

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

DATE: July 21, 2010
4:00 PM

PLACE: Urbana City Council Chambers
400 South Vine Street, Urbana, IL

MEMBERS PRESENT: **CHAMPAIGN** **URBANA**
Rick Atterberry David Gehrig
Karen Walker Peter Folk

UNIVERSITY of ILLINOIS
Kate Brickman

MEMBERS ABSENT: Kyle Harrison, Barbara Gladney, Giraldo Rosales, Chris Foster

STAFF PRESENT: Jeff Hamilton – City of Champaign
Jason Liggett – City of Urbana

OTHERS PRESENT: Greg Gomolka – Comcast

1. CALL TO ORDER

The meeting was called to order at 4:08 p.m.

2. ROLL CALL

Chair Atterberry asked Jason Liggett to note the attendance.

3. MODIFICATIONS TO AND APPROVAL OF AGENDA

The agenda was approved with the deferral of the Broadband Access Committee Report until the next regularly scheduled meeting.

4. APPROVAL OF MINUTES

The minutes from the April 21, 2010, meeting were approved as presented.

5. CORRESPONDENCE

Jeff Hamilton presented information about Comcast rate increases and channel lineup changes. Mr. Hamilton also provided the ICC's version of AT&T's Annual Video Services Report. Press releases, PSA scripts, and newspaper articles concerning www.cucabletv.com were also presented.

6. OLD BUSINESS

A. Cable Franchise Renewal Update

Chair Atterberry stated he expects to have a special meeting before the next regularly scheduled meeting to review a proposed cable franchise agreement for Champaign and provide a recommendation to the City Council. Commissioner Gehrig reported that the City of Urbana is in a similar situation and also expects the franchise agreement to be completed in a similar time frame.

B. 2010 NATOA Conference

Mr. Hamilton reported that the Commission has funds to send one member to the NATOA Annual Conference should they decide to do so. The Commission decided to send Commissioner Folk to the conference.

C. Comcast's World of More

This item was placed on the agenda should anyone have additional questions from the July 14, 2010, Study Session. Commissioner Folk stated that the FCC is starting an initiative to update cable cards in televisions to current standards.

7. REPORTS

A. Committee Reports

Commissioner Folk reported the Broadband Access Committee's final report will hopefully be approved by the group within the first few weeks of August.

B. Staff Reports

Urbana

Mr. Liggett reported the UPTV Station Manager position has been filled. The new Station Manager will begin work next month. UPTV staff began production on three new city related programs; *The Market Menu*, *Art Now!*, and a bicycle education video.

Champaign

Mr. Hamilton reported CGTV began streaming live on the City's website and has a video-on-demand service as well. A new intern began work at CGTV and is doing well. NATOA awarded CGTV an honorable mention in 2010 for one of their programs. The CUCableTV.com bookmarks were produced and can now be distributed. The website promo produced by Commissioner Foster is running on all four PEG channels and also during commercial breaks on Comcast's lineup. The website is being redesigned by Champaign's Webmaster. The Commission has an annual report due to the Champaign Council in September.

Chair Atterberry suggested a demonstration of the City's websites and cucabletv.com for the October Study Session meeting.

C. System Operator Reports

Comcast

Greg Gomolka reported that Comcast Cares Day was held on Saturday, April 24, 2010. This is an educational opportunity for employees to be supportive of volunteerism in Comcast communities. The Eastern Illinois Food Bank and Don Moyer's Boys and Girls Club were the two non-profits supported this year. Mr. Gomolka reviewed the channel lineup changes. Comcast has been working to provide customers with the DTAs needed once the World of More launches in November 2010. Mr. Gomolka previewed the services Comcast will provide with Xfinity, including 3-D TV service, any room DVR, *My DVR*, and enhanced video-on-demand.

Chair Atterberry thanked Comcast for broadcasting the 4th of July parade and stated that he was pleased that *Telemundo*, *Telefuturo*, and *Univision* were now offered outside of the Spanish language package.

Chair Atterberry asked for the Commission's indulgence to take agenda item 8D (Cable Complaints) out of order. No objections were made.

8D. Cable Complaints

Mr. Hamilton reported Urbana had two complaints for the quarter; however Champaign had twenty-four. The high number of complaints prompted a separate agenda item. Mr. Hamilton reported that cable complaints are no longer handled by the local office, but rather forwarded to Mr. Gomolka who is not as familiar with the daily operations and troubles in the Champaign-Urbana system.

Chair Atterberry asked if there were any items that could be addressed better. Mr. Gomolka explained that the changes were an attempt to set up the Comcast business model at a local level. Mr. Gomolka stated the complaint process does need to be fine tuned and sped up. He promised to meet with Mr. Hamilton in the coming weeks to discuss his ideas.

Commissioner Brickman asked if a customer receives a message stating Comcast has a high volume of calls when the local call center is overwhelmed. Mr. Gomolka stated the intent is not to have any wait time at all, however, if there is a high volume of calls, the caller is forwarded on to another call center. Commissioner Brickman said she would rather wait and speak with a customer service representative close to Champaign-Urbana.

Mr. Hamilton asked where the closest call center is located. Mr. Gomolka responded that Springfield, Illinois is the closest.

Commissioner Folk suggested Comcast provide a service that lets customers go online and see outages by zip code. A similar service is provided by Ameren IP for power.

Commissioner Walker suggested improvements in Comcast's bills. Many of the billing and service descriptions are unclear and change often. Customers are unable to follow the charges and understand how long certain promotions last. Promotion titles vary from website and rate cards to bills.

Commissioner Folk suggested promotional rates and standard rate be closer in price.

Commissioner Walker asked about the need to sign a contract to receive a promotional rate, as had been reported to her. Mr. Gomolka wasn't aware of the need to sign a contract, but said he would look into the issue.

AT&T

Mr. Hamilton informed the Commission that AT&T's John Quinn said he would be unable to attend today's meeting.

8. NEW BUSINESS

A. Election of Officers

Chair Atterberry was re-elected as Chair. Commissioner Walker was re-elected as Vice-Chair.

B. Annual PEG Reports

Commissioner Folk asked the PEG representatives if they were happy with this year's results and what improvements they would like to see in the coming year.

Commissioner Brickman was pleased with the progress UI-7 made this year. The majority of UI-7's local programming hours were productions by UI-7. UI-7 will begin to look at solidifying a 5-year or 10-year plan for the program. In the past year, UI-7 created a production unit for-hire in hopes of bringing in more money for UI-7. UI-7 has a new set and logo and will hold an open house on August 17th.

Mr. Liggett was pleased with the results of the past year especially since UPTV was short staffed for the majority of the year. He is looking to produce more city related programs and improve the quality of the locally produced public access shows.

Mr. Hamilton reported CGTV's numbers are up, but he would like to see more government and informational programming produced by CGTV.

Commissioner Brickman would like to see UI-7's locally produced numbers increase. UI-7's new video-on-demand and video sharing service will allow UI-7 staff to easily find videos produced on campus.

9. AUDIENCE PARTICIPATION

None.

10. COMMISSIONER'S COMMENTS

None.

11. SET NEXT MEETING DATE AND ADJOURNMENT

The next Study Session was set for October 13th at 4:00 PM in Champaign. The next regular meeting was set for October 20th at 4:00 PM in Urbana.

The meeting adjourned at 5:18 p.m.