

**CHAMPAIGN-URBANA CABLE TELEVISION AND  
TELECOMMUNICATIONS COMMISSION  
MINUTES**

**DATE:** July 18, 2007  
4:30 p.m.

**PLACE:** Urbana City Council Chambers  
400 S. Vine St., Urbana, IL

<b>MEMBERS PRESENT:</b>	<b>CHAMPAIGN</b> Rick Atterberry Karen Walker Giraldo Rosales Ken Pirok	<b>URBANA</b> Peter Resnick Barbara Gladney Durl Kruse
	<b>PARKLAND</b> Tom McDonnell	<b>U of I</b> Stan Yagi

**MEMBERS ABSENT:** Danielle Chynoweth

**STAFF PRESENT:** Jeff Hamilton - City of Champaign

**OTHERS PRESENT:** Chris Foster – PCTV  
Art Svymbersky, Melody Brucker - Insight Communications

**1. CALL TO ORDER**

Chair Atterberry called the meeting to order at 4:31 p.m.

**2. ROLL CALL**

Chair Atterberry asked Jeff Hamilton to note the attendance. The Chair also welcomed Ken Pirok to the Commission.

**3. MODIFICATIONS TO AND APPROVAL OF AGENDA**

Agenda was approved as presented.

**4. APPROVAL OF MINUTES**

Minutes were approved as presented.

## **5. CORRESPONDENCE**

Jeff Hamilton presented the Commission's quarterly correspondence. He reported that the Commission received an e-mail in support of PEG. Correspondence was also received from Representative Jakobsson regarding HB1500. Copies of the correspondence sent by Chair Atterberry to the General Assembly were also provided. Mr. Hamilton also presented five cable complaints received during the quarter.

## **6. OLD BUSINESS**

### **A. State Cable Franchising Legislation Update**

Commissioner Atterberry reported that statewide franchising legislation (SB678) was just signed into law. He reported it could be a model for other states to use. Jeff Hamilton updated the Commission on the legislation, which was passed unanimously by the General Assembly and recently signed by the Governor. He explained that the law allows companies to get a statewide franchise and bypass negotiating with the local franchising authorities. He reported that incumbent cable operators may also choose to get a state franchise, instead of negotiating with the local franchising authority. He also reported that new, strict customer service and privacy standards will apply to all video service and cable operators on January 1, 2008.

Commissioner Gladney asked if we thanked our Legislators for their efforts in reshaping the legislation. Commissioner Atterberry replied that he will contact them on behalf of the Commission.

Commissioner Atterberry stated that the law has a sunset provision and expires in 2013, unless renewed by the state. He said that we will need to ask the consultant what this will mean for our franchise renewal.

Commissioner Resnick asked for a comparison of the build out requirements in our cable franchise agreements versus the state legislation. Commissioner Atterberry explained that our franchise requires full build out, once a certain population density is met. He explained that the state legislation requires 35% build out in 3 years and 50% in 5 years.

Commissioner Resnick questioned what would happen to the Cable Commission if Comcast decides to pursue a state franchise. Commissioner Atterberry explained that the Cities can still enforce customer service standards, and the Commission can help in that regard. Jeff Hamilton pointed out that the Cities and the Commission can still handle complaints at the local level. Chair Atterberry reported that the Commission will also serve as a bully pulpit for its constituents.

Commissioner Resnick stated he was disappointed in the build out language of the state legislation and feels that the cities stopped lobbying when they were allowed to keep the franchise fees. He fears AT&T won't build out in low income neighborhoods.

Commissioner McDonnell said that AT&T approached Champaign last year to discuss providing cable service and asked if they have approached Champaign again. Mr. Hamilton said that Champaign had not been contacted by AT&T again.

## **B. Cable Franchise Renewal Update**

Mr. Hamilton reported that the needs assessment work is mostly complete. He thanked the Commission for their hard work and participation in the process. He reported that the telephone customer satisfaction survey was finished and the Commission has received the preliminary report. He reported that the franchise fee audit found both under-and overpayments. The technical audit is almost complete as well. Final reports are expected this fall.

Mr. Hamilton also updated the Commission on the transfer of the cable franchise from Insight to Comcast. He reported a negotiation session with Comcast, our consultant, and both Cities is scheduled for early August.

Commissioner Gladney stated the Commission was involved in the transfer last time. Chair Atterberry reported he will also attend the negotiating session regarding the transfer.

Commissioner Gladney asked what the next steps of the renewal will be. Mr. Hamilton explained all the needs assessment reports need to be finalized. They will then be reviewed by the Refranchising Committee, the Cable Commission, and ultimately presented to both City Councils. He said that the public can still send comments to [communityTV@ci.champaign.il.us](mailto:communityTV@ci.champaign.il.us) through the end of August.

Commissioner Kruse asked if the Refranchising Committee will review the needs assessment reports and assist in sharing them with the public. Mr. Hamilton said they would.

## **7. REPORTS**

### **A. Committee Reports**

#### *Technical Committee*

Commissioner Resnick reported that the study session on municipal wireless was postponed until the October 10<sup>th</sup> meeting.

### **B. Staff Reports**

Commissioner Atterberry reported that Chris Foster has left UPTV and now works for PCTV. He stated he is confident UPTV will continue to move forward, as it had under Mr. Foster's leadership.

Mr. Hamilton stated he has been very busy with the needs assessment, renewal, transfer, and review of state legislation. He reported that later this summer, CGTV will hire a temporary, part-time intern to produce City programming.

### **C. CATV System Operator Report**

Art Svymbersky presented Insight's quarterly report to the Commission. He stated that the telephone statistics show they are clearly over the 90% level requirements. He reported Insight didn't do a lot of cable TV marketing this quarter, as Insight Phone was the push for this time period.

Commissioner Resnick asked Mr. Svymbersky about the taxes and fees Insight collects for Insight Phone and questioned if they are being forwarded to the appropriate taxing authorities. Mr. Svymbersky replied that they are.

Commissioner Resnick stated that an average hold time of four seconds seems to be about the average amount of time it would take to transfer a caller from automated IVR system to an operator. He asked if Insight has any reports showing how long customers are in the IVR. Mr. Svymbersky stated that they have some reports which show the amount of time customers are in the system. He reported that the hold time he is reporting, is the average time a customer is on hold after they tell the IVR they want to talk to a person and the time they are connected. Commissioner Resnick requested more detailed stats on the IVR in the future. Mr. Svymbersky replied that the system collects some extra data and he'll check on sharing that with the Commission.

Commissioner Gladney asked what happens if a person can't/doesn't want to use the IVR. How do they talk to a person? Mr. Svymbersky replied that after failing to enter the correct information twice, the system connects the caller to a customer service representative. He stated that many customers are having great success using the IVR and Insight feels it has added to their ability to deliver great customer service.

Commissioner Walker stated she believes the abandoned call numbers are artificially low. She reported that it takes her 7-12 minutes to get a person on the phone and that she often hangs up because it takes too long. Mr. Svymbersky replied that he is not hearing many complaints from customers regarding the IVR. Commissioner Walker suggested Insight add the option to dial "star" or "zero" at any point to be connected to a CSR.

Commissioner Walker also noted that Insight Phone marketing promotions make the price sound lower than it really is, and could be misleading customers. She questioned why the \$6 line charge isn't included in the price being marketed. Mr. Svymbersky replied that they explain the taxes and fees to their customers when they sign up for service.

Commissioner Walker asked how many cable outlets can be in a house before technical quality suffers. Mr. Svymbersky replied that it depends on the distance and whether a customer is watching a digital or analog signal. He stated that 4-5 outlets is typical.

Commissioner Pirok asked if Insight's phone statistics include after-hours calls too. Mr. Svymbersky replied that the report includes only calls answered at the local office. Commissioner Pirok asked if the Commission could get the statistics for after-hours calls too. Mr. Svymbersky replied that this report would include customer calls for the entire state. He agreed to look into the possibility of providing this information.

Chair Atterberry asked if customers are calling Insight and voicing concerns about not receiving the Big 10 Channel. Mr. Svymbersky stated that Insight is hearing from customers on both sides of the issue - some want it right away and some think it costs too much. Negotiations with the Big 10 Network are ongoing.

Commissioner Atterberry said that past cable complaints have dealt with the short turn around time on customer bill payments. He shared that his last Insight cable bill was received on 7/17 and due on 7/26. He stated that this is the shortest turnaround time of any of the bills he receives. Mr.

Svymbersky said they are working with their contractor whenever problems come up. Commissioner Atterberry stated that the new state legislation will require Insight to give their subscribers 28 days turnaround time.

Commissioner Kruse asked if InsightBB email addresses will change when Comcast takes over. Mr. Svymbersky said that those email addresses will change but that both Insight and Comcast are working to make the transition as smooth as possible. He said they will notify customers of the transition process as soon as possible.

Commissioner Atterberry thanked Insight for covering the Independence Day parade.

## **8. NEW BUSINESS**

### **A. Election of Officers**

Chair Atterberry stated that the Commission's bylaws required for the annual election of officers, and asked the Commission for nominations.

Commissioner Gladney motioned to reappoint Rick Atterberry as Chair.  
Commissioner Walker seconded the motion.  
Motion passed unanimously.

Commissioner Resnick motioned to reappoint Karen Walker as Vice Chair.  
Commissioner Yagi seconded the motion.  
Motion passed unanimously.

Commissioner McDonnell motioned to reappoint Barbara Gladney as Secretary.  
Commissioner Kruse seconded the motion.  
Motion passed unanimously.

### **B. Annual PEG Reports**

Commissioner Gladney reminded the Commission that the PEG channels present their annual reports every July.

#### *CGTV*

Jeff Hamilton reported that CGTV's statistics are similar to the previous year. He reported that CGTV won two awards at the NATOA Government Programming Awards last fall. He reported that the Champaign City Council meetings are now available on the City website and staff will consider putting more Board and Commission meetings on the site in the future. Mr. Hamilton said that the City of Champaign donated used video equipment to the Unit 4 School District to improve the quality of their meeting coverage. He also reported that CGTV had produced live coverage of the Champaign City Council Candidate Forum last spring. He acknowledged that CGTV had not produced a great deal of non-meeting programming in the past year, but that with the hiring of a temporary intern, he hopes to increase programming. He also reported that efforts to encourage the City's government partners to use the channel had been successful and will continue.

### *UPTV*

Commissioner Gladney reported that Kali Boyden prepared the UPTV report for the Commission, but was not available to present it. Commissioner Gladney asked Chris Foster if he could highlight UPTV's events over the past year. Mr. Foster advised that transitions at UPTV will continue as Kali Boyden is also leaving the City of Urbana in August. Mr. Foster reported that use of the UPTV studio continues to grow and they are doing lots of live call-in shows, including programming by Champaign County Farm Bureau, A Woman's Fund, and the Urbana Park District. He reported that the original public access programming hours are also up.

### *PCTV*

Chris Foster reported that PCTV runs lots of repeated programs and about four hours a day of Bulletin Board. He intends to increase new programming and run more Annenberg educational programs. He is also working to establish a more consistent production schedule for Parkland-produced programs in the future. He reported that the host of The Parkland Challenge had retired from Parkland, but that he hopes he will continue to participate with the program. He also said they are looking into a new monthly program featuring Parkland sports.

### *UI-7*

Chair Atterberry reported that he had spoken with Carl Caldwell, and that the UI-7 report is not yet complete. Chair Atterberry explained that while WILL-TV is responsible for doing things like the annual report, UI-7 isn't really their channel. He reported that the University is looking into how it uses the channel and may announce some changes later this year. Chair Atterberry pointed out that while UI-7 is sometimes criticized for only running SCOLA programming, the Commission recently heard from a viewer who was very appreciative of this offering.

Commissioner Resnick asked if there was any local programming on UI-7. Commissioner Gladney replied that they do some student senate programs. Commissioner Resnick suggested that the Commission should encourage UI-7 to do more with the channel or to give it back to the Cities to be redistributed.

Commissioner Gladney asked Jeff Hamilton when the PEG reports will go to the City Councils. Mr. Hamilton responded that the reports are bundled and sent to the Urbana City Council as-is. In Champaign, the reports are attached to the Commission's Annual Report. This report is due August 28<sup>th</sup>.

Commissioner Gladney informed the Commission that the PEG channel inserts recently went out with Insight's cable bills. She reported the inserts promote the PEG channels and include the Commission's e-mail address so that the public can communicate with the Commission more easily.

Commissioner Gladney read the cover letter she has written for this year's PEG report. She stated that state franchising legislation had threatened all PEG channels in Illinois, but that the final legislation protected PEG. She reported that the PEG channels were recognized as an important asset by our state's legislative leaders. She reported that interest has grown in creating a new, independent public access channel, and that it should be negotiated for during the cable franchise renewal.

### **C. 2007 NATOA Conference Attendees**

Chair Atterberry informed the Commission that they had sufficient funds to send two Commissioners to the NATOA Annual Conference in Portland, Oregon. The Chair asked to hear from those interested in attending. Commissioner Walker suggested that Chair Atterberry attend to represent the Commission. At the suggestion of Commissioner Gladney, Commissioner Pirok also agreed to attend. Commissioner Kruse pointed out that both of these members are from Champaign, and asked if the Commission could wait and ask Commissioner Chynoweth if she was interested in attending to represent Urbana. Commissioner Kruse said if she doesn't want to go, then he recommends Commissioners Pirok and Atterberry attend the conference. Commissioner Atterberry said he will speak with Commissioner Chynoweth and then provide direction to staff.

### **D. Annual Report to City Council**

Jeff Hamilton informed the Commission that he will soon draft the Commission's annual report to the Champaign City Council. The report is usually reviewed and revised by the Chair. He welcomed and encouraged the Commission's input on the report.

## **9. AUDIENCE PARTICIPATION**

None

## **10. COMMISSIONER'S COMMENTS**

Commissioner Atterberry welcomed and thanked Commissioner Rosales for his continued participation on the Commission. Commissioner Rosales stated that there is a lot going on now with the franchise renewal and he wants to help and participate.

Commissioner Pirok stated that he had requested Council appointment to the Cable Commission and is excited to join them.

## **11. SET NEXT MEETING DATE AND ADJOURNMENT**

The next study session meeting was scheduled for October 10, 2007 at 4 p.m. in Champaign. The next quarterly meeting was scheduled for October 17, 2007 at 4:30 p.m. in Urbana.

The meeting was adjourned at 6:01 p.m.

Respectfully Submitted,

Jeff Hamilton  
Telecommunications AV Technician  
City of Champaign