

CITY OF LINCOLN
Cable TV Advisory Board Minutes
July 28, 2011

Members Present: Tom Higley, Ed Hoffman, Jerrod Jaeger, Jim Johnson, Laurie Thomas Lee, Shandi Peterson, Andy Pollock, Jon Rehm, Art Zygielbaum

Members Absent: Mary Herres (excused), Don Voges (excused)

City Staff: Connie Guillaume, Diane Gonzolas, Steve Huggenberger

Representatives of Time Warner Cable: Doug Bauch, Ann Shrewsbury, Jamie Wenz

Meeting was called to order at 4:00 p.m. by chair Art Zygielbaum. Board members and guests introduced themselves. Zygielbaum welcomed new members Higley and Peterson. Zygielbaum congratulated Ann Shrewsbury on her upcoming marriage; name to be changed to Ann Teget.

Election of Officers

Zygielbaum called for election of officers. (Election had been rescheduled from an earlier meeting due to lack of a quorum.)

Zygielbaum asked for nominations for President. Art Zygielbaum was nominated, no other nominations; elected unanimously.

Zygielbaum asked for nominations for Vice-President. Ed Hoffman was nominated, no other nominations; elected unanimously.

Zygielbaum asked for nominations for Secretary. Jim Johnson was nominated, no other nominations; elected unanimously.

Minutes

Minutes from the October 28, 2010 meeting were read. Hoffman moved approval, Rehm seconded, motion carried.

Board Member Attendance/Definition of Quorum

A summary of past attendance of board members was distributed. Zygielbaum expressed concern with this, noting that our previous two meetings had to be cancelled due to lack of a quorum. He reminds members that City staff and representatives of Time Warner Cable have to prepare for meetings and that the time and resources involved in preparation goes wasted if we don't have a quorum.

In the past two months, the lack of a quorum was also partially due to vacancies on the board; to address the latter issue, Zygielbaum moved to amend Article V Section 4 of the bylaws (which defines a quorum): First sentence of that section currently says "Six(6) members of the board shall constitute a quorum." Zygielbaum moved to strike the "Six(6)" and replace with "One-half of the currently appointed". Rehm seconded the motion. Motion carried unanimously.

Time Warner Cable/Big Ten Network Negotiations

Zygielbaum asked for an update on the Big Ten Network (BTN) negotiations with Time Warner Cable (TWC). Shrewsbury first wanted to address the general issue of negotiations with broadcasting channels, such as BTN,

Fox, and ESPN. She said that many of the broadcasters require concessions from TWC to get their programs on the air; these concessions need to be passed on to the cable customers, and TWC feels that they need to do their best to control costs. Their "Roll Over or Get Tough?" Web site shows that customers want them to keep costs down.

Regarding the BTN situation, Shrewsbury said that BTN will be placed on Channel 24; the channel guide will be moved off the lowest tier, and QVC will move to a different channel. Zygielbaum asked Shrewsbury for a breakdown of how many subscribers they have on the digital tier vs the basic tier; Shrewsbury said that TWC doesn't give that information out. Rehm said that putting BTN on the basic tier will be a big savings for football fans because they won't have to go with Pay Per View.

Shrewsbury did want to point out that it still might not be possible to get all of the Nebraska games on the lowest tier. With Big Ten football, there's a three-level system. ABC/ESPN gets first choice on whether to broadcast a game. If they decline, then BTN gets their choice on which games will go onto their Game of the Week in their various markets, and which games will go onto one of their other stations (which will be on higher tiers) or Pay Per View. If ABC/ESPN doesn't televise a Nebraska game on the same weekend as Michigan/Ohio State or some other top matchup in the Big Ten, viewers might have to go with Pay Per View anyway to see the Huskers. Shrewsbury hopes that people won't blame TWC for this.

Customer Complaint

Zygielbaum noted that the board has received a complaint from O.A. Paulson; he asked Shrewsbury if she will contact Mr. Paulson to try resolving the complaint; she said she would.

Activities & Objectives for 2011-2012

Zygielbaum distributed a list of Activities & Objectives that we'd discussed in 2008; he would like a discussion on what updates are needed.

Gonzolas noted that Channel 10 has become a Wellness Channel.

Zygielbaum noted that we do need to keep working on the PEG channels.

Rehm wanted to see more in the area of Complaints Reporting; every once in awhile things happen that we need to know about. Zygielbaum noted that complaints seem to be way down now. Rehm asked if email contacts are included in the reports. Shrewsbury said that they were included for a couple of years but are no longer part of the report. She also said that TWC tries to be detailed with their reports but there are privacy issues.

Hoffman asked for a breakdown of phone complaints vs written complaints. Shrewsbury said that it depends on what one calls a complaint; with letters it's usually easy to tell whether customers are complaining, but TWC gets lots of phone calls and many of them are just requests for information about equipment or channel lineups, as opposed to complaints. TWC gives quarterly reports to the City. Huggenberger said that these reports are public information.

Shrewsbury said she tries to keep the board informed on major issues that are likely to result in complaints. Rehm said that he thinks we still need to have email complaints included. Zygielbaum said that we had emails for awhile and the board didn't do much with them. Rehm said that we need to know if there are trends. Shrewsbury said that she can contact their call center people and see what the hot issues are. Zygielbaum suggested that she do a walk through of the call center and see what she can report at the October meeting. Lee said that we had talked about a survey at one time and decided it wasn't possible without a budget; however we could consider publicizing the Cable Board and have people send

emails to us.

Returning to the list of Activities & Objectives, Gonzolas said that she could use someone from the board to work with "10 Health" (the new name of Channel 10). Peterson volunteered.

Time Warner Cable Report

Much of Shrewsbury's report had been included in the earlier discussion, so she asked if there were questions.

Lee asked about the status of apps such as ESPN. Shrewsbury said that subscribers can watch on their iPad, but only if they're at home, due to contractual agreements. Lee asked if there might be a chance to get this expanded; Shrewsbury said no, the programmers wouldn't go for it.

Wenz distributed the LCC-TV and Public Access Channel report.

Reports from the City

Connie distributed Bill Luxford's Government & Educational TV Access Report. Gonzolas distributed newspaper clips.

Adjournment

Meeting adjourned at 5:20 p.m.