

Burlington Telecom Advisory Board

DRAFT

September 3, 2014

Special Meeting

Members: David Provost, Pat Robins, Joan Shannon, David Parker, Vince Brennan

Member's Absent: Karen Paul

Others Present: Stephen Barraclough, Amber Thibeault, Nick Martin and Stacey Trudo

Public Members: Arrived at 5:45 p.m. Bradley Holt, Jason Pelletier, Scott Campitelli and Lauren-Glenn Davitian, Steve Goodkind (arrived at 5:50 p.m.)

Meeting commenced at 5:36 p.m.

1. Agenda
2. Approval of Minutes from last BTAB meeting: **MOTION** by *Robins*, seconded by *Shannon*.
Unanimous.
3. Public Forum

Brennan: we need to do a better job on having a central location for the meeting location. The 10th is not on the meeting schedule as well.

Robins: favor as much transparency that we possibly can. Do not want to be in executive session for all marketing sessions.

Provost: request made to Provost and Shannon regarding Brad Holt's questions. Needs to be signed off on by the City's Attorney before they can be sent back to Brad – but there are answers to these questions. Should see those responses next week.

Holt: an informational piece about BT being sold.

Lauren-Glenn Davitian wanted to know why the camera wasn't here. *Barraclough* explained that due to the executive session, we asked the camera to return to the next meeting and we will go over the public slides again. *Davitian* wanted to invite folks to the presentation of Chris Mitchell on September 19th. Shannon said she would post on Front Porch Forum.

Goodkind: information that was provided to the PSB on deliberations which has been redacted including the full nature of the Pecor deal. He has requested the information from the PSB. Pecor took no objection to being released to the public and he would like this information released. Everything with BT should be in the public.
4. Marketing Survey (Public)

Wildfire reviewed what BT has done in the past few months to look at how our customers feel about us.

Burlington Telecom released two surveys in April. Pretty well received surveys. Customer Satisfaction Survey: Sent 750 emails with 195 respondents. General Population Survey: Used FPF and social media with 408 respondents.

Combined BT customer responses: 462 total Burlington Telecom customers.

Parker: Why do we not have emails?

Wildfire: was not a priority until now. We are obtaining them when customers call in.

Goodkind inquired about the margin of error and *Wildfire* explained it.

Overall satisfaction of BT customers is high

Those who call into customer service are satisfied.

Goodkind: was there a question about availability? *Wildfire*. Not specifically.

Provost: we are reviewing what to disclose to the public.

5. Executive Session

MOTION made by *Shannon*, seconded by *Brennan* to discuss trade secrets the premature disclosure of which would put Burlington Telecom at a competitive disadvantage. *Unanimous*.

MOTION to go into executive session made by *Shannon*, seconded by *Parker* (see specific motion above). *Unanimous*.

6. **MOTION** to come out of executive session Shannon, seconded by Parker.

Provost: would like to encourage management to go through the material and identify pieces that the public would be interested in learning about and would not affect the strategic efforts of Burlington Telecom.

Shannon: Noting that we already disclosed some of the information in public today.

Burlington Telecom to provide BTAB with redacted testimony of the letter filed with the Public Service Board.

Brennan: would like someone to explore obstacles regarding BED conduit (Burlington Telecom's access).

Barracough: discussion regarding what the BTAB would like to discuss at the next meeting. BTAB members discussed having the information provided to them ahead of the next meeting so they can review it.

Next BTAB meeting is September 10th in Conference Room 12. The meeting will begin at 4:30-5:45 in executive session and from 5:45-6:30 will be the public forum.

MOTION to adjourn at *Robins*, seconded by *Shannon*.

Meeting adjourned at 7:35 p.m.