



WARRINGTON TOWNSHIP COMMUNICATIONS ADVISORY BOARD MINUTES FOR JUNE 27, 2016

The regular meeting of the Warrington Township Communications Advisory Board was held on June 27, 2015, 7:30 p.m., at the Township Building located at 852 Easton Road, Warrington, PA 18976. The members in attendance were: Steven Filipe, Chairman; Mike Starner; James Calore; Curt Wise; Tom Whelans; Ashley Woodill and Carol Baker, representing the Board of Supervisors. Staff present was Christian R. Jones, Director of Water and Sewer/Assistant to the Manager.

CALL TO ORDER

PLEDGE OF ALLEGIANCE

APPROVAL OF MINUTES

1. April 4, 2016

- i. The Minutes for the meeting on April 4, 2016 were presented for a vote of approval.
- i. Mr. Filipe made a motion to approve the Minutes. Mr. Whelans seconded the motion. The motion passed unanimously.

OLD BUSINESS

2. Social Media Statistics

- i. Mr. Jones presented notable posts between April 5 and June 26, 2016 to the committee.
 - i. The CAB asked if the videos of the meetings have been posted to Facebook or twitter. Mr. Jones explained that Ms. Jackie Wilson does all of the social media for the township. He will ask her to start posting these videos, as well as the agendas, to these social media sites. When Ms. Wilson is not available, Mr. Jones will post them himself.
 - ii. Ms. Baker asked if any of the other committees post their agendas or videos on social media. Mr. Jones will follow up with Ms. Wilson regarding this issue.

3. Granicus Visitor Statistics

- i. Mr. Jones presented the Granicus visitor statistic.
 - i. Mr. Jones stated that there was limited viewing with the exception of certain dates. The statistics show that the majority of views, approximately 404, were between May 22 and May 28, 2016. The spike in views appears to

correlate with the Board of Supervisors (BOS) meeting held on May 24, 2016. Mr. Jones speculates that viewers will watch the previous meeting a day or two before the meeting, and then there are more views directly following the meeting.

- ii. A high number of media views occurred on June 14, 2016. There were 55 live views on that date. The CAB suggested that this may have to do with discussions regarding Park Road.

4. Response Line Update

- i. Mr. Jones stated that the Response Line Portal was released in late May or early June for public use.
 - i. This new system allows for the tracking of public requests. The resident or user is now able to create a new profile, upload PDF's, image files and documents.
 - ii. This new updated system allows the appropriate township personnel to respond and track current as well as past requests. It is now all done in one system.
 - iii. Each family will be able to be tracked by address, which will eliminate the need to track several phone numbers for residents residing in the same household.
 - iv. Ms. Woodill asked if this new system helps track and determine if there is a specific "hot" issue among residents. Mr. Jones explained that this new system allows one to generate a spread sheet. These issues can then be categorized using Sharepoint.
 - v. Ms. Baker inquired as to whether the system is being used by residents, or if people are still calling the township. Mr. Jones explained that the majority of residents are using the response line, but there are still residents who call in. The majority of residents calling are those who don't have access to a computer, or would like to speak to someone directly. Once the call is complete, the staff personnel logs this call into the hotline for tracking purposes.
 - vi. Mr. Jones explained that he has his own personal tracking system regarding issues relating to the water contamination issue. He will try to utilize the response line more often. This will help him look for trends.

5. Website Update

- i. Mr. Jones stated that the new website is online and working well.
 - i. Ms. Woodill inquired as to whether the BOS and department head bio pages have been created for addition to the website. Mr. Jones explained that these bio pages will be created in the near future for each member of the BOS as well as each department head. Each bio will include past experiences and credentials.
 1. Mr. Luber is to contact the BOS regarding the creation for these bios.
 - ii. The CAB asked which staff member is responsible for updating the website. Mr. Jones explained that Ms. Wilson is currently the webmaster and that he is able to update the site if needed.

6. Content for the TV Station

- i. Mr. Jones explained that Ms. Wilson had some trouble uploading videos to the TV station. After speaking to the technical support staff at Telview, it was determined that there was an upgrade to Granicus software that needs to be installed. The system also needs a conversion through Telestream. Ms. Wilson will schedule a download of the software with Telestream as well as the township IT personnel within the next week. Once this is complete, all of the videos will be able to be uploaded at the same time.
- ii. Mr. Jones has asked a staff member to assist him with gathering more information to use on the TV channel. They will make contact with PSATS, EAC, PADEP and Comcast, as well as other organizations to develop content.

7. ROW Utility Audit

- i. Mr. Jones is continuing conversations with the Cohen Law Group regarding the collection of fees from utility companies that have equipment within Township Right of Ways.
- ii. The Cohen Law Group updated Mr. Jones about the ongoing case in the City of Lancaster regarding the development of regulations and fees assessed to utilities in their ROW. An agreement has not yet been reached regarding this issue; however, it appears the City has a legal right to assess reasonable fees, but this is still in litigation.
 - i. The CAB asked Mr. Jones if the Township ordinances currently in place address this issue. Mr. Jones explained that the ordinances in place do not include fees, process or structure. A new program would need to be established to address these issues.

8. Cable Franchise Fee Audit

- i. The Cohen Law Group gave the Township the Cable Franchise Fee Audit results from both Comcast and Verizon.
 - i. These documents were based on the Comcast collecting fee monies that were owed to the Township as part of the audit. This information was given to Mr. Luber to review and share with the BOS. The documents cannot be shared with the CAB because of a nondisclosure agreement.
 1. These documents are not part of the portal because they can only be shared with the Township Manager and BOS. Ms. Baker has not yet received this information. Mr. Jones will follow up with Mr. Luber and ask him to forward this information onto the members of the BOS.

9. Comprehensive Plan Survey Discussion

- i. The Comprehensive Plan was discussed at the April 7, 2016 Planning Commission meeting.
 - i. Many residents responded to the township survey. Ms. Baker said that the majority of public concerns were related to traffic and development. The plan is scheduled to be completed in October or November of this year. The public will have the opportunity to comment on the plan before the final document is complete. The Planning Commission is currently working with some other Township advisory boards to update the plan.

NEW BUSINESS (ACTION/DISCUSSION ITEMS)

10. Wireless Microphones

- i. Mr. Jones explained that the Township received a quote from RTS for two LAV microphones including a wireless system for \$2,783. The Townships IT person, Mr. Nate Vargas said that this was a reasonable quote; however, he had one concern. Setting up two additional microphones would make the daily setup of the system more complicated for staff personnel. Mr. Jones feels that this could be rectified with more training. The CAB inquired as to whether Mr. Vargas could speak with someone from RTS to validate this concern as a first step. Mr. Jones will follow up with Mr. Vargas.

11. Bucks County Consortium: Cohen Law Group Franchise Fee Negotiations

- i. Mr. Jones explained that he is working with the Cohen Law Group regarding Cable Franchise Fee Negotiations. Cohen Law Group is also working with other municipalities to make a uniform contract.
- ii. The CAB recommended that they perform a compliance review prior to signing a new contract. Mr. Jones explained that the results of this review are only available to the Township Manager and the BOS.
- iii. Ms. Baker asked if the Township joined the consortium, would a compliance review be necessary. It was also asked if the audit is necessary. The CAB explained that the audit will give more clarity regarding the charges.
- iv. Mr. Jones stated that even if the Township enters into consortium negotiations, we can still tailor the Warrington Township agreement. Mr. Jones will follow up with Mr. Luber regarding the status of this agreement.

BOARD COMMENTS

Ms. Baker said that Ms. Yannich asked her to inquire about the status of the TV monitor located in the lobby of the Township building. Mr. Jones said that it is currently broken. Ms. Baker asked if it could be fixed so that announcements for current and future events could be shown on the monitor so that people coming into the building would be made aware of what's happening in the Township. Mr. Jones will follow up with Mr. Luber.

ADJOURNMENT

Mr. Whelans made a motion to adjourn at 9:30 PM; the motion was seconded by Mr. Wise and passed unanimously.