



CITY OF GERMANTOWN TENNESSEE

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Telecommunications Commission Meeting

Wednesday, September 14, 2011 – 6:00 pm
Administrative Conference Room, 1930 S Germantown Road

MEMBERS PRESENT: Sandra Abel, Bill Brody, Rik Ditter, Tony Fischer, Ken Ketcham, Jack Parnell, Danish Siddiqui and Kurt Weil

MEMBERS ABSENT: Ald. Ernest Chism and Rodney McKelroy

PRESENT STAFF LIASON: Kristen Geiger, Finance & General Services Division Director.
Stephanie Logan, Technical Services Coordinator, F&GS

PRESENT NON MEMBERS: Frank Bluestein, GHS-TV Director
Robbie Weaver, GHS-TV Co-Director
Colin Hutsell, GHS-TV Co-Director

Call To Order

Chairman Fischer called the September 14, 2011, Telecommunications Commission to order at 6:02 p.m. Kristen Geiger conducted a roll call and it was noted that a quorum had been established.

Approval Of Minutes

Chairman Fischer called for the approval of the August 10, 2011 Telecommunications Commission Minutes.

****MOTION****

Bill Brody made a motion, seconded by Kurt Weil, to approve the August 10, 2011 Telecommunications Commission Minutes. The motion passed unanimously.

COMCAST Report

Chairman Fischer stated that Otha Brandon was not present at the meeting but that the Drop Bury report had been emailed out. As of June 30, 2011 there were 10,542 subscribers – which are approximately 450 down from last year.

Chairman Fischer noted that COMCAST was being tardy in their payment to the city; Kristen Geiger stated that the payment had been received but that it was off by over \$1,000 and that it was being resolved. COMCAST has changed the capital contribution factor (PEG Fee) from \$1.30 to \$1.34 and also that ATT had been informed of the rate change.

GHS-TV Report

Frank Bluestein stated the August 2011 monthly statistics for GHS-TV: Germantown Community Television cablecast 744 hours of programming during the month of August 2011. The total number of non-repeat local and national television shows by show title cablecast is 71. The total number of local and national television shows by number of airings per month cablecast is 224. The total number of television shows/taped reports/special projects produced locally is 16.

GHS-TV Report (Cont'd)

The total number of television shows/taped reports/special projects produced locally for the 2011-2012 season is 24. The total number of programs produced for the Access Together Project for 2011-2012 seasons is two.

Foundation Report – the anticipated balance at the end of September is \$32,600.79.

On Demand GHS-TV will begin on October 1, 2011.

Website statistics for August were 1,120 visits from unique visitors and 943 viewers watched the live stream.

IT Report

Kristen Geiger stated the IT report.

SunGard Training – A training session was held last week for inventory, purchasing, accounting and payroll. The training was given to heavy users of the system with the focus on the integration of the different modules to the whole system. The City's set-up and configuration was analyzed and some adjustments were made. These adjustments will enable staff to more effectively perform functions and duties of the City.

Electronic Notification System – The TC subcommittee on Electronic Notification System held its final meeting prior to issuance of the City's request for proposals. The RFP was issued September 7 with proposals due September 29. The selected system will be presented to the TC on November 9 with the item scheduled to go to the Board of Mayor and Alderman for award on November 14.

Phone System – The main phone system at City Hall experienced an equipment failure in the phone room. The main phone system server in the computer room failed as a result. Our phone vendor worked to restore service and switch the system to the backup server. A replacement server has been ordered, will arrive pre-loaded with the City's information and will be put into place as soon as it becomes available. Down-time for the replacement server will be scheduled after normal business hours for City Hall.

Citizen Contact Management System Update – Staff is working with SunGard to set up the most efficient way to transition Neighborhood Services calls into the system. The current system allows the sanitation contractor to update a customer concern cases with the results taken to satisfy the case. Neighborhood Services is working with the contractor to allow access to the SunGard system in the Neighborhood Services area for case updates.

Stephanie Logan stated that the main phone system at City Hall had experienced an equipment failure in the phone room. The main phone system server in the computer room failed as a result. Our phone vendor worked to restore service and switch the system to the backup server. A replacement server has been ordered, will arrive pre-loaded with the City's information and will be put into place as soon as it becomes available. Down-time for the replacement server will be scheduled after normal business hours for City Hall.

A discussion ensued among members regarding the phone system. A Sub-Committee was formed consisting of Tony Fischer, Danish Siddiqui, Rik Ditter and Kurt Weil.

Kristen Geiger continued with the IT report.

Comcast Request for Customer Service Center Closure – staff does not recommend an amendment to the franchise agreement for the relocation of the customer service center (CSC). The request was to close the CSC on Germantown Road enabling all services to be handled at the Hacks Cross facility, located south of Germantown city limits. Under the franchise agreement, the CSC needs to be located within the City of Germantown limits.

****MOTION****

A recommendation that the city does not approve the requested amendment to the franchise agreement for the relocation of the COMCAST Customer Service Centre in Germantown was made. Jack Parnell made the motion, seconded by Bill Brody. The motion passed unanimously.

Comments were made by members regarding the lack of COMCAST representation at the Telecommunication Commission meetings. Chairman Fischer responded that Otha Brandon was completely overwhelmed by the new internet essentials program that is going on.

Frank Bluestein stated for the minutes that they continue to have people call and ask GHS-TV why they can longer see the programming that is being displayed on the channel, reiterating that GHS-TV was the only channel on the system that does not any type of graphic titling and interactive graphic timer.

Old Business

Audit Report – Ken Ketcham stated that there were four issues that needed clarification from COMCAST – Ralph Gabb has sent an email to the COMCAST representative Mr. Meeker, Finance Manager and requested a meeting between the 19th and 30th September 2011.

ATT/U-Verse – ATT came out to the city and inspected with regard to putting in a d-mark in a more convenient location. Patrick Lawton is still awaiting a response.

Kristen Geiger asked Frank Bluestein if broadcasting had started, and Frank responded that they were waiting for the city. Kristen then stated that she would look into it.

A discussion ensued.

****MOTION****

It was proposed that the city start a process to file a formal complaint to the TRC on the ATT/UVerse. Sandra Able made the motion and Danish Siddiqui seconded. The motion passed unanimously.

Update on Public Safety Radio – Options are still for the tower to be at Johnson Road, and also one out in Poplar Estates area but depending on the equipment that may not have to happen. Optimum place for the monopole is next to the Animal Shelter which is where the new Fleet Maintenance shop is being planned but the neighbors that are on the adjoining properties are adverse to this. The City is proceeding with the first plan as they are under the gun to try and get the system in by January 2013 and are running out of time. A meeting is being held later in the week.

IT Director Position – Kristen Geiger explained that she had mentioned at the last month's meeting about filling the IT Director position and that they were very pleased with that. During that time the BMA has decided that they want an analysis done on the need of a position. Kristen stated that she was working on the analysis with IT staff to demonstrate why this is probably one of the most key positions.

A discussion ensued.

****MOTION****

Rik Ditter made a motion that the city fill the position of IT Director and Jack Parnell seconded. The motion passed unanimously.

New Business

Security – Court has become aware from visible signs that we need to heighten security during court. An automatic scanner has been ordered and all doors will be locked – badges were going to be issued to commission members, but we have just found out that because of an egress issue the doors cannot be locked. A discussion regarding meetings days and venues followed with Kristen asking members to decide whether they would like to change telecom meeting days and or venue.

Ordinances – overhead telecom cables – Rik Ditter requested information on the history of the ordinance of the overhead telecom cables.

COMCAST 6 month intro price – Rik Ditter stated that COMCAST was advertising a 6 month introductory price and not disclosing the price after the intro period ends. Kristen Geiger stated that she would speak to Administration and get back with the commission.

GHS-TV Contract – Frank Bluestein asked about the GHS-TV Contract and Kristen stated that she would take it to the BMA sometime in October.

ADJOURNMENT

****MOTION****

Chairman Fischer called for a motion to adjourn the meeting. Sandra Abel made a motion, seconded by Jack Parnell. The motion passed unanimously.