



\$5.00 price increase on their U-Verse product for most of their packages. Mr. Hamilton informed the Commission that the weekly advertisement promoting the four PEG channels in *The News-Gazette* had been updated. It now lists the current information for each channel and promotes [www.cucabletv.com](http://www.cucabletv.com). The City of Champaign had six Comcast cable complaints and one AT&T complaint for the quarter. Urbana had two cable complaints for the quarter.

## **6. OLD BUSINESS**

### **A. Franchise Renewal**

Chair Atterberry stated that he believes things were looking hopeful on the City of Champaign's side. He also noted that depending on how things were on the Urbana side that there might be need for a special meeting before the next regularly scheduled meeting. Comcast has requested an administrative hearing to assess if the needs of the franchise are met by their formal proposal.

Commissioner Gehrig stated that the City of Urbana is having similar experiences with franchise negotiations and that things are moving forward.

Commissioner Gladney asked how the meetings were taking place between the Cities and Comcast. Chair Atterberry stated that in Champaign, there have been both phone conferences and face-to-face meetings.

### **B. UC2B Grant Proposal**

Mike Smeltzer informed the Commission that he has had 4-5 email exchanges and a phone call from NTIA since the Commission's Study Session just a week earlier. He stated that they have \$2.4 billion to disperse this time around and they have only dispersed \$200 million thus far. Mr. Smeltzer suggested that the Commission urge both City Council's at their next meetings to accept the money if granted. Commissioner Gehrig stated that he would express that to the Urbana City Council. Commissioner Gladney stated that the UC2B project would be good for economic development in both cities. Mr. Smeltzer agreed and reported that both cities already have plans to lay fiber between their buildings in the future. Chair Atterberry stated that he would write a letter to both City Councils, stating the Commission's support of the UC2B project.

## **7. REPORTS**

### **A. Committee Reports**

No reports.

### **B. Staff Reports**

#### Champaign

Mr. Hamilton reported that he has been spending a large amount of time working on the UC2B project, the cable franchise renewal, and supporting the Broadband Access Committee. CGTV continues to focus its limited staffing resources on the production of Champaign Connection and just completed the 17<sup>th</sup> monthly episode. CGTV is also looking into multiple equipment upgrades and investigating web streaming and video-on-demand. Champaign recently collected

its first franchise fee from Comcast for the full 5%. Mr. Hamilton also reported that there will be a 2% budget cut at the City of Champaign, which will also affect the Commission's budget.

### Urbana

Mr. Liggett reported that since UPTV has installed a recorded message on its phone line, staff has seen a significant decrease in calls from people thinking that UPTV is Comcast. He also reported that the City of Urbana is not currently looking to fill the vacant Station Manager position due to budget constraints. UPTV staff filmed the 9<sup>th</sup> Annual Countywide MLK Celebration which will begin broadcasting soon on the channel. UPTV public access membership also continues to grow.

Commissioner Gladney asked Commissioner Gehrig if he had any idea why Urbana hasn't begun to advertise the Station Manager position. Commissioner Gehrig stated that it is just a reflection of the budget problems Urbana is facing. There is currently a hiring freeze on that position.

### **C. System Operator Reports**

Chair Atterberry stated that AT&T's John Quinn's absence was due to icy road conditions.

### Comcast

Greg Corolla discussed the work that Comcast does with community organizations and the fact that they are always looking for more organizations to partner with. In the fourth quarter of 2009, Comcast also did community outreach through a program called Leaders and Achievers. They awarded \$1000 scholarships to area high school students. Comcast will also award a \$15,000 grant to the Don Moyer's Boys and Girls Club.

Mr. Gomolka reported that Comcast plans to release 100 movies in 2010 for customers to subscribe to the same day in which they are released on DVD. Comcast has also introduced DOCSIS 3.0 technology. This will allow customers to download at speeds of 50 MB/s and upload at 10 MB/s. Comcast had a couple of channel lineup changes. They introduced the *Sportsman Channel* on their Digital Classic and Sports and Entertainment packages. They also moved the *SyFy Channel* from their Digital Classic package to their Digital Starter package. This package is available to more customers. Comcast will start promoting 7 promises to customers; this emphasizes better customer service. Customers will also now have the option of having automatic withdrawals and paying their bills online. The World of More will add more high definition and on demand titles. He proposed discussing this new service more in depth at a future study session meeting. Jim Lee reported that Comcast has seen their service calls drop over the last quarter.

Commissioner Gladney asked where calls from customers in Champaign-Urbana are being answered now. Mr. Gomolka stated that they are answered by a call center that is assigned to the area. Mr. Lee reported that Comcast now has LMC centers that notify technicians if less than 95% of modems are not working properly in an area. This technology cuts down on customer service calls and allows technicians to contain problems.

## **8. NEW BUSINESS**

### **A. Broadband Access Committee Membership Changes**

Mr. Hamilton recommended that the Commission defer this item until the next meeting due to lack of a quorum.

### **B. PEG Marketing Expenses**

Mr. Hamilton reported that www.cucabletv.com is up and running. The Commission owes the web designer an additional \$900.00 for completing the site. Mr. Hamilton asked to hear the Commission's thoughts on how they would like to use the rest of the funds which are earmarked for PEG marketing. Mr. Hamilton suggested the Commission set aside funds for ongoing website maintenance. The City of Urbana is hosting the site; however, the web designer is hosting the program grid part of the site because Urbana's server does not support PHP script. Mr. Hamilton stated that at some point the Commission might want to look at having this changed to where the program grid is hosted elsewhere. The Commission agreed to set aside \$500 for website maintenance.

Commissioner Gladney suggested that Karen Walker work with the PEG coordinators for continued PEG marketing efforts.

## **9. AUDIENCE PARTICIPATION**

There was no audience participation.

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

Commissioner Brickman suggested that the Commission request that AT&T U-Verse Channel 99 list UI-7 and PCTV on the same menu as Champaign and Urbana. Chair Atterberry suggested Commissioner Brickman follow up with AT&T on this subject.

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

The next study session was set for April 14<sup>th</sup> at 4:00 p.m. in the Champaign Council Chambers. The next quarterly meeting was set for April 21<sup>st</sup> at 4:00 p.m. in the Urbana Council Chambers.

The meeting adjourned at 5:03 p.m.