

Committee Attendance: Paul Goldberg, Jose Zegarra Holder, Theola Poole, Mike Reiter, Suzanne Weiss, Noreene Wells, Richard Wells. *Absent:* Rob Andreoli, Kelly Cameron, Cathy Drzyzgula, Michael Gelman, Bing Kung, Mona Hall McKenzie, Ashley Simmons, *Cable Office Staff:* Mitsuko Herrera

Call to Order

- Richard Wells called the meeting to order at 7:10 pm

Approval of Agenda/Minutes of September meeting

- The approval of the September minutes and the October meeting agenda was not possible without a quorum present.

New Business

MoCo Draft Social Media Policy Mitsi handed out the draft policy being formulated for Montgomery County on social media and explained that the draft is not public at this time. Discussion included whether posting would always need to identify the individual if the authority to post on behalf of the department was specified in that department's policy, that posts should not endorse, or oppose, candidates for office, what information was considered to be confidential, and whether there would be a formal policy identifying which friends or followers would be acceptable on sites.

Unfinished Business

Council Outreach and Participation Richard contacted the Council members through the email approved by CCAC and spoke at the GO (County Council Government Operations Committee) committee meeting on our behalf. The Council has asked for ways to improve the three major areas highlighted at last month's meeting by Dr. Toregas, who spoke on increasing the participation of the CCAC with the GO and with constituent cable services issues. The major sources of inquiry are:

1. Calls do not get assistance, possible from an increase in staff reductions that affects customer service
2. Digging and resulting repairs of property
3. Restoration of service

Discussion included possible suggestions for improved cable billing to potentially mimic the new credit card disclosures that would identify expiring promotions and current costs for those services, or working towards a press release to get providers to pay attention to billing concerns, and the suggestion to implement an online form to submit questions and issues, that would register as an open item in the system until resolved, and would provide an additional means for customers to work towards resolving concerns, if they do have internet access.

New Member Recruitment: CCAC has apparently received a few applicants for the five vacancies that will be occurring in November. The CE office has re-advertised the openings, and CCAC has requested to set up an interview now with the current applicants. Mitsi had notified the City of Takoma Park that Noreene would not be eligible for re-appointment, but will now correct that information. The current interview committee will consist of Kelly, Jose, Richard and Suzanne, all CCAC members not currently up for re-appointment are encouraged to participate.

Cable Office Report

- Mitsi reports that the on screen and online guide issues for MCPS should be resolved within the week. Codes have been identified to now permit the channel designation to be correct in the guides and to allow program guides as well. Verizon will also offer an improvement.
- With the proposal again surfacing to reduce or eliminate the County's Boards, Committees and Commissions (BCCs), CCAC inquired on the status of the Discussion of the Cable Compliance Commission, or CCC. Mitsi explained that it may be possible to merge this body into the Board of Appeals since the skills and qualifications, as well as the role, are similar. CCC provides a resolution to issues not resolved through the providers and the Cable Office, and is rarely utilized as a body since many issues tend to be resolved right before they are heard by the CCC, so it still does represent an important role.
- Mitsi identified a proposed change her office is working towards in the timing for the submission of a preliminary cable plan, since the previous dates did not line up with the actual budget process.
- Mitsi also identified some questions from Cathy on possible changes in the division for PEG funds in MoCo for equipment, fibernet. Previous calculations may have favored municipalities rather than the size of the service area for the PEG.
- Mitsi also highlighted that they are looking into wi-fi needs in the County as the Comcast franchise renewal approaches, and in light of increased use of tablets.

REMINDER: Next CCAC meeting is Wednesday, November 16 at 7pm and the December meeting/holiday event is scheduled for 12/14.

Public Comments

none

Adjourn Meeting adjourned at 8:55 pm

Submitted by: Suzanne Weiss, CCAC Secretary