

CCCS Board Meeting Minutes  
March 18, 2004

Board Members Present: Ron, Mark, Sylvia; Regrets: Barry  
Contractors: Jean, Christian, Jason; Regrets: Harley, Christine  
Members Present: None

1) Adopt Agenda

Motion to adopt agenda: Sylvia/Mark Adopted

2) Adopt minutes

a) January 15, 2004 meeting Mark/Sylvia Adopted

b) February 12, 2004 meeting Mark/Sylvia Adopted

3) Business Arising

a) None

4) Select new Officers

a) Motion to appoint officers as follows:

President: Ron Evans

Vice President: Mark Nelson

Secretary: Sylvia Bradt

Treasurer: Barry Layton

Mark/Sylvia Carried

5) Appointment of fifth board member:

a) Two names were brought forward: Michelle Dorsey and Glen Timbers

There was a brief discussion.

Motion: Appoint Glen Timbers to the CCCS board of directors

Mark/Sylvia Carried

6) Member Presentations

a) None

7) Contractor Reports/Presentations

a) Financial reports (Barry, Christine)

We did not receive one, as Barry couldn't make this meeting. It is requested that Barry e-mail the financial report to the board as soon as possible.

b) Public Relations report (Jean)

i. Temporary Accounts

Discussion: There was some discussion about visitors staying at the various Hotels and B&Bs in the valley needing temporary Internet access. Several possibilities were discussed.

Motion: Temporary Access Accounts: We will offer the various Hotels and B&Bs a special arrangement for temporary Internet access for their Clients. For an annual signup fee of \$20 a hotel or B&B owner will be given a set of 5 accounts that the owner may give their clients access to on a short-term basis. These accounts will incur a cost of \$1.00/hour of usage only when they are used. The hotel owner may charge his/her clients a reasonable markup for these hours at the hotel or B&B owner's discretion. The passwords for Temporary Access Accounts will be changed monthly (or more often (within reason) at the hotel or B&B owner's request) with the hotel or B&B owner being informed of the new passwords the day before they are

to changed. There will be no e-mail box or CCCS membership associated with Temporary Access Accounts. This is an experimental subscription plan for 2004 and it will be revisited when we've seen how well it works in this form.

Sylvia/Mark Carried

ii. New DEA lines

Discussion: Results of the new DEA line service have been erratic at best. Some members have seen a decline in service speed while others have seen an increase. Everyone is experiencing erratic performance where one time they may dial in and receive a speed of 4.8 Kbps and the next time they may receive a speed of 48.0 Kbps or better. It was noted that in general there has been a degradation of phone line quality in the Valley during the past week and that this could be due to Telus working on the lines this week. Jean circulated a list of member communications that ranged from praise for the new DEA lines to condemnation of them. Jason will contact Telus to explore the problem.

iii. Communal data

Discussion: Our data base currently exists on Jean's computer only. Although she keeps backups, this database should be accessible for all board members and contractors. Jean and Jason will explore the options for placing the database on the server in a way that authorized individuals (board members and contractors) will be able to have access to it via the webpage. Further they will explore the options for a legal CCCS owned copy of MS Office (including Access) that can reside on the server. This could be a corporate version or a single license version depending on the relative costs and benefits.

iv. Public relations Backup

Discussion: Christian will assume the role of PR backup and will meet with Jean soon to arrange this.

c) Tech/web page report (Harley, Jason, Christian)

i. Harley: No report.

ii. Jason: Jason reviewed several items including:

1. System Backups. These are now happening regularly
2. Server based Anti-Virus software. A new server based piece of anti-virus software is being tested on 30 day trial bases. It seems to be working fine, so if it continues to work well we will purchase a license using the budget already allocated for this purpose.
3. The off-site WIN 2000 server has not been configured as we expected. Jason will reinforce the necessity of this with Harley. The board expresses its concern that this server was not maintained at the 'drop-in-place' standard for the off-site server as was originally reported.

iii. Christian: Christian briefly reported on his activities with the webpage. He asked that we use the Webmaster account when communicating with him concerning the webpage.

Motion: We will adopt the contractor reports as presented:

Mark/Sylvia Carried

8) Budgets:

Discussion: Jason prepared two possible budgets. One saw a significant decrease in subscription rates and made several minor expense account cuts while the other basically was a continuation of the previous budgets. The board felt that although we need to look at some rate reduction in the near future, with the uncertainty surrounding the broadband initiative that it would be best to stay the course for the next 3 months until we know what will be required for the offering of Broadband services. However it was suggested that Jason continue to consider rate reductions as the time will come in the near future when they will become desirable and/or necessary.

Motion: We will adopt the "stay the course" budget for April, May and June. Rates and budget lines will remain the same with the change that additional funds will be put into the accumulating Training account (\$750/month) and the Equipment and Software account (\$1500/month). These two accounts will become

critical for the change to broadband service in the next few months. The Tech Training Account will become the Training Account giving all contractors access to it with board approval. Jason will advise if these amounts can be increased or should be decreased.

Mark/Sylvia Carried

9) Other Business

a) Abusive e-mail from members

Discussion: An incident occurred this past month where a member used abusive personal language against the Public Relations contractor. This is not acceptable behavior on the part of members or anyone else for that matter.

Policy: Based on the contract that members sign when they join the CCCS, the board wants to make it very clear to all members that the use of CCCS services to make derogatory, abusive, and/or personally disparaging comments to any CCCS contractor, board member, or member will not be tolerated. Should a member chose this kind of language when communicating with any contractor, board member, or member, they will be given ONE warning and if they persist that member's account will be terminated and they will forfeit any remaining "paid for" time on that account. At the discretion of the board that member may or may not be allowed to re-join the CCCS at a later date. A contractor, board member, or member who has been abused in this way, should forward the disparaging e-mail to the PR contractor who will take the appropriate action. A member who has been warned or had their account terminated for this reason may appeal to the board to make a case for re-instatement.

10) Old Business

a) Executive Directors contract was edited and signed. There will be a review of this position in June.

11) New Business

a) Ron and Jason will meet with Karen Laine of Coast Connect on Monday evening at 7:30 at the Learning Society's Career Centre. Ron has asked Mark and any other board member who wishes to attend to join them.

Motion to Adjourn: Sylvia

There was a brief in-camera meeting concerning labor issues. There were no motions passed during this in-camera meeting.