

**CHAMPAIGN-URBANA JOINT CABLE AND  
TELECOMMUNICATIONS COMMISSION**

**MINUTES**

**DATE:** July 17, 2002  
Wednesday, 7:00 p.m.

**PLACE:** Champaign City Building

<b>MEMBERS PRESENT:</b>	CITY OF CHAMPAIGN	CITY OF URBANA
	Richard Atterberry Tom Bruno Brian Silverman	Barb Gladney John Peterson Kevin Maxson Danielle Chynoweth
	PARKLAND	UI
	Tom McDonnell	George Badger

**MEMBERS ABSCENT:**

<b>STAFF PRESENT:</b>	Michelle Bailey	Chris Foster
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**OTHERS PRESENT:** Melody Bruecker and David Treat (Insight)

**CALL TO ORDER**

Chairman Peterson called the regular meeting of the Champaign-Urbana Joint Cable and Telecommunications Commission to order at 7:06 PM.

**APPROVAL OF MINUTES**

The Following minutes were approved by the Commission

- A. April 17, 2002 Regular Quarterly Meeting
- B. July 10, 2002 Study Session

**APPROVAL OF AGENDA**

There were no additions or corrections to the agenda.

**CORRESPONDENCE**

There was no correspondence.

**OLD BUSINESS**

Michelle Bailey stated that both Champaign and Urbana have filed motions with the FCC in regards to the cable modem service issue. The franchise fee situation had not changed since the last meeting.

Commissioner Silverman asked about the difference in the five percent amount both cities were receiving. Mrs. Bruecker stated that Insight had set a 5 percent cap on the collection of franchise fees, Champaign had only been collecting 3 percent, and thus Insight uses 5 percent of the gross revenue including cable modem services for them, while Urbana who was already collecting five percent doesn't get any revenue from cable modems. Commissioner Silverman asked if Insight was computing the funds that they would owe Champaign and Urbana if the FCC changes their ruling. Mrs. Bruecker said that they had, and Chairman Peterson stated that the issue was still awaiting ruling from the FCC.

### **AUDINECE PARTICIPATION**

There was none.

### **REPORTS FROM STANDING COMMITTEES**

#### A. Technical Committee

Commissioner Maxson did some research on standard practices among ISP's for high speed data access

- What Insight is doing is the norm nationwide.
- Some customers got used to Static IP's
- When Insight transitioned from @HOME's network to their own, those IP Addresses went away
- That makes it difficult to contact your home computer from an outside location
- Dave Treat stated that all dynamic names remain the same for 96 hours.
- Chairman Peterson asked if there are other companies that will allow you to have a Static IP Address, Commissioner Maxson said that there were but they were expensive.

Chairman Peterson added that the study session on July 10<sup>th</sup> was held at the Insight office

- The purpose was to show that the phone call situation was being resolved
- Chairman Peterson stated that things appeared to be in better shape

#### B. PEG Committee

Commissioner Gladney stated that all four channels had annual reports, using a new form that was created for consistency purposes.

Michelle Bailey presented the report for Champaign Channel 5

- Focus has been on increasing programming
- Champaign will be getting new AV equipment in late October or early November
- Commissioner Silverman asked how the equipment would help increase programming
- Mrs. Bailey stated that the city was getting some digital editing equipment
- New equipment will allow them to create more programs for the channel
- Champaign is also adding an additional employee that will be 50 percent TV and 50 percent New Phone System

Chris Foster presented the report for Urbana Public Television Channel 6

- UPTV added nearly 400 hours of new programming
- Focus is moving toward community outreach and locally produced shows

Barb Gladney presented the report for Channel 7

- Total of 8,395 hours of new programming
- Programming consists of SCOLA and U of I student produced programs
- Commissioner Silverman stated that the reception for SCOLA was bad
- Channel 7 said that they have purchased equipment to improve it

Barb Gladney presented the report for Parkland Channel 9

- Total of 552 hours of new programming
- A lot of the hours are because of Tele-courses

Commissioner Silverman asked about the process UPTV uses for monitoring UPTV public access programs

- Chris Foster stated that public access members are responsible for telling UPTV about the content of the program
- Once the content is known a proper time slot is chosen
- If a member doesn't follow the UPTV policy program correctly then they are not allowed to produce programs for the channel

Commissioner Gladney added that the flyers for this years channels will be going into the mail

- Commissioner Silverman wondered if the flyers could be done twice a year
- Mrs. Bruecker said she was not opposed to that, if there is room
- Commissioner Bruno stated that we should double are printing order
- Commissioner Silverman added that we should send them out every 6 months

Commissioner Bruno added that it was nice that Champaign and Urbana were making strides to improve the quality of their programming, but he wondered if the Champaign County Board, and the local school board meeting's could make strides to make their meeting's look better. Commissioner Bruno also wondered why the school districts have not used the AV Avenue as a learning tool for students. Commissioner McDonnell said Parkland offers a dual credit TV production class and that there are affordable equipment options out their for the County Board and school districts.

### **REPORTS BY CITY STAFF**

Michelle Bailey stated she sent a letter to Insight about its customer service issues and the unsatisfactory numbers.

- Asked Insight to work on the numbers within 45 days
- Insight responded and said that there numbers have improved
- June 2002 up to 74%, June 29<sup>th</sup> up to 96%
- Met standards set by the end of June
- Call volume to the cities has gone down

Michelle Bailey said that some calls are coming into the city because the bills are unclear about which number to call.

- Commissioner Chynoweth had several ideas about changing the language on the bills, she feels that we simply need to tell customers what the numbers are for
- Chris Foster stated that over 50% of the calls Urbana receives is because people actually think that they are calling the cable company
- Commissioners' Bruno, Silverman, and Chynoweth stated that the language really needed to be reworked, so this problem doesn't continue
- Michelle Bailey said she would work on some new language for the bills

Michelle Bailey passed out the Boards and Commissions Handbook

- Information on all the Boards and Commissions
- Information on being a Board Member
- Guidelines for Commission work
- There was some discussion on Term-Limits, but nothing is being done yet
- Chairman Peterson stated that a correction was needed on pg.16
- A Parkland member needed to be added to the Commission list, and the U of I was no longer a non-voting member

### **REPORT BY THE CATV SYSTEM OPERATOR**

Melody Bruecker talked about Insight's subscriber growth

- Right on the mark for HSD customers
- Dip in May and June subscribers due to students leaving

Insight has not been reaching the customer service numbers from the franchise agreement

- Switched to a new billing company
- Had to change to Insight's platforms for processing transactions
- Change to platform effected Insight's phone stats
- Billing errors led to increase of phone volume
- Problems with HSD led to longer phone calls

What Insight is doing to improve phone stats

- Have improved to 90% or better
- Increased incoming phone lines
- Installed an additional T-1 line, has reduced busy signals
- Staffing of CSR's has been increased to 25 full-time, with 2 more to come
- Constantly running a program that gauges if they have enough CSR's
- Have put an emphasis on using e-mail to answer questions from customers
- Have added an integrated voice response system, which allows them to route calls
- Insight is implementing on-line statement viewing and over the phone credit card payments
- Making website more customer friendly and adding more technical information

Commissioner Silverman added that the phone system should be set-up so anyone who wants to talk to an actual voice, can get to one quickly

Commissioner Silverman also expressed concern about no password being needed to access account information over the Internet

Mrs. Bruecker wanted to clarify that the new phone system allows Insight to route there customers to the right CSR

Insight is making a continuous effort to bury cable drops

- 273 drops that currently need buried
- New drop is laid on 90% of HSD or Digital installations
- Constantly burying drops, 827 buried since March
- 3 crews running, one brought in from the East Coast
- Dave Treat tracks drop burials daily
- Drops will never be caught up because of the amount of installations

### **NEW BUSINESS**

NATO Conference in Chicago

- It was decided that new Commissioner Karen Walker and two other Commissioner's attend the NATO Conference
- Commissioner Silverman added that in depth reports would be expected from the attendees

### **COMMISSIONER ELECTIONS**

Chairman Peterson welcomed Karen Walker to the Commission

Due to the resignation of Commissioner O'Rourke, Commissioner Peterson decided to remain Chairman of the Commission

Chairman Peterson recommended Richard Atterberry for Vice-Chair, so he could take the position of Chairman the following year

Commissioner Silverman made a motion for John Peterson to be Chairman, Richard Atterberry to be Vice-Chair, and for Barb Gladney to be Secretary.

The Motion was seconded by Commissioner Chynoweth

The motion passed with a 9-0 vote

**COMMISSIONER'S COMMENTS**

Chairman Peterson stated that he was going to continue to focus the Commission's efforts on Broadband Issues

Commissioner Silverman asked if Insight could schedule cable drops in some kind of order so they can give people a time frame for there burial

Commissioner Silverman said that Insight did a good job on the 4<sup>th</sup> of July Parade, with the exception of the audio problems

Commissioner Bruno stated that Commission has done a better job of being more business like, but he would like to get the meeting's down to an hour and half

Commissioner Bruno added that the times for the Commission meeting's could be changed as Commissioner's change

Chairman Peterson decided to discuss the change of meeting times at the next meeting

**NEXT MEETING AND ADJOURNMENT**

The next meetings were scheduled for October

- October 3<sup>rd</sup> for the Study Session 7:30 AM
- October 17<sup>th</sup> for the Joint Cable Commission 7:00 PM

The meeting was adjourned at 9:16 PM