



# CITY OF GERMANTOWN TENNESSEE

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## **Telecommunications Commission Meeting**

Wednesday, February 10, 2010 – 6.00 p.m

Administrative Conference Room – 1930 S Germantown Rd

- MEMBERS PRESENT:** Donna Chandler Newman (CH), Rik Ditter, Tony Fischer, Rodney McKelroy, Ken Ketcham, Jack Parnell and Danish Siddiqui
- MEMBERS ABSENT:** Sandra Abel and Bill Brody
- ALDERMAN LIASON:** Alderman Ernest Chism
- PRESENT STAFF LIASON:** Kristen Geiger, Assistant City Administrator, Finance & General Services  
Stephanie Logan, Technical Services Coordinator, Finance & General Services
- PRESENT NON MEMBERS:** AJ Heinz, GHS-TV Co-General Manager

### **CALL TO ORDER**

Chairman Newman called the January 13, 2010, Telecommunications Commission to order at 6.01 p.m. Kristen Geiger conducted a roll call and a quorum was established. It was noted to change Glen Murry's name on the roll call list to Ken Ketcham.

Chairman Newman said that she appreciated the Commissions confidence in allowing her to become the Chair this year, and thanked Tony Fischer for doing such an excellent job in Chairing the Commission last year. Chairman Newman also stated meeting would try to be kept to just one hour and that no private cable problems should be discussed at the meeting.

### **MINUTES**

Chairman Newman called for the approval of the January 13, 2010 Telecommunications Commission Minutes.

### **\*\*MOTION\*\***

Jack Parnell made a motion, seconded by Ken Ketcham, to approve the January 13, 2010 Telecommunications Commission Minutes. The motion passed unanimously

### **COMCAST**

Chairman Newman noted that Otha Brandon would not be present at the meeting, stating that Otha Brandon had sent an interesting note that she did not understand, as questions had been raised at last month's meeting regarding the IVR reports that had been passed out that showed zero level of calls. Otha Brandon's note stated "we migrated over half of our IVR capacity to the new Division Unified in December. The reports we are currently running displays service level for the pre-UVIR call flow. I've submitted a service request ticker and the email below to verify setup of the Germantown Call Flow and the VDNS to use for the report."

Chairman Newman stated that what she was gathering from the report is that basically they were not collecting Germantown specifically.

Rik Ditter stated that COMCAST had been transitioning over the past couple of months and that if you called them you get a different kinds of wait music every time, and in that respect, it does make some sense that they are not getting us all the data.

Chairman Newman stated that she would be emailing Otha Brandon asking for a better explanation.

The COMCAST drop bury report was then covered by Chairman Newman and she also stated that she had asked Otha Brandon about the COMCAST name change and she said that she had not had a report on that as yet.

Jack Parnell requested clarification as to the \$37.50 fee for call outs for COMCAST.

### **GHS-TV REPORT**

AJ Heinz stated the January 2010 monthly statistics for GHS-TV: Germantown Community Television cablecast 744 hours of programming during the month of January 2010. The total number of non-repeat local and national television shows by show title cablecast is 75. The total number of local and national television shows by number of airings per month cablecast is 189. The total number of television shows/taped reports/special projects produced locally is 18. The total number of television shows/taped reports/special projects produced locally for the 2009-2010 season is 179. The total number of programs produced for the Access Together Project for 2009-2010 season is 58.

AJ Heinz then ran through the GHS-TV report with Members.

Chairman Newman stated that she some information from Frank Bluestein, stating that they had discussed again that GHS-TV intend to put forth a contract with the City, that pays for services instead of asking for a charitable grant. The two steps that Patrick Lawton asked GHS-TV were that to provide a Business Plan which is in progress at the moment, then GHS-TV are to put together a Business Case, what it is that GHS-TV are giving for services to the City and what GHS-TV thinks it's worth. It is hoped that the Business Plan will be ready by March 1.

**GHS-TV REPORT Cont'd**

Tony Fischer asked whether there was any information regarding the U-Verse. Kristen Geiger stated that GHS-TV was coming to meet with the City regarding the cable connection between the TV's in City Hall and the Council Chambers and that they are encoded. We have all the equipment and had our first initial tutorial on the training on how we're going to do the streaming. It's very simple; the system does a lot of the work for us.

Kristen Geiger also stated that she had had a meeting with Patrick Lawton, Frank Bluestein and the attorney on December 23, 2009, and at that point, Frank Bluestein was going to meet with Chuck Thomas who is the ATT representative to see what could be done as ATT were reaching out to Frank Bluestein and we believe possibly that an arrangement can be made the side to address that issue.

Frank Bluestein is meeting with the ATT representative later in the week and will inform the Commission of the results as soon as possible.

**IT REPORT**

Kristen Geiger began the IT monthly report.

1. The City website is now live and new information is constantly being added throughout the site. A list of "Shopping" and "Dining" in Germantown is currently under development for those who live in or visit our city. Kristen encouraged members to go to the website and take a tour.
2. SunGard Naviline conversion was completed February 1 and we are now live on the new product. IT staff has worked closely with SunGard to address any user issues as they arose.
3. Video streaming – all necessary user training has been scheduled to deploy the Granicus system. All equipment has been received, installed and is being tested. Launch date is March 2010.

Chairman Newman asked what kind of feedback the City was getting regarding the new website; Kristen Geiger responded that it was positive.

Kristen Geiger also stated that the maintenance agreement for the network was up for renewal and that it would be taken before the BMA at the next meeting. It will be a four year contract with Coleman Technology at \$13,147.96 per year.

**ANY OTHER BUSINESS**

Chairman Newman said that she wanted to bring up LPFM and that she had spoken to Frank Bluestein in this regard. The bill has not yet been passed so we are unable to proceed any further at this moment in time.

Ald. Chism asked why the City could not sell the website service to people outside of Germantown. A discussion ensued among members.

Tony Fischer asked about the number of clicks on the website and asked for a report of web usage, visitors clicks etc. A discussion ensued among members.

Chairman Newman noted that she had Googled the Germantown website and that the old website had come up. Stephanie Logan stated that the City had paid to have the old site redirected to the new one and so that if you click on it, it would still come to the new website.

Ken Ketcham asked if the Commission was ready for the Comcast audit. Chairman Newman stated that she was indeed ready. Ken Ketcham provided a brief overview of the audit and its requirements. He mentioned maybe employing Barry Orton from the University of Wisconsin like the previous two times. A discussion ensued among members and it was decided that it was probably unnecessary to employ Barry Orton at this time.

**ADJOURNMENT**

**\*\*MOTION\*\***

Chairman Newman called for a motion to adjourn the meeting. Ken Ketcham made a motion, seconded by Jack Parnell. The motion passed unanimously