

**City of Lincoln
Telecommunications/Cable Television Advisory Board
Meeting Minutes – January 28, 2016**

Members Present: Andy Beecham, Steve Egglund, Rebecca Henderson, Ed Hoffman, Jim Johnson, Laurie Thomas Lee, Helen Meeks, John Neal, Art Zygielbaum

Members Absent (excused): Paul Barnett, Trent Fellers

City Staff: Diane Gonzales, Steve Huggenberger, David Young

Allo/NelNet: Ben Kiser, Bradley A. Moline

Time Warner Cable: Jarad Falk, Tyler Hedrick

WindStream: Scott Barnett

Other: Nancy Hicks (Lincoln Journal Star)

Call to Order

Meeting was called to order at 4:00 pm by chair Ed Hoffman. Hoffman made note of the copy of the Open Meetings Act at the back of the room. Board members and guests introduced themselves.

Review of Agenda

Agenda was presented. Motion was made to add establishment of a subcommittee for bylaws to the agenda. Motion passed 9-0; agenda was adopted as amended 9-0.

Minutes

Minutes from the November 19 special meeting were presented. Zygielbaum moved approval, Beecham seconded; motion passed 9-0.

Election of Officers

The Board held an election of officers for 2016.

Secretary

Neal nominated Jim Johnson, Hoffman seconded; no further nominations. Motion passed 9-0.

Chair

Egglund nominated Ed Hoffman, Neal seconded; no further nominations. Motion passed 8-0 with Hoffman abstaining.

Vice-Chair

Hoffman nominated Art Zygielbaum, Beecham seconded; no further nominations. Motion passed 8-0 with Zygielbaum abstaining.

Old Business

Online Form for Complaints

Gonzolas distributed a preliminary sketch of the online complaint form. If the board is amenable to letting Diane have this form designed she will have that done and forward it to the board.

Zygielbaum suggested some kind of tracking.

Hoffman suggested that we review our website. We want to be ready in case we have questions when the city sets up free wifi locations. He would like information added about the nonprofits and wifis. Gonzolas said that part of the upgrade will be fitting it into the new format. Home page will be different too. Beecham agreed that we should get as much of this online as we can.

Zygielbaum said it would be nice to have the statistics on the same page.

Henderson suggested that we change "What area of service..." to "What type of service..."

Meeks is concerned that we shouldn't give the public the idea that we're the complaint resolution body. She thinks that we should make sure that people know that they should contact their provider. Would like to see questions such as "Have you contacted your provider?" and "Have you contacted them multiple times (Y/N)?"

Zygielbaum thinks we should ask "What service do you get from this provider?"

Meeks is struggling with the idea that this is a general feedback form that subsumes complaints; she thinks that people are more likely to use it as a complaint form. Neal said that we need two different types of forms; one for specific complaints and one for gathering statistics.

Hoffman asked if people should be able to opt out of public information. Huggenberger said that it would be public record. Hoffman said that it is important to get the statistics. Zygielbaum asked why someone would anonymously report a complaint.

Neal said that there should be two paths:

- (1) I have already contacted my service provider and am not satisfied.
- (2) I have a general comment.

Meeks said that the companies can share their statistical data with us. Gonzolas thinks we don't have access to the providers' statistical surveys etc. Huggenberger and Hoffman agreed.

Zygielbaum asked if we could collect personal information and not make it public. Huggenberger said no.

Moline commented that we may want to compare and contrast this form with what the Nebraska Public Service Commission uses. Scott Barnett agreed. The PSC starts with a one-page form. Hoffman asked who we should talk to at the PSC; suggestions were Gene Hand or Cheryl Elton. Gonzolas said that she has talked to Lin Quenzer in the City Ombudsman's office briefly about the form.

Gonzolas said that we will supply copies of the form to the providers prior to going live.

New Business

Process to decide nonprofits for ALLO services

Process to decide geographic locations of free WiFi zones

The board discussed how we would go about working with Allo to decide which nonprofits should get the Allo broadband, and which geographic locations of free wifi service. These are separate but related items. Hoffman said that we need to decide how to seek input. Do we want to consider both together or separately?

Laurie Thomas Lee asked if we could leave the decision regarding nonprofits up to ALLO. Hoffman thinks the board needs to have input. Huggenberger said that the board will make a recommendation to the City, not a final recommendation; Hoffman agreed. Lee asked if there are other instances where the city has chosen between nonprofits. Huggenberger said that has happened with air time and radio time. Hoffman asked if Huggenberger or Young could give us any guidance on how this works. Young said that the agreement states that the City and ALLO will work out a list of providers. There will be a 10 year term. For wifi, the three locations are specified for the term of the agreement. Hoffman thinks we need feedback from the community. He also has an issue with the fact that religious organizations need to be excluded. Zygielbaum suggested that we set up a subcommittee to look at the nonprofit selection process, bring together an initial document, and bring back to the full board. Beecham thinks that he would like to have ALLO take more of an active role in the nonprofit qualification with the board stepping back a bit; he thinks that they have the experience to get a start on it. Lee would prefer that ALLO just make the decision, and if there are disgruntled nonprofit organizations that want someone to sue, then they could sue ALLO rather than the City. Meeks thinks this board should come up with some kinds of recommendations. She would like to see something that would prioritize nonprofits who use volunteers over those that have paid staff, also organizations that work with low income people. Hoffman agrees that working with low income is good, possibly tied with a first in time rule. He still thinks that we should not exclude religious community. Neal suggested that Hoffman send out a questionnaire to the board to see if we have suggestions.

Hoffman asked if there are any other communities where this has been done. Young said that there are, and there are several technical pieces to the contract that will weigh into this decision. Hoffman thinks that the subcommittee should start with the board, and then add in ALLO later. Gonzolas said that there are some nonprofits with which Lincoln has a relationship already; we might want to consider adding someone from the nonprofit sector.

The board moved to a discussion about the wifi piece. Meeks said that we should think about it from a location standpoint: Recreational or entertainment venues. She is thinking about an outside location (city parks, Haymarket, Centennial Mall etc). Young said that the agreement requires all three areas to be outdoors.

Hoffman said that we should set up a subcommittee to consider both the nonprofits and the wifi locations, and asked for volunteers. After discussion, he appointed the following members:

City Staff: Diane Gonzolas, Steve Huggenberger, David Young

Board Members: Rebecca Henderson, Ed Hoffman, Laurie Thomas Lee, Helen Meeks, Art Zygielbaum

Establishing a subcommittee for bylaws

Hoffman and Gonzolas and Huggenberger will begin discussion of bylaws changes.

Time Warner Cable report

Tyler Hedrick distributed paper copies of the LCC TV/Public Access report.
Jarad Falk gave a brief report.

Windstream/Kinetic report

Scott Barnett gave a brief report.

Allo report

Brad Moline gave a brief report.

City report

Diane Gonzolas gave a brief report.

Public Comments

None

Adjournment

Meeting adjourned at 6:00 p.m.

Respectfully submitted,
Jim Johnson, secretary