

LEGISLATION, LICENSING & COMMUNICATIONS COMMITTEE

Tuesday, July 30, 2002

Committee Room #2

PRESENT: Alds. Treis; Sullivan; Bruderle-Baran; Ecks; Grimm; Subotich – 6

ALSO PRESENT: Ald. Heins; Ald. Kopischke; T. Wontorek, City Administrator; A. Kesner, City Attorney; Capt. Bozicevich, Police; P.Coffaro, Ass't. to Admin.

Ald. Treis as Chair called the meeting to order at 7:18 p.m.

Request by Curtis Michalak for discussion of potential application for Class A Beer and Liquor licenses

Mr. Michalak explained that the last time he appeared before the committee he was applying for an operator license. His plan at that time was to work at Breeze-Thru Liquor as an operator. He intended to buy into the business and eventually become the owner. Mr. Michalak's circumstances have changed and he is now in a position to purchase the entire business at one time. Because of his past violations Mr. Michalak requested to appear before the committee prior to submitting a formal liquor license application.

Capt. Bozicevich told the committee that he has spoken with Mr. Michalak on several occasions. Mr. Michalak last appeared before the committee on March 12, 2002. Capt. Bozicevich could not recommend granting an operator license at that time. He suggested that under the changed circumstances the committee may want to grant Mr. Michalak a Class A Beer and Liquor license on a probationary basis. A provision could be added enabling the committee to revoke the license without a hearing if any violations occur.

Atty. Kesner agreed that this could be a good arrangement but the committee may not be able to enter into it legally. There is not a specific provision in the law providing for probationary liquor licenses. Atty. Kesner asked the committee for an opportunity to research the options.

Moved by Ald. Sullivan, seconded by Ald. Bruderle-Baran to hold the matter until the meeting of September 3, 2002 - -

Ald. Bruderle-Baran noted that at the meeting of September 3rd the committee would discuss not just the legality of granting a provisional liquor license but the appropriateness of granting the license to Mr. Michalak.

Ald. Ecks commented that he has questions about Mr. Michalak's property violations. He also indicated that Breeze-Thru Liquor is in the district he represents and that he will not be in attendance at the September 3rd meeting.

Moved by Ald. Sullivan, seconded by Ald. Bruderle-Baran to amend the hold to the meeting of September 10, 2002 - -

Ald. Grimm expressed concern over Mr. Michalak's property violations. Mr. Michalak said that he would bring clarifying documentation to his next appearance. Capt. Bozicevich will research Mr. Michalak's City of Milwaukee property records for that meeting.

Vote on the motion was, Ayes: 6

Letter from Ald. Kopsichke regarding a recurring column in Wauwatosa News Times and posted to web site

Ald. Kopsichke explained that as a new Alderperson he was given a tour of all City Hall departments. During this tour he became aware of many city services that he hadn't known about prior to the tour. He then spoke with a few people including Peter Coffaro. Mr. Coffaro then put three options into a memorandum for the committee.

The first option was a recurring column in the Wauwatosa News Times. Janice Kayser of the Wauwatosa News Times told the committee that the paper would not be able to reprint as news any articles that were submitted by representatives of the city. Ms Kayser suggested some alternatives. The News Times welcomes letters and editorials from elected officials. She also suggested an Alderperson may want to submit op-ed pieces. In addition Ms Kayser would be willing to do articles on one specific person in a department and incorporate the department's services.

The second option was to use the city web site to focus on one or two departments each month.

The third option presented was to use the city's quarterly newsletter to highlight departments and services. The newsletter however is usually full and it would be difficult to fit in the additional information.

There was general discussion by the committee.

Ald. Ecks noted that the idea was good and that the city can always improve communication.

Mr. Wontorak suggested putting an informational piece in the newsletter and then moving it to the web site. He also pointed out the communicative value of televising the committee and common council meetings. It was his opinion that televising the meetings is one of the best ways for the city to communicate with residents.

Ald. Ecks asked Mr. Coffaro about using streaming video to televise the meetings. Mr. Coffaro indicated that there are no plans for implementing streaming video at this time. He pointed out that the internet task force has set several other goals for itself before they would tackle a project such as streaming video.

Ald. Heins suggested the committee consider "what is our purpose, who are we trying to reach and with what information." She also pointed out that based on feedback she is getting from her constituents, the city could improve the technical quality of the meetings currently being televised. She suggested fine tuning what is currently in place before beginning a new project.

Ald. Kopsichke indicated he would like to discuss the options and get some more input on the options.

The chair ordered the item held.

Progress report by representatives from Time Warner cable regarding customer service improvements

Teresa Ferrante, Public Affairs Coordinator from Time Warner Cable, summarized the recent and planned customer service improvements. The improvements included an additional 20 new customer service representatives taking calls and 30 new reps. in training. Time Warner is also considering hiring part time reps. to take calls during peak hours. Later this year an interactive voice response system will be introduced.

There was discussion by the committee regarding problems with the customer service phone center. Some of the problems expressed were difficulty in getting through to a representative and having to go through a long menu of options and promotions before reaching a live rep. Ald. Bruderle-Baran said that when her Roadrunner service was down, she had problems getting through to the call center. Once she did get through however, the service was very good.

Brad Hansher, Franchise Assistant from Time Warner Cable apologized for the problems and assured the committee that Time Warner is taking action. He told the committee that with the new technology offered individual calls are taking longer. The reps are instructed not to rush a customer.

Ald. Bruderle-Baran suggested the committee give Time Warner some time to make the planned improvements and revisit the issue at a later date.

The chair ordered the item held for 6 weeks.

License applications forwarded by the City Clerk for review

The committee reviewed the operator license applications of Tiffany Stephens and Colin Walker.

Moved by Ald. Bruderle-Baran, seconded by Ald. Grimm to invite both applicants to appear before the committee – 6

The meeting adjourned at 8:13 p.m.

Carla A. Ledesma, CMC
City Clerk

dmh