

Commission on Information Technology
November 17, 2008
Submitted by Brian Hunt

Called to Order 7:07pm

Members Present: Dan Brooks, Steve Cooper, Mark Feldheim, Brian Hunt, Kostas Liopiros, Lynda Rudd, Marie Schuler, Catherine Hogan-Lewis (telephonically)

City Staff Present: Rose Boyd, Tom Trobridge

Excused: Del Pepper, Justin Wilson, Mark McLindon, Scott Newsham, Heather Planey, Scott Price

Unexcused: John Min

Review of City Manager's memo to Council regarding the 2008 Comcast Annual Subscriber Survey Report

- It was noted that the current subscriber survey is largely a product of past IT Commission input.
- It was noted that while many Public Access (PEG) channel viewerships declined, this may have been the result of greater access to government meetings via the Internet, and not a result of less interest or less viewership.
- The last sentence in first full paragraph of page 2 is modified with "to better publicize the content and scheduling".
- Regarding the first full para of page 3, we discussed the reasons why the timely handling of calls dropped from 84% in 2007 to 75% in 2008. Language was added to state that the primary reasons include a one-time acquisition of former Adelphia customers who were directed to the call center shared by Comcast Alexandria, and inclement weather.
- Modified first sentence in 3rd full para to state "decreased slightly" instead of "decreased".

Motion to approve the Staff analysis in the Memo and received the report as amended, passed 8-0

Review of City Manager's memo to Council regarding the 2008 Comcast Annual Report and Plant Survey

- Added to page 3 paragraph 1: "part of the significant increase in the number of outages is attributed to the newly installed automation of the outage monitoring process."
- It was noted that the \$200 fine for each month that the 90% goal of answering phone calls within 30 seconds is a very low amount.

Motion to approve the Staff analysis in the Memo and recommend that Council receive the report as amended, passed 8-0

Wish List of Unmet needs for the new Comcast Franchise Negotiations

- Steve Cooper requested Council to require Comcast to include a remote control instruction channel.
- Any members with items for the Comcast negotiations wish list should submit them to Kostas before Wednesday, November 19.

Adjourned 8:44pm