

**Champaign-Urbana Joint Cable and
Telecommunications Commission**

Minutes

Date: Wednesday, July 10, 2002
Time: 7:30 a.m.

Location: Insight Cable Office
303 E. Fairlawn
Urbana, IL 61801

Members Present: Richard Atterberry, Karen Walker, Danielle Chynoweth, Tom McDonnell, John Peterson, Kevin Maxson, Barbara Gladney and George Badger.

Members Absent: Tom Bruno, Brain Silverman

Staff Present: Michelle Bailey

Staff Absent: Chris Foster

Call to Order

Chairman John Peterson called the meeting to order at 7:35 a.m.

Discussion of Agenda for July 17, 2002

- ❖ Staff gave an update on Cable Modem Issue: Basically, both cities have filed motions with the FCC but payments of fees are limited to 5% cap.
- ❖ Staff will report about the following at the 7/17/02 meeting
 - ❖ Insight Customer Services Issues
 - ❖ City numbers on Cable Bills
 - ❖ Board and Commission Update: City of Champaign
- ❖ More Info was given about the NATOA convention to be discussed at the regular meeting
- ❖ Informal Selection of Vice Chair Rick Atterberry
- ❖ We welcomed our newest member Karen Walker who replaces Tom O'Rourke for the City of Champaign.

System Operators Comments:

- Customer Service Standards –Melody Brucker

She gave a presentation that highlighted the improvements made to meet customer service standards in response to the letter sent by the City of Champaign on June 10, 2002

- New Phone System Installed
- IVR- Customer response system that answers 30% of calls and provide basic customer information.
- Improved phone statistics
- Hiring more Customer Service Staff to 25 as of July 2002
- Phone# on Bill, Staff asked about alternate location

* This was followed by a tour of the facilities.

Commissioners Comments:

- Staff directed to send Commissioners information on NATOA conference
- Commission will develop sub-committee on the location of the City's Phone # on the cable bill.

Next Meeting:

- Regular meeting, held in City of Champaign Council Chambers: July 17, 2002

Respectfully Submitted:
Michelle Bailey