

**MINUTES OF THE SELECTMEN'S MEETING
JULY 30, 2012**

PRESENT: Gregory M. Hanley (Chairman), Lewis W. Stone (Vice Chairman), Willard J. Boulter, Jr. (Clerk), Arthur P. Boyle, Jr. (Selectman), Daniel W. Trabucco (Selectman), Catherine Maloney, Michaela Plottke, Ronnie Ramos, Pauline Dixon, Richard Iacobucci, Patrick Chilcott, Sabrina Chilcott (Executive Assistant), Dave Antoine (PACTV Cable), Mike Melanson (Pembroke Mariner Express), Charlie Mathewson (WATD) and others.

ANNOUNCEMENTS

Message from the Town Clerk: dog licenses are now available in the Town Clerks office. Additionally, Friday, August 17 is the last day to register to vote in the State Primary Election on Thursday, September 6; absentee ballots are available for the in the Town Clerks office. Absentee voting hours are from 9:00 am to 4:00 pm and on Monday evening August 27. For questions, call 781-709-1403.

Message from Town Landing Committee: Annual Family Fun Day will be held on Saturday, August 11, 2012 11:00 am to 2:00 pm at the Town Landing.

7:00 RONNIE RAMOS: EAGLE PROJECT PROPOSAL, TOWN MEMORIAL GREEN

Mr. Ramos is proposing to create a 12'x5' oval shaped garden surrounding the 7' sign for the Town Memorial Green with fall perennials maintaining the proper distance from the road. Mr. Ramos will be working with a graduate in landscape design to create a blueprint; he has permission from First Parish Church and now seeks the Board of Selectmen's permission to proceed. Mr. Hanley proposed he additionally secure a vote of the Town Memorial Committee; the Board concurred. Mr. Boyle moved to approve the Eagle Scout project a proposed by Ronnie Ramos for the Town memorial Green subject to approval from the Town Memorial Committee. Mr. Ramos proposed to begin the project in last September and have it ready for October 20th. Mr. Boulter seconded Mr. Boyle's motion; the vote was unanimously in favor. Donations can be sent to: R. Ramos, 56 Pinetree Lane Pembroke, 02359.

7:15 MICHAELA PLOTTKE d/b/a JUNGLE JAKES PLAY AND PARTY: LIVE ENTERTAINMENT, SUNDAY ENTERTAINMENT

Ms. Plottke was present before the Board on her application for a live entertainment license for an indoor amusement park to be exercised at 300 Oak Street, Unit #340 as well as a Sunday entertainment license for the hours of 10:00 am to 8:00 pm, a common victualer's license and Amusement device permits for four large inflatable devices and five small skill/chance games. Ms. Plottke has received her letter of approval from the ZBA, obtained her occupancy permit from the building department, and received her permits and inspections from the BOH. Mr. Boyle moved to approve the application of Jungle Jakes Play and Party, LLC d/b/a Jungle Jake's Play and Party for a live entertainment license: indoor amusement park, a Sunday entertainment license from 10:00 am to 8:00 pm, a common victualer's license and amusement device permit to be exercised at 340 Oak Street, Unit #340 in Pembroke. Mr. Boulter seconded the motion; the vote was unanimously in favor.

Mr. Boulter updated the BOS on the 300th Committee North River Cruise and Trolley Tour; he stated six pontoon boats transported nearly every person who requested a cruise on Sunday, July 29th. The Committee thanked Andy Sullivan and Protectowire, Joe Palicino from Hanover, Ziggy Cytrynowski, Ray Holman, Tony Mascamino from Hanover and Keith Trant for the pontoon boats; Joe Chetwynd and the library staff for the research that was shared and the School Department and the Council on Aging for the buses that transported the residents from Protectowire. Mr. Boulter additionally thanked Concert Limousine in Hanson for providing the two trolleys that were used. Mr. Boulter announced that the Pembroke Arts Festival on August 11th and 12th will see the Anniversary quilt raffled off; tickets are now available at the library. The next event will be Aviation weekend August 18th and 19th on Barker Street and is a free event for all. Mr. Stone and the Board thanked Mr. Boulter for his work for the Town with the 300th Anniversary Committee this year.

7:30 CATHERINE MALONEY: COMCAST SERVICE DISCUSSION

Catherine Maloney, the Manager of Government and Community Relations for Comcast, was present to hear the Boards concerns as voiced by residents about their service levels and experience with customer service with Comcast telephone, internet and cable. Mr. Trabucco stated he has experienced firsthand and has had residents relate to him recurring service disruptions and difficulty resolving the issue with Comcast telephone representatives on an initial contact. Ms. Maloney stated Comcast's goal is to resolve issues with one call or visit without needed escalation; if a resident is not satisfied with direction given by a call center representative, they should request the call be escalated to a supervisor. Ms. Maloney stated Comcast has experienced local technicians and maintenance and troubleshooting is more advanced now. Mr. Hanley stated his concerns about the local Comcast office closing in January of 2011 and the issues that arise when a resident cannot access equipment; if equipment now must be shipped, resident is charged for a service that was free. Ms. Maloney stated economic factors weighed into the decision to close several offices; she will speak with corporate office to determine whether they will consider the circumstances for Pembroke residents. Mr. Boulter stated he has had difficulty communicating with call center representatives in the past but has always had a good experience with the local technicians. Mr. Stone asked Ms. Maloney about reports he has received about areas in town that have experienced excessive numbers of service outages. Ms. Maloney requested those locations for review and she will report back with her findings. Mr. Hanley inquired about the use of subcontractors by Comcast for service calls; he inquired about Comcast's requirements for subcontractors regarding background checks. Ms. Maloney stated that Comcast screens and trains the subcontractor and both the subcontractor and their vehicle are identified as such. Mr. Hanley requested Comcast provide for the Pembroke Police Chief any subcontractor coming into Pembroke as a subcontractor of Comcast without a Comcast logo on their vehicle. Dr. Richard Iacobucci of 172 Washington St gave Ms. Maloney six points he would like Comcast to consider adopting, among them he would like protocols to address safety concerns and protect the rights of homeowners and he would like subscribers to be able to opt out of Comcast advertisements. Discussion ensued on advertising in email, on the channel guide and imposed on the screen during other programming. Mr. Patrick Chilcott stated his Comcast voice service is poor and long distance callers cannot hear him and, additionally, he has received three dvrs in three years that are defective. Mr. Chilcott appreciates Comcast broadband and has no other internet options; he stated the call center representatives are less than helpful at times. Mr. Trabucco stated his concern tonight is that upper management is not receiving the residents complaints in a realistic manner; the form 500 filed by Comcast appears to show few complaints by Pembroke residents when the reality is that more folks have issues with their service. Ms. Maloney stated that the state has certain guidelines for what constitutes a complaint; not all calls are complaints and many issues are resolved before the calls end. Ms. Pauline Dixon of 546 Mattakeesett St requested that Comcast tell customers about promotions that reduce their bills. Ms. Dixon stated that she has been struggling for three weeks with a deleted telephone number, deleted voice mail account and she cannot get incoming telephone calls. Ms. Dixon has two open tickets and the issues are unresolved. Ms. Maloney will follow up. Mr. Iacobucci requested that the BOS pursue Comcast competitors for the town. Mr. Hanley requested that Ms. Maloney follow up with the Board on the following items: reopening local service center/no charge or reduced charge policy for Pembroke residents requiring services that were eliminated, safety issues regarding vendors and vehicle identification and individual service issues.

CONSIDER YEAR END BUDGET TRANSFERS

Mr. Thorne explained that the Town Accountant has submitted the following list to Advisory of year end budget transfers for FY12; because the snow and ice deficit was so small this year, the transfers will be taken care of now and will not need to wait until fall TM and the FY12 budget is balanced.

<u>Department</u>	<u>Account</u>	<u>Amount</u>	<u>Funding Source</u>
Assessors	Wages & Salaries	\$3,109	Unemployment
Town Hall	Wages & Salaries	\$2,704	Unemployment
Town Hall	General Expenses	\$4,277	Unemployment
Police	Overtime	\$21,930	Payroll
Animal Control	General Expenses	\$ 945	Unemployment

<u>Department</u>	<u>Account</u>	<u>Amount</u>	<u>Funding Source</u>
Public Works	Snow & Ice	\$86,954	Short Term Interest
Solid Waste	Wages & Salaries	\$4,124	Solid waste-Other Expenses
Solid Waste	General Expenses	\$2,049	Solid waste-Other Expenses
Medicare Tax	General Expenses	\$ 655	Unemployment
Total:		\$126,747	

Mr. Boyle moved the transfer of \$126,747 as presented to the Board of Selectmen by the Town Administrators office for year end budget transfers. Mr. Stone seconded the motion; the vote was unanimously in favor.

CONSIDER POLICE CHIEF'S PATROL OFFICER APPOINTMENTS

Mr. Thorne requested that this be tabled until the next meeting. The Board was in agreement.

TOWN ADMINISTRATORS REPORT

Mr. Thorne updated the Board on the policy regarding the recycling bins; he has been working with the Treasurer/Collector regarding municipal lien certificates. The realtor and seller would be made aware that a charge would be incurred if the bin is not returned or picked up. Mr. Thorne will have a policy next week for the Selectmen to review for adoption by the Town.

UPCOMING ISSUES

Mr. Hanley sent well wishes to Jack Alexander from Entergy Corporation who was unable to attend due to health concerns.

Mr. Stone moved, seconded by Mr. Boyle, to discuss strategy with respect to collective bargaining or litigation if an open meeting may have a detrimental effect on the bargaining or litigating position of the public body and the chair so declares, and to consider the purchase, exchange, lease or value of real estate, if the chair declares an open meeting may have a detrimental effect on the negotiating position of the public body - Center Preschool.

Roll call vote: Boyle, yes - Trabucco, yes - Stone, yes - Boulter, yes – Hanley, yes.