

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

MINUTES

DATE: April 16, 2003
Wednesday, 4:30 p.m.

PLACE: Urbana Council Chambers

MEMBERS PRESENT:	CITY OF CHAMPAIGN	CITY OF URBANA
	Richard Atterberry	Barbara Gladney
	Karen Walker	Dr. John Peterson
		Kevin Maxson
		Danielle Chynoweth
	PARKLAND	UNIVERSITY OF ILLINOIS
	Thomas McDonnell	George Badger
MEMBERS ABSENT:	Tom Bruno, Brian Silverman	
STAFF PRESENT:	Michelle Bailey	Jeff Hamilton
OTHERS PRESENT:	Insight Communications: Melody Brucker, Art Svymbersky, Dave Treat, Gloria Bushellman Kristin Bauer	

CALL TO ORDER

Chairman Peterson called the regular meeting of the Champaign-Urbana Joint Cable and Telecommunications Commission to order at 4:28 PM.

APPROVAL OF MINUTES

The Following minutes were approved by the Commission

- A. January 8, 2003 - Study Session Meeting
- B. January 15, 2003 - Regular Quarterly Meeting

APPROVAL OF AGENDA

There were no additions or corrections to the agenda.

CORRESPONDENCE

Chairman Peterson asked Insight representatives to address two Cable Complaints the Commission had received. Art Svymbersky discussed the complaints and assured the Commission both complaints had been resolved.

OLD BUSINESS

None

REPORTS FROM STANDING COMMITTEES

- A. Technical Committee (Commissioner Maxson)
 - ◆ Discussed Plug and Play devices to receive HDTV signals
 - ◆ Many issues still awaiting formal FCC rulings
 - ◆ Discussion on regulations and concerns of set-top boxes
 - ◆ Commission invited to review information on FCC's web site
 - ◆ Brief review of Broadband Internet services discussed in April Study Session
 - ◆ Commission would like this data made available on either city's web site so area citizens have easy access to this information. Staff agreed to look into the possibilities.
 - ◆ Discussion of current and proposed HDTV and DTV technical standards

- B. PEG Committee (Commissioner Gladney)
 - ◆ Commissioner Gladney distributed a new form for access stations to use when preparing annual programming reports, due for the July Regular Meeting.
 - ◆ Commissioner Chynoweth suggested adding a category to identify the number of hours of locally produced programming. Commission agreed and new forms will be distributed.
 - ◆ PEG channel inserts went out this spring in Insight cable bills.
 - ◆ Commissioner Chynoweth asked Insight about running Public Service Announcements (PSA) on the cable system. Melody Brucker agreed to run city-provided PSA given certain restrictions, including lead time, length, and format.
 - ◆ Commission also discussed the next Study Session topic – Public Access.
 - ◆ Commissioner Chynoweth will provide a list of contacts for staff to invite to the July Study Session.
 - ◆ Michelle Bailey said staff could help promote Study Session topics by writing press releases if the Commission provides the information to staff at least 2 weeks prior to the meeting.
 - ◆ Commission is also anxious to see the Compliance Report, which Michelle Bailey said should be ready for the July meeting.

REPORTS BY CITY STAFF

- A. Commission Budget (Jeff Hamilton)
 - ◆ Jeff Hamilton updated the Commission on budget expenditures for the 2002-03 fiscal year. Most funds have been expended. Biggest expenses NATOA conference and printing of PEG inserts.
 - ◆ Staff presented the proposed budget for the 2003-04 Fiscal Year. Staff was pleased to report the Commission budget is not expected to see any reductions over FY 02-03.
 - ◆ Budget includes memberships in NATOA and IL-NATOA.
 - ◆ Commission asked about joining Alliance for Community Media (ACM).
 - ◆ Staff explained that funds are probably inadequate to join both NATOA and ACM. Staff will present costs of both at July meeting, and Commission will decide which organization to join.

- ◆ Staff answered Commission questions about how budget is divided up amongst the local government bodies. Champaign covers 2/3 of the budget, Urbana covers 1/3, Parkland contributes \$1000 and the University of Illinois is supposed to contribute \$1000.
 - ◆ Commissioner Gladney made motion to approve proposed budget. Commissioner Maxson seconded. Approved 8-0.
- C. Commissioner's information on Web Site(s)
- ◆ Commission asked how they were represented on Champaign and Urbana's web sites.
 - ◆ Michelle Bailey explained the plans to improve and expand the information on Champaign's web site.
 - ◆ The Commissioner's contact information is currently on Champaign's website.
 - ◆ Jeff Hamilton will work to make sure this information is current.
 - ◆ Commission again expressed interest in expanding their presence on the website and asked about new ways to share information with the public.
- D. Study Session Topics
- ◆ Jeff Hamilton reviewed the Commission's meeting topics for the remainder of the year
 - ◆ July Study Session will be on Public Access. As previously discussed, Commissioner Chynoweth will organize this discussion.
 - ◆ July Regular Meeting will include the Annual PEG reports. All access channels are to present their reports.
 - ◆ October Study Session topic will be on HDTV. Commissioners Walker and McDonnell will organize this discussion.
 - ◆ Chairman Peterson expressed the value of these type of discussions and encouraged Commissioners to think of future Study Session topics.

REPORT BY THE CATV SYSTEM OPERATOR

- A. Quarterly Report – Melody Brucker
- ◆ Sub growth up across the board.
 - ◆ Call volume very good. 91-94% of calls answered within 30 seconds.
 - ◆ Busy drop/bury time – spring is very busy, but making good progress to catch up from winter.
 - ◆ Spring rains could cause more delays as crews can't trench.
- B. New digital channels launched – Melody Brucker
- ◆ Several new channels were launched on the digital tier, including G4, SOAPNet, Nicktoons TV, MTV Hits, VH1 Soul, and National Geographic
 - ◆ Commission pointed out that new channels were only available as part of a package.
- C. Community Involvement – Melody Brucker
- ◆ ESPN – The Truck was coming to town and would be open to the public.
 - ◆ Commission given a special invitation to attend.
- D. Cable Complaints
- ◆ Commissioner Atterberry expressed concern over one particular cable complaint the Commission had received. The Commission questioned how Insight was handling poor customer service complaints.
 - ◆ Art Svymerksy explained that staff at the local and regional call centers had both been given extra training to address the issue.
 - ◆ Melody Brucker explained there is no excuse for poor customer service and the issue had been dealt with.
- E. Acceptable Use Policy for Broadband Offering
- ◆ Commissioner Atterberry questioned Insight's Acceptable Use Policy and asked if it was too restrictive.

- ◆ Melody Brucker explained that Insight customers must abide by the Use Policy if they take Insight's broadband Internet service. Explained it was needed to protect their other customers.
- ◆ Gloria Bushellman explained the policy is very similar to that used by other MSO's. Insight doesn't actively police the content on these sites, but will investigate and enforce the Use Policy if they receive complaints.
- ◆ Commissioner Maxson asked what process they used to investigate complaints.
- ◆ Gloria Bushellman said they would look to see if the content was in violation of the Use Policy. If it is, the site would be shut down. Insight has the right to shut down any site with or without cause.
- ◆ Commissioner Maxson questioned how Insight could interpret the Use Policy. Stated he believed the language was too vague.
- ◆ Melody Brucker explained that anything clearly illegal would be terminated immediately. The company investigates all complaints. When necessary, higher levels will review the material, including Insight's Fraud and Abuse group.
- ◆ Commissioner Badger explained that the content of many student organizations could offend others.
- ◆ Gloria Bushellman explained they don't censor this material, but that Insight retains the right to.
- ◆ Commissioner Maxson stated he felt the Use Policy was in fact a blanket legal statement, and not a helpful document for a customer.
- ◆ Melody Brucker explained the 3-page document submitted to the Commission was only a small part of the 34 page Terms and Agreements policy that can be reviewed on Insight's web site.
- ◆ Commissioner Badger asked staff to review Insight's franchise agreement to see if this is addressed.
- ◆ Commissioner Peterson acknowledged the Commission also hasn't seen the Use Policy of any other broadband service providers or Internet service providers
- ◆ Commissioner Maxson volunteered to review SBC and McLeod's Use Policies.

NEW BUSINESS

All agenda items under new business were previously addressed during the meeting.

AUDIENCE PARTICIPATION

- ◆ Kristin Bauer introduced herself as an aid for State Representative Naomi Jakobsson. She welcomed the Commission's questions/concerns on pending state legislation.
- ◆ Commissioner Gladney asked Kristin Bauer to see if the Commission could levy franchise fees on high-speed data services.
- ◆ Michelle Bailey offered that this was still being decided at the Federal level.
- ◆ Kristin Bauer invited the Commission to view the General Assembly's web site to review current bills and legislation.

COMMISSIONER'S COMMENTS

- ◆ Commissioner Walker thanked McLeod for follow up information provided after the Study Session on broadband services.
- ◆ Chairman Peterson also thanked McLeod for "raising the bar" in a successful discussion on high speed data services.
- ◆ Chairman Peterson asked Dave Treat about plans to launch a new broadband standard.
- ◆ Dave Treat reviewed the new, faster service, which just launched April 2003. Service is available only for residential customers at this time.

- ◆ Melody Brucker explained that this service would be made available to commercial customers later this year.

NEXT MEETING AND ADJOURNMENT

The next meetings were scheduled for July 9th and July 16th.

The meeting was adjourned at 6:04 PM

Respectfully Submitted,

Jeff Hamilton
Telecommunications/AV Technician