

Shelburne Technology and Cable Committee
Buckland Cable Advisory Committee

Minutes of Joint Meeting 2/19/20

Present for Shelburne: Michael Duffy, Larry Flaccus

Present for Buckland: James Sullivan, Donald Wheeler, Rob Riggan

1 – Meeting called to order by James Sullivan, co-chairman, at 6:36 p.m.

2 – Minutes for joint meeting, December 11, 2019 unanimously approved

3 – Results of surveys in both towns to gauge people's satisfaction with Comcast service with emphasis on television, but including Internet and telephone,

Shelburne's town clerk mailed the survey with another town mailing.

Of the 358 surveys returned to date:

191 subscribers were satisfied or very satisfied,
40 subscribers were not satisfied
127 responders did not subscribe to television

Co-chairman Duffy said he expected at least another 100 responses to the survey

Buckland's town clerk was not agreeable to mailing the survey.

Of the surveys left at the town libraries, town hall, and senior center there were 20 responses.

12 subscribers were satisfied
6 subscribers were not satisfied
2 responders did not subscribe to television

According to Duffy, both satisfied and not satisfied subscribers answering the Shelburne survey complained about the cost of Comcast service. There was "wide dissatisfaction" according to Duffy. Duffy said the people want to look at options for Comcast service for themselves, not hear the options on the phone, but when told to refer to a Comcast site showing options, Duffy said the page was unavailable.

Duffy also reported that a "fair number of people" at the outlying areas of Comcast service complained that the "service was very slow."

4 – It was pointed out that the Shelburne survey showed that many viewers had no idea what the schedule was for Falls Cable, the local access channel, Channel 17, shows. At one time the local newspaper, The Recorder, printed the listings at no cost, but stopped. Rob Riggan was asked to contact the Recorder about putting up a page weekly with a listing of Falls Cable shows and times. It was pointed out that Athol and Orange already

have such listings printed weekly. If there was a cost involved, Riggan was to find out what that might be for Falls Cable.

5 – Comments from the surveys regarding Falls Cable indicated the following:

- a) Big lack of awareness of programming
- b) Some people don't have cable
- c) Some people don't watch much TV
- d) Some people didn't even know Falls Cable existed

6 – The Massachusetts Municipal meeting that Falls Cable manager Otis Wheeler attended and reported on was briefly discussed. It was felt that Otis' explanation would be appreciated at a future meeting.

7 – The next steps for the franchise renewal process was discussed:

- a) review tabulation of surveys
- b) set a date for a public hearing
- c) Mike Duffy said he would obtain a copy of the contract the town of Conway recently finalized with Comcast

8 – Items not anticipated: There were none. The next meeting of the joint committees was set for March 26 at 6:30 p.m. at Memorial Hall in Shelburne.

9 – A motion to adjourn was made and approved unanimously at 7:29 p.m.

Respectfully submitted:

Rob Riggan, Secretary

Buckland Cable Advisory Committee