

8/23/12 TCC Minutes

Roll call

Mr. Moulton - present
Mr. Gregory - absent
Ms. Davis - present
Mr. Johnson - present
Mr. Minor – absent
Mr. Surette - present
Mr. Zaffram – present

Cathy Vollbrecht and Jason Hill represented the County. Marie Schuler from Comcast and Suzanne Rodgers from Cox were present.

Mr. Moulton said he has provided guidance to Mr. Hill on website and complaint database changes and improvements the TCC is seeking to support the TCC-approved Complaint-Inquiry (CI) process. Mr. Moulton has asked for action to provide the IT Department the specific documents and instructions to support the CI process on the website and in the website database. Mr. Hill said he would go back to the webmaster to ask for this.

Mr. Moulton reminded members that the TCC had unanimously adopted the CI process for implementation at a prior TCC meeting to streamline, resolve and close-out the steady complaints and inquiries for broadband and cable service in un-serviced areas.

No presentations by the public.

Ms. Davis said she had a concern about the minutes. She said that when they get sent out en masse, and members are asked for changes, they need to ensure that this process does not violate FOIA.

Mr. Moulton asked if there was any discussion at this point.

Mr. Johnson asked Ms. Davis what her point was in raising the issue.

Ms. Davis replied that she wants to know whether this violates FOIA. She thought it did.

Mr. Moulton said he would email the county attorney and tell him that that a TCC member brought up a concern about changing the minutes before the meeting and wants to know if this a violation of FOIA.

He stated that in his opinion, the process is helping staff get the minutes right. He said that staff brings a draft to members, and in an open meeting with the public, members debate the minutes.

Ms. Davis stated that her concern is that members are conducting business without the public's input.

Mr. Moulton offered to take action bringing Ms. Davis concerns to the County Attorney for an opinion.

Mr. Moulton asked if there was discussion on the minutes. He proposed that members adopt the minutes as they've been proposed.

Ms. Davis seconded the motion.

Mr. Moulton asked if there were discussion.

Mr. Surette said that he didn't think he would be attending the meeting. He sent a note to Shannon, to clarify what he said about the minutes.

Ms. Davis said that when Shannon emailed back and said she would change the minutes, it had nothing to do with the content. She said that this process made her uncomfortable.

Mr. Moulton asked if Ms. Davis thinks the minutes should be sent to TCC members in advance, and that if members have any changes, they make it at the meeting.

Ms. Davis made a motion to amend the minutes that include the verbiage that Mr. Surette sent to Shannon.

Mr. Surette seconded the motion.

The motion passed unanimously, 6-0.

Agenda additions or adjustments

There were no agenda additions or adjustments.

Old business

Ms. Davis asked Ms. Schuler about an email she sent on August 9 regarding Tommy Thompson, in the Aquia District who is looking for DSL, broadband. She said that he was desperate and looking for any realistic alternative to Verizon landline. His address is 6 Gloucester Way, Stafford Greens - cross street is gloust way and glouceser.

Ms. Schuler said she would check on it and get back to her.

Mr. Moulton asked if Mr. Thompson had entered his complaint via the County TCC webpage, and reminded everyone that is the procedure we want to follow to ensure we are capturing all complaints and inquiries correctly, and that they are being entered into our CI process for adjudication.

Ms. Davis stated that she was receiving emails from Joanie DeShazo and Paul Milde. Ms. DeShazo was inquiring if there was an update.

Old Business

Mr. Moulton said that he met with Shannon Howell, deputy county attorney and Paul Carano from IT. He said it was a productive meeting during which he discussed the TCC's desire to get "CI" process implemented, and supported on the website and in the website database with searchable reports. He said that the group addressed Ms. Howell's concern for data redundancy, and that she stated she had many things she's required to do while trying to accommodate what TCC needs as a commission.

He said that Mr. Carano stated that he was trying to determine how to update a single database for the county.

Mr. Moulton acknowledged that a single database around the County Citizen Tracker made sense, and that we were simply looking for IT to expand that database design and implementation to support the TCC CI Process data items.

Ms. Vollbrecht stated that Mr. Carano and Ms. Howell have been communicating.

Mr. Moulton stated that Ms. Howell had complaints about the amount of manual data entry she had to do, and that the IT website, database and IT tools should be able to streamline that for her so she could meet her mandated requirements for responding and citizens and closing out complaints.

Mr. Moulton stated that he met with Mr. David Noel, director of IT and stated that the meeting was helpful. He stated what the TCC was looking for. He said that they also discussed how we get help to residents, and how we provide access to providers with contact information. He said that the TCC worked out an agreement with County Attorney and the chairman of the board Susan Stimpson that the TCC would handle those requests from vendors as FOIA requests.

He stated that the TCC would provide all the information that residents provide. He stated that this was the working group agreement. He described the process as follows: if Verizon wireless has a home fusion solution and they wanted a list of residents who want broadband, they would submit a FOIA request to county staff. He said that Ms. Howell could honor that request by doing a sort.

Ms. Davis stated that there needed to be an opt out for citizens.

Mr. Moulton stated that this was addressed. He said that the county attorney's staff said the County could provide all the data we had on residents, including their contact information, but that going forward Mr. Carano would include a box for citizens to check that they are ok with their information being released.

Mr. Moulton stated that the TCC has the support of BOS Chairman Stimpson on the voluntary FOIA release decision for resident complaint contact information, but that it would take some time for the IT and County Administrator staff to finalize the process to implement it.

Mr. Johnson stated that he didn't see any downfall.

Mr. Moulton asked if the TCC supported the proposed policy of releasing this data under FOIA? He asked for the TCC to vote to adopt it.

Ms. Davis asked for a modification regarding the release as discussed.

Mr. Moulton stated for the TCC to endorse the policy under FOIA, that the TCC would release the resident complaint inquiry data in response to the FOIA request from the vendor and take all necessary measures to protect the privacy of that data from the release to vendors other than the FOIA requester.

Ms. Davis asked if the vendors would have to give an agreement that they would not have give out the information to others.

Mr. Moulton asked if there was a second.

Ms. Davis seconded the motion.

Mr. Moulton asked if Ms. Davis was suggesting that he revise his motion.

Mr. Surrette stated that if the vendor doesn't have the capability to do that work, that he can't pass it off to a vendor.

Mr. Moulton stated that the county attorney was very clear that FOIA has provided the TCC a framework to release this data and that the TCC may not be able to restrict it. He stated that if someone FOIAs an email from a supervisor, they print it in the newspaper.

Ms. Davis stated that the motion to let vendors know that this would be available under FOIA.

Mr. Zaffram asked what the vendors would need.

Mr. Moulton stated the vendors would need all the information that they (the citizens) provided to TCC, and that his motion was for the TCC to adopt the policy of voluntary FOIA release of all the complaint data we had.

Ms. Davis stated that lists get sold. She said that by doing something that's the right thing to do, the TCC is opening up the citizens to a flood of spam.

Mr. Moulton's motion, properly seconded, was: "The TCC supports the FOIA release of all existing resident complaint contact information to entities properly requesting it under FOIA, excepting those that opt-out in the future via the website (when updated by IT), taking all reasonable and legal steps to avoid its release to others. Mr. Moulton will take the action to get an opinion from the County Attorney as to whether we may put restrictions on what entities are allowed to receive it."

After further discussion, the motion passed 5-0 unanimously.

Ms. Davis inquired about quarterly customer service reports from providers. She requested that staff and providers get these.

Ms. Vollbrecht stated that staff would work on getting the reports.

Ms. Davis asked about the towers (Milestone) company?

Mr. Moulton stated that the TCC needed to go to Milestone and ask if they have a proposed contract that they want the TCC to consider.

Ms. Davis stated that the Planning Commission needed to reach out to Milestone. This was an issue brought up during the revised telecommunications plan for the county.

Mr. Moulton stated that if they came through with a contract, that that would give the TCC something substantial to put on the Planning Commission's agenda. The TCC could ask the county attorney to review.

Mr. Moulton asked that Ms. Howell send Mr. Moulton milestone contact info.

Mr. Surrette asked about their service.

Ms. Davis asked Ms. Vollbrecht to provide Milestone's maps at the next meeting. She stated that they were first tower group that came to the TCC had a logical plan.

Mr. Moulton stated that the County would get revenue from them and that this was a win win for citizens because they would get better coverage and the County would receive revenue.

He stated that the TCC could ask Milestone to send the TCC a proposal that members could send to the county attorney and the county administrator.

Ms. Davis asked that instead of a request for proposal, could the wording be changed.

Mr. Zaffram asked if it could be called a request for information?

There was no other old business.

Mr. Zaffram wants to see Milestone's coverage maps.

Mr. Moulton took for action to contact Milestone Communications to ask for "next steps" to engage them, whether it be an Agreement in Principle or a standard draft agreement or contract.

Ms. Vollbrecht said she would send a link to him that had the telecommunications plan.

Mr. Moulton asked Ms. Schuler if there were any updates from the Hartwood District.

Ms. Schuler did not have any updates but said she was working on four inquiries.

Mr. Moulton encouraged her to follow-up on the various pressing complaints and inquiries in Hartwood as there was citizen frustration in getting answers, and he thanked her for her prompt attention to those complaints.

Mr. Zaffram asked if Ms. Vollbrecht could bring copies of the Milestone information.

Ms. Davis said that their presentation was very well done.

There was no new business.

Mr. Johnson motioned that the meeting be adjourned.

Mr. Zaffram seconded.

The meeting was adjourned at 7:40 p.m.