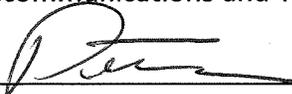


Memorandum
Manager's Office

TO: Telecommunications and Technology Advisory Commission

FROM: 
Peter J. Vadopalas, Assistant to the Village Manager

DATE: March 21, 2016

SUBJECT: **February 23, 2016 Telecommunications and Technology Advisory Commission Meeting Minutes**

Commission Meeting Called to Order:

Chairman Doug Gordon called the meeting to order at 7:00 p.m. Conference Room D in Skokie Village Hall.

Present: Randall Cling, Sam Corcione, Douglas Gordon, Ken Grossman, Frances Roehm, staff liaison Peter Vadopalas

Absent: Howard Kleinstein, Evan Jones Thorne

I. Welcome

Chair Gordon welcomed all Commissioners at 7:00 p.m.

II. Approval of Minutes

The minutes of the January 26th meeting were approved as written.

III. Chair Update; Programming

Chairman Gordon introduced Frank Deuel, External Affairs Manager, Comcast. Mr. Deuel thanked the Commission for inviting to speak about updates at Comcast.

Mr. Deuel provided an overview of Comcast's 'Internet Essentials' income-qualified discounted internet service, and Comcast's active promotion of the program in Skokie. Mr. Deuel noted that the program was recently revised to allow community college students to potentially qualify for the program.

In addition, by the end of 2016 Comcast will offer a 1-gig internet service over their current network and a 2-gig service over an all fiber network. Comcast has made significant investments in their regional Wi-Fi service over the past three years.

Mr. Deuel discussed Comcast's renewed focus on customer service, referencing an ongoing Comcast analysis of its service departments, and significant allocation of

resources to improve service levels, including the hiring and training of 500,000 employees last years for enhancing service to their customers.

Mr. Deuel discussed Comcast's focus on online and mobile friendly services, including their "MyAccount" app to manage customer accounts online, their "Tech ETA" app to see tech locations in real time, and their "Co-Pilot" service to allow Comcast techs to virtually access TV or computer screens to help diagnose technical issues. The Comcast X1 platform permits cloud based remote upgrades and allows other OTT services with the X1 box.

Mr. Deuel discussed the ongoing demand for bandwidth and Comcast's need to upgrade their system every 18 months for enhanced capacity to meet customer demand.

Discussion ensued among the Commissioners and Mr. Deuel regarding HD channels, locations of customer service call centers, and requests for senior discounts.

2016 Programming

Chair Gordon noted that the Commission will form subcommittees to look into two programming ideas for the near future; host a Village science fair and alternative energy informational program. After discussion of interest among the Commissioners present, the subcommittees for these programs were established as:

Science Fair/Kids' Fair hosted by the Village:

Sam Corcione
Frances Roehm
Evan Jones Thorne

Solar/Alternative Energy Education:

Howard Kleinstein
Frances Roehm
Randall Cling
Ken Grossman

IV. Staff Update

Peter Vadopalas reported that the Citizens Utility Board is scheduled to offer two free utility bill clinics in March; at Oakton Community College on the 18th and at Village Hall on the 23rd. In addition, Vadopalas noted that Skokie Public Library is inviting AARP back for an April TEK training day – the topic will be "Intro to Android Smartphones" and will be held on April 22. Peter Vadopalas noted that a representative from Skokie

Public Library will attend the March meeting to provide an overview of the Library's current tech projects, and that the Village's rep at AT&T will attend the April meeting.

V. New Business

Sam Corcione presented information about a new universal credit card product called "PLASTC" and asked that the information be distributed to the Commissioners for information.

VI. Adjourn

Chair Gordon adjourned the meeting at 9:00 p.m.

NEXT MEETING: The next Telecommunications and Technology Advisory Commission meeting is scheduled for March 29, 2016 at 7:00 p.m. at Skokie Village Hall.