

# MINUTES

## Oshkosh Cable Television Advisory Commission

### Regular Meeting

May 4, 2005

The regular meeting of the Oshkosh Cable Television Advisory Commission was held at 4:00 p.m. on May 4, 2005 in Room 406 of City Hall.

The meeting was called to order by Chairman Witte and roll call was taken. Present were members Mrs. Sieber, Mr. Tower, Mr. Kerkhof and Mrs. Miller. Also present were Bill Harke, Public Relations Manager for Time Warner Cable and Jon Urben, OCAT Cable Media Services Director.

Chairman Witte then asked for consideration of the minutes from the January 5, 2005 meeting. It was by Mr. Tower, seconded by Mrs. Sieber that the minutes be passed as presented. Motion carried unanimously.

Chairman Witte then asked for any Communications from Cable Subscribers. Mr. Urben presented two formal complaints filed by Mr. Steven Everding of 735 N. Westfield Street. He noted both complaints were forwarded to Mr. Harke at Time Warner (TW) for a response and follow up. Mr. Urben noted the first complaint focused on an apparent brightness flicker problem and picture quality on WB14 (Channel 9 on the TW Cable system). He noted the second complaint focused on the apparent extraordinary length of time (four minutes) Mr. Everding spent on the TW automated voice system before reaching a customer service representative. Mr. Urben also then distributed the responses from Mr. Harke to these complaints. Mr. Harke reiterated verbally the context of their response to complaint #1): an equipment change had been made at TW's head end, which has apparently eliminated the flicker problem. As for complaint #2): they did find a problem with the voice mail and have assigned a team to simplify the path for callers. After some further discussion it was moved by Mrs. Sieber, seconded by Mr. Tower that TW has attempted to rectify the issues identified in Mr. Everding's complaints, but that the Commission would like to be updated in the future with his concerns so that they are assured his complaints have been addressed. Motion carried unanimously.

Chairman Witte then asked for the Report of the Franchisee. Mr. Harke noted the following updates from TW:

- They have requested their annual expenditure list from the City Finance Department of PEG capital;
- They are working to provide anyone with digital cable boxes the ability to receive all "on-demand" stations from 911-940 without requiring special equipment or boxes;

- They have worked with United Way Fox Cities in producing a 30-minute program showing their TV auction items and details—the program will be shown on TWTC4 in Appleton and “on-demand” channel 999;
- They are working to provide anyone with digital boxes the ability to listen to the all digital music channels between channels 500-545 without any special equipment or boxes;
- They are getting ready to debut multiple room DVR’s (digital video recorders) that will allow for control of different recordings from separate TV channels in separate rooms;
- They have been media sponsors for many Oshkosh events and organizations such as the UW-Oshkosh Theatre series and the Boys & Girls Club Luncheon;
- They officially collected \$638K in franchise fees in calendar year 2004 in the City of Oshkosh. This fee is 5% of all TW revenues collected in the Oshkosh cable system in 2004 and is paid to the City of Oshkosh in a quarterly basis in exchange for using the public rights-of-way and streets to provide their cable service to Oshkosh residents.

Chairman Witte then asked for the Report of OCAT and the Friends of OCAT. Mr. Urben noted the following highlights for OCAT:

- OCAT programs (produced by both staff and local resident producers) received 12 awards at WAPC Awards held April 30, 2005 including 8 Awards of Merit, 2 Awards of Achievement and 2 Awards of Excellence. More details on winners in the upcoming summer OCAT News newsletter;
- OCAT also was awarded a national Telly Award for it’s 2004 Oshkosh Today “Summer Splash” program;
- OCAT celebrated the 200<sup>th</sup> episode of the “City Manager’s Report” on April 25, the program begin in 1997;
- This summer OCAT will celebrate the 10 year anniversary of Oshkosh Today;
- Program Schedules listings now interrupt on bulletin board at top & bottom of every hour (at end of programming day to start of next, usually overnight up until noon);
- Election Coverage with County modem feed went very well with many positive comments. Look to continue that format in coming years. Miles McGuire from Oshkosh Community News was a nice addition to program;
- Starting a new partnership program with OPD later this month on CitiCable 10-30-minute studio program entitled “Beyond the Badge” and will focus on OPD activities, programs & services, hosted by Sgt. Steve Sagmeister;
- We have stepped up our OCAT media sponsorship involvement with area groups and events such as Mangia, Mangia, Bowl for Kid’s Sake, Aurora Foundation Golf Outing, Taste of the Town, etc.;
- OCAT is heading into the local parade season-- OCAT van is being outfitted with more permanent remote equipment to start with Memorial Day Procession.

Mr. Urben then moved into the Friends of OCAT Update including:

- LPFM update- BOD working to formulate action plan to launch LPFM station by February 2006. Committees in areas of marketing, fundraising, programming and

others have been meeting since January. BOD is meeting with OACF to pitch idea in May, seeking for assistance in the initial capital campaign for equipment. If all goes well the fundraising campaign will begin in summer, and have equipment installation later summer into fall. Initial plan is for simulcast of CitiCable 10 programming (live meetings, municipal programs, etc.) in addition to Friends of OCAT programs and partnerships. Long-term plans may include having radio production facilities for local hosts, call-in programs, music series, etc. 101.9 FM;

- New Mascot Olivia debuted at Jaycees Easter Egg Hunt;
- New Board officers will be announced at Friends Annual Meeting May 19;
- They have wrapped up all sports games for the High School “Game of the Week” package and soon for the last “Spotlight on Schools” taping in late May. Friends BOD now making plans for 2005-06 underwriting season.

There being no Unfinished Business Chairman Witte then asked for any New Business. Mr. Urben noted that during the last OCAT/League of Women Voters LIVE Candidate Forums on March 16-17 there was issues regarding the forums being simulcast live on WOSH radio directly via the OCAT feed over TW. He noted there were several emails between he and Jonathan Krause (WOSH news director) clarifying that WOSH could simulcast the feeds with the understanding that during the forum breaks no commercials would be aired (an issue that forwarded to OCAT via WOSH listeners). Mr. Urben noted that even after Mr. Krause had apparently understood the agreement WOSH still aired commercials during the 10-minute breaks between forum changes. Mr. Urben noted he was uncomfortable with a radio station profiting from a program produced by OCAT/League of Women Voters and City equipment. Mr. Urben requested input from the Commission on this matter. The Commission agreed with Mr. Urben’s concerns and suggested that Mr. Urben contact the WOSH GM prior to the next candidate forums to reiterate that should WOSH desire to air future candidate forums using the OCAT live feed they must assure OCAT that they will not air any commercials during breaks, as the forums are intended to be non-commercial. Further, should WOSH not be willing to abide to this understanding they could either a) not air the forum on WOSH or b) set up their own equipment to simulcast the meetings. Mr. Urben noted he would follow up on this issue before the next forums and keep the Commission abreast of the situation.

Chairman Witte then noted the next Cable Commission meeting would be set for Wednesday, July 6 at 4 p.m. It was then moved by Mrs. Sieber, seconded by Mr. Tower that the Commission adjourn at 4:33 p.m. Motion carried unanimously.

Respectfully submitted,

***Jon G. Urben***

OCAT Cable Media Services Director

cc: Mr. Richard Wollangk, City Manager