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February 16, 2010

Ms. Mintha Roach  
P.O. Box 59017  
Knoxville, TN 37950-9017

Dear Mintha

Thanks for meeting me after the KUB Commissioners meeting. I appreciate your willingness to reach out to me.

I thought it might be helpful to put in writing the concerns of TCWN and other citizens/members who contact me personally regarding the website. It is your face to the community and I think it should reflect the transparency that KUB is cultivating.

I am glad to see that all of the commissioners and management now list their private e mail address on the website and well as board meeting agendas and minutes. Thank you for being timely with those suggestions. It is very helpful.

KUB Board meetings used to be videoed and made available on public access television and I'm wondering why that practice was discontinued. As you know, many public agencies video tape their meetings and have those available online on their websites. Since part of our discussion at the board meeting included comments on the timing of the board meeting, it would be helpful for the community to be able to access those meeting videos if they are unable to attend the meeting.

I looked for a budget, but was unable to find it. I did find the annual reports and quarterly financials. Is that posted on the website? If so, where?

One of the things I love about the PACE10 meetings are the updates. I think your accomplishments are something that needs to be publicized. Since the PACE10 Partner's Council is a public body, I would suggest that the materials and agendas be posted there as well. I am happy to have my contact information available on that site and I'm sure the other members would be happy to have their information posted too.

I still am concerned about the "contact us" page. I'm highly suspicious of online forms. If they break, you will not know unless you have someone testing them on a daily basis. Something that we are implementing on our new site that might be useful is a "if you have a question about X, talk to Y" page. This page directs the public to the right person or department. It's a modified FAQs page.

I hope this is helpful. As I've said before, I know the intentions of KUB management and commissions are to be more transparent and I appreciate that.

Sincerely,

A handwritten signature in blue ink that reads 'Renée Victoria Hoyos'.

Renée Victoria Hoyos  
Executive Director