inclusion for automatic payment subscribers.
Customer Service:
• Difficulty getting through on the phone.
• Customers still getting different answers from different customer service reps.

Internet:
• Question was asked what the internet speed was for Charter.
  o Charter basic speed is 100 x 10
  o Time Warner Legacy standard speed is 20 x 2 and the ultimate speed is 60 x 5

CITIZEN SPEAK –
Jim Biancolo – Lenox resident said he was enjoying his current service.
• Some concerns he has that live shows sometimes are not available. He has a Roku and Spectrum TV app.
• He thinks maybe the servers are not able to make a connection.
• One week he could not control the closed captioned.
• He won’t call in to discuss these issues as it is sometimes a 30 – 40 minute wait.
• Melinda suggested setting up a conference call with a Roku expert in Denver to speak about these issues.
• He also said he is getting an error code “report this error code”.
• Jim would like the name of someone he can email instead of calling; Melinda gave him the name and number.

Dan Miller – resident
• Founding member of CTSB and an original member of the Cable Advisory Committee.
• He asked if the debates for Massachusetts government could somehow be funneled through CTSB through the government channel, either live or re-broadcast?
  o Linda will call Leo and ask.
• Installation from sub-contractors
  o He said he was at an installation that was done by a sub-contractor and said it was very shoddy work.
    Melinda asked for him to provide her with the name of the subscriber where this was installed.
• Does the Spectrum app and Cable box provide same offerings?
  o Answer was that is it not fully up and running yet.

Cell Phone offering:
• What company’s towers are being used – Verizon.

OLD BUSINESS –
• No old business.
NEW BUSINESS –

- Jim Brown asked who is responsible for the postings on the town websites? Inconsistency in how the documents are named.
  - This would be done by the people posting the documents in each individual town.
- Does the FCC require that cable boxes be available for purchase?
  - No, you cannot purchase cable boxes from 3rd party.
- New York State vs. Charter
  - An extension was granted of 60 days.
  - Charter believes that the claims are without merit and they are prepared to defend themselves.

NEXT MEETING:
December 11, 2018 at 6:30pm in Lee.

Motion made by Steve Moritz to adjourn. Motion seconded by Tom Hatch. Motion carried unanimously. Meeting adjourned 8:36pm.

Respectfully submitted,
Denise Curtin
Recording Secretary