

# CATV Special Committee Meeting Minutes

Date: May 9, 2017  
Time: 6:00PM – 6:35PM  
Location: Howard Office Building  
Sonny West Conference Center  
700 Second Avenue South  
Nashville, TN 37210

**Board Members Present:** Jackie Shrago (Chair), Colleen Curtis (Vice Chair), Robbie Melton, Tim Garrett, Ross Pepper, Anthony Barton

**Others Present:** Keith Durbin (Metro ITS CIO), Chris Singleton (Metro ITS), Theresa Costonis (Metro Legal), Kim Sasser-Hayden (Comcast), Trish Crist (NECAT CEO)

**Board Members Absent:** Tyron Draper

## **Welcome:**

Chair Jackie Shrago called the meeting to order.

## **Review and approval of minutes:**

Mr. Tim Garrett made a motion to approve the minutes from the 08/03/2016 meeting as corrected. Ms. Robbie Melton seconded the motion. The motion to approve the minutes passed unanimously.

Ms. Shrago noted the Tyron Draper was moving out of county and would be replaced soon.

**Election of Officers:** Ms. Shrago opened the floor for the annual election of committee Chairman and Vice Chairman. Mr. Garrett motioned that the current officers be reelected for another term. Ms. Melton seconded the motion that Ms. Jackie Shrago remain as Chairman and Ms. Colleen Curtis remain as Vice Chairman. Motion passed unanimously.

## **Open Business:**

Comcast Presentation: Mrs. Sasser-Hayden presented Comcast's Annual Presentation included a brief overview of Comcast in Nashville including employment, network investment for improved internet services, product innovations, focusing on improving the customer service by making customer contact through apps and online and simplified billing, community investment projects, increased Digital Inclusion by opening 4 community computer labs and Wi-Fi expansion within Metro as well as the annual reports of service calls, outages and complaints.

Dr. Melton asked for clarification pertaining to an increase video scribes but the franchise fee went down. Mrs. Sasser-Hayden speculated that it was due to consumers purchasing smaller, less expensive packages along with less home shopping revenue. Dr. Melton asked about the 5 new call centers and wanted to know how many call centers were outside the US. Mrs. Sasser-Hayden stated that she doesn't have the exact number and could get it for her but stated that

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Comcast customers should only be routed to overseas call centers during after hour issues. Dr. Melton requested clarification on written complaints specifically on where written complaints that don't come in through Metro but get sent to Comcast corporate. She wanted to know how they were handled and are there any statics. Mrs. Sasser-Hayden explained that those complaints would most likely be sent to a call center for resolution and that generally they were more likely to get a phone call complaint rather than a written letter. She stated that the FCC and Better Business Bureau would probably get most complaint letters. Recommendation that if the complaints are coming from Nashville to the corporate office then they should be handled or tracked by Nashville. Mrs. Sasser-Hayden said that she would ask if they have records of that.

Franchise Funds: Mr. Chris Singleton, IS Division Manager for Metro Nashville Network (MNN) & PEG Studio, presented a recap of the 2016 proposal that took the balance of the fund, \$270,881, and allocate it to a reserve fund for a new, future PEG Studio build project.

Mr. Singleton proceeded to the 2017 Proposal Summary where he explained that both Metro Nashville Network and the PEG Studio are currently up to date with all equipment needs and repairs. He explained that Comcast had already made their \$200,000 support payment and that the total subscriber from both AT&T and United Communication had been summited. With the total subscribers for each of those entities, their pro-rated portion had been calculated and the companies had been notified that they owed, \$31,114 and \$342 respectively. Mr. Singleton noted that Google Fiber had been notified and they were expected to submit their subscriber information within the week. Once Metro received that information, Mr. Singleton assured the committee members that he would notify them with the final total due to be received this year. He also reminded the committee that the PEG Studio's lease with Nashville State Community College is set to expire in January 2020 and requested that the committee allocated this year's fund to the fund to outfit a new building.

Mr. Garrett asked counsel, Ms. Theresa Costonis if there was a time limitation to carry over these funds. Ms. Costonis explained the only limitations are on what we can use the funds on. The funds must be used on a capital expense and not an operational expense.

Ms. Shrago asked for clarification that the expectation was not necessarily for the construction of a new building but outfit the new Studio. Mr. Singleton agreed that was staff's intent. Mr. Durbin, CIO and Director of Information Technology Services, clarified the intent was to build the studio in conjunction with another facility such as a library. The administration is very much on board with this direction. Metro is not interest in having a stand- alone facility off on its own.

Mr. Garrett made a motion that the entire \$231,000 fund balance be set aside for the future for a potential new building/studio for Metro and PEG. Ms. Curtis seconded the motion. The vote was unanimous.

### **New Business:**

New Agenda/Minutes Policy: Mr. Durbin, by a recently Metro Council resolution, requested that the board adopt a drafted policy that covered the posting of agendas and minutes to Nashville.gov. Specifically, due to the nature of the CATV Special Committee's meeting, the

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policy states that an unapproved draft of the minutes will be posted until the next time the committee meets and they can be approved.

Mr. Garrett made a motion that the policy be adopted consistent with Council's instructions. Dr. Melton seconded the motion. The vote was unanimous.

### **Other:**

Dr. Melton asked a question about Google Fiber and AT&T and what the status was. Mr. Durbin, stated that the board is only deals with the video component of that and so at this point Google Fiber is available in limited locations within Metro. Google Fiber holds a state franchise, as opposed to Comcast having a local franchise, and therefore are not required to attend this meeting to report to the board.

### **Close and Adjournment:**

Ms. Shrago asked if there was any other business before the committee and seeing none, she adjourned the meeting at 6:35PM

*Submitted by: Chris Singleton  
May 10, 2017*