

**TELECOMMUNICATIONS ADVISORY COMMITTEE (TAC)
REGULAR MEETING**

Burlington Telecom Conference Room
October 27, 2009

Minutes

TAC Members:

Present: Tim George, Geoffrey Wyman, Steve McIntyre, Tom Hyde, Jan Schulz, David Pocius

Also in Attendance:

Burlington Telecom: Amber Thibeault

Burlington Telecom: Chris Burns

Burlington Telecom: Lisa Geisweit

CAC Member: Jeff Kaufman

1. Convene meeting of TAC at 4:00 p.m.
2. Approval of today's Agenda
 - a. **MOTION** to approve the Agenda for today's TAC meeting by Schultz, seconded by Wyman. *Unanimous.*
3. Public Forum
 - a. Kaufman: spoke regarding BT's relationship to the City and the legal constraints a municipally owned business faces including the fact that public discussion in a highly competitive telecom business can jeopardize BT and cause a competitive disadvantage.
4. Approval of Minutes from the prior TAC meeting
 - a. **MOTION** to approve the amended minutes from the TAC meeting by Hyde, seconded by Pocius. *Unanimous.*
 1. Hyde: Minutes do not reflect questions to General Manager regarding why BT is not installed in certain sections of the City. Amended to include summary: Why are we litigating with the PSB instead of just finishing the work? No comment was the answer received from BT.
 2. Wyman: Amended to convey the TAC's support of Wyman's suggested modifications to the Cable Channel Policy and encourage Wyman to bring the issues before CAC.
 3. McIntyre: add the URL to the web broadcast of the TAC minutes.
 4. George: amended to include reference to the confusion regarding the roles and responsibilities by BT that it affects the decision about what is disclosed to the body during Section 8 discussion.
5. Discussion pertaining to Burlington Telecom's request for TAC members to sign a Non-Disclosure Agreement
 - a. Joe McNeil was asked to attend the meeting but did not attend. Discussion was deferred until later in the meeting.
 1. Pocius: Will not sign and would not advise anyone to sign. Burns stated it was moot at this time for the TAC to sign the NDA until the City defines roles.
 2. Pocius: Need clarification on what the City intends to make public and not and need the City Attorney's opinion.
6. Discussion pertaining to BT's relationship to the city, in particular what legal constraints a municipally owned business faces.
 - a. McIntyre: This discussion was deferred in order to allow Joe McNeil to speak to this issue but he did not attend. Discussion tabled until next month when Joe McNeil or City Attorney is present.

7. General Manager's Report, Part 1

a. Introduction of Lisa Geisweit, Division Manager of Customer Service and Marketing

1. Several questions from members of the TAC regarding customer service and marketing strategy.

a. Hyde: Mailings from Comcast once a month – do you plan on doing this in the City of Burlington? Geisweit explained that she is working on marketing strategy including targeted mailings.

b. Schultz: No contact on the website.

1. BT will look into this. Proper protocol is to contact BT.

2. McIntyre – are you going to continue to work with Postscript? Geisweit explained that the relationship continues.

3. Pocius – is their a marketing plan? Geisweit explained that she was working on creating one.

4. Wyman - Customer service goals that you have done in the past? Geisweit explained that she has worked on processes and procedures, consistency and commitments to service.

5. George: Residential marketing – what are the one or two biggest goals that you hope to achieve? Geisweit: Growth on the residential side, double digit increases. Numbers are going to speak for themselves.

6. Schultz: Penetration rates for other municipally owned?

a. HBC in Minnesota 60% market share; privately owned.

b. BVU Optinet: 65% in more mature areas which are not defined, municipality.

c. Some of the markets are above 50% take rate. Municipals higher than private in the APPA study.

Burns: send the APPA link to TAC members and CAC members.

b. American Red Cross award recognition for the blood donor program

c. Commercial Sales – Dwight Asset Management voice services.

d. Schultz: summarize City Council meeting from BT point of view.

a. Burns: Not sure how the resolutions are going to play out. Business point of view, the press is not good. Some of what is going on is starting to hurt us. Regardless of what happens at City Hall, we still need to run the business.

b. George: press is on whether or not Jonathan should be removed. Resolution sponsored by Democrats etc that passed unanimously was forward moving.

c. Kaufman: Comcast does not disclose this information.

1. Brief discussion regarding whether the public should be allowed to participate in conversations outside of public forum. The discussion was allowed due to past precedence.

d. Memo (see attached)

8. General Manager's Report, Part 2 (Executive Session)

NONE

9. Proposed resolution pertaining to the city's request to reconfirm our meeting schedule for 2009-2010

MOTION that for the rest of 2009 and all of 2010, exclusive of any special meetings that may be called, that the TAC shall hold is regular monthly meeting on the fourth Tuesday of each month at 4:00 p.m., unless otherwise changed by a future vote of the TAC, by George seconded by Schultz. *Unanimous.*

10. Discussion of the election of Vice Chair of the TAC for term ending June 30, 2010, or until their successor is duly elected.

George: January – April busy time: additional support needed during this time period. Encourage everyone on this body to consider whether they would serve.

MOTION to nominate McIntyre by Schultz, seconded by Wyman. *Unanimous.*

MOTION to appoint McIntyre, by Schultz, seconded by Wyman. *Unanimous.*

10.5 **MOTION** by Schultz that gives the Chair the discretion at the request of a member, to entertain or curtail conversation from the public outside of public forum, seconded by McIntyre. *Unanimous.*

Discussion regarding filming special meetings.

MOTION by Schultz, to amend the quarterly resolution passed at the TAC meeting, to four times a year. Seconded by McIntyre. *Unanimous.*

MOTION by Schultz to record or televise by CCTV, the November meeting in the interests of the current debate, seconded by McIntyre. *Unanimous.*

11. Discussion pertaining to the TAC's visibility and public position on Condition 60 and related matters.
George: discussion regarding his statement to the City Council in public forum as a citizen, not as chair of the TAC. Question to the group about what is the best mechanism for TAC to make comments. Tim subsequently read the statement for the TAC.

Discussion from TAC members and BT staff regarding possible means of providing this input.

12. Adjournment

- a. **MOTION** to adjourn by Schultz seconded by Wyman at 6:34 p.m. *Unanimous.*