

*Committee Attendance:* Rob Andreoli, Cathy Drzyzgula, Michael Gelman, Paul Goldberg, Bing Kung, Jose Zegarra Holder, Theola Poole, Mike Reiter, Ashley Simmons, Suzanne Weiss, Richard Wells. *Absent:* Kelly Cameron, Mona Hall McKenzie, Noreene Wells *Cable Office Staff:* Keith Watkins *Other Guests:* Leslie Hamm, Patrick Lacefield, Costis Toregas

### **Call to Order**

- Richard Wells called the meeting to order at 7:05 pm, while quorum was achieved, and introduced the guests. There was a discussion of service issues.

### **Approval of Agenda/Minutes of June meeting**

- A motion to approve the June minutes was made by Paul and approved without dissent.
- A motion to approve the agenda was made by Suzanne and passed unanimously.

### **New Business**

**311** *Patrick Lacefield*, Director, Office of Public Information, *Leslie Hamm*, MC311 Call Center Director

- 311 is a means to centralize information for MoCo residents. It has been in operation for about 16 months and has received approximately 600,000 calls. It is in operation M-F 7am-5pm There is also a companion web info center. Many former phone lines from departments are now consolidated here, along with new resources. Savings, possibly \$10 million, are realized through positions that could be eliminated, reduction in software licenses, and redundancies. There is work underway with the transportation department to automate bus locations– a primary subject of many calls to 311.
- Leslie indicated that 311 can be considered the “front office.” Hours are extended during emergency situations, such as the major snow storms, and may be increased as usage increases. The goal is to speak to a live person within 20 seconds, and they do achieve that approximately 80% of the time. 311 receives 9-11 thousand calls weekly, mostly for general information, with a large number of inquiries on the next bus and alternative week trash and recycling pickups. 311 offers the ability to report trouble such as street lights out, non-emergency situations, and can be routed to emergency responders. Most telephone carriers are sending calls to 311, but there is also a 10 digit number for calls placed from outside the County or where there may be a service issue. They are resolving the issue Paul brought forward on a carrier.
- Handouts included a search for the topic of cable, and the directions for assistance given to 311 staff to help direct or resolve.

### **Council Outreach and Participation** *Dr. Costis Toregas*, Council IT Adviser

- Dr. Toregas spoke on increasing the participation of the CCAC with the GO (County Council Government Operations Committee), and with constituent cable services issues. He highlighted the major sources of inquiry:
  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

- He contacted CCAC Chair Richard Wells about a more hand on approach, and there will be a seat at the GO meeting for CCAC to provide more information.
- The committee reinforced our willingness to work with the Council, and our appreciation of this opportunity.
- This would supplement current discussions with Mitsi and Keith, as well as adding to the representation for MoCo residents.
- Discussion also followed on a draft email Richard would circulate to send on behalf of CCAC, and Cathy inquired about other ways we could work effectively.

#### **Unfinished Business**

- Ownership of Issues: CCAC member names were added to the list Richard had sent out of possible topics that CCAC members would research and report on, along with discussion of same.
- New Member Recruitment: Ben Wu has resigned, and Mona and Michael will not be seeking reappointment. Keith will follow up with the CE office for vacancy notice. Suzanne mentioned that the previous interview committee had requested a single interview if possible to meet and inform candidates rather than individual time slots.

#### **Cable Office Report**

- Keith had sent out the Complaint reports prior to the meeting; they appear to hold steady.
- Keith will follow up with Comcast on the "Internet Essentials" low cost internet Comcast will be offering to specific low income families, for which we had been promised updates through the summer, as well as the onscreen and online guides that do not include channel designations for some of the PEGs.
- CCAC again requested the link Mitsi had mentioned at two previous meetings to the social media policy being developed for the County.
- CCAC web page is difficult to access, Keith will try to follow up.
- CCAC members reported that the Cable Office is now using Twitter and an online newsletter; Keith will look into this, CCAC would like to be knowledgeable.

#### **Public Comments**

none

**Adjourn** Meeting adjourned at 9:35 pm

Submitted by: Suzanne Weiss, CCAC Secretary