

16 July 1996

Mr. Brian P. Lamb
Chief Executive Officer
C-SPAN
400 North Capitol Street, N.W.
Suite 650
Washington, D.C. 20001

Dear Mr. Lamb:

This is the second letter I have written to you (I have enclosed a copy of my first letter). I received a very prompt reply to my first letter from a C-SPAN staffer -- and I appreciated the response. I am a secretary and I fully understand that the Chief Executive Officer does not have the time to read every letter, much less respond to every letter. But, I am writing because I believe your organization keeps track of responses to different events/changes in C-SPAN and therefore I want to be included in your internal tabulations.

To give a little personal background regarding a C-SPAN program several months back, I am one of the many individuals who do not watch the network (New York City ABC, CBS, NBC) evening news programs. I watch C-SPAN from 7:00 to 7:25am every morning -- and then tape extended play. At night I then watch C-SPAN instead of the network news. I feel I am getting true news reporting -- and enjoy hearing headlines and stories from across the US. Obviously the callers talk about stories that interest them, but all of us learn from listening to other views.

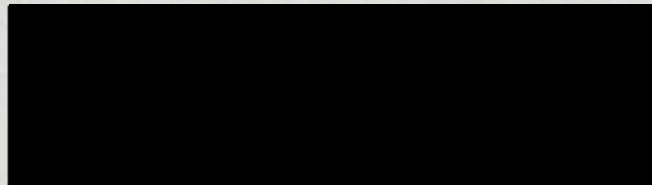
NOW MY FIRST EVER COMPLAINT -- I DO NOT LIKE THE CLINTON/DOLE LINES. You have never, never displayed any favoritism in the past. Always open lines. And anyone who truly wanted to voice an opinion can get through. I recognize voices of people who call on the regular 30 day basis. I don't believe in "phone banks" or "press clipping services" (people could not get same day early morning press clips and then call in with their headline as is required by your program). Telephone calls to your program should be the luck of the draw and not be limited to Clinton/Dole. Are you setting a precedent so that in the future people will want separate lines for pro-life/abortion, anti-smoking/pro-smoking, pass the budget/shut down the government, change welfare as we know it/leave welfare status quo, and on and on. You are the "boss" but I believe you are starting a change in policy that will cause problems down the road. If you opinion remains the same then it should be five telephone lines --Clinton, Dole, Independent, Reform and Libertarian--and telephone calls should be taken in a specified order and limited to one minute (or 30 seconds, or two minutes or whatever you deem appropriate). (There is one woman who calls frequently (not the 30 day limit) and always starts with "I have to admit that I am an avid Clinton supporter" and then reads a headline and a large portion of a particular story -- the time she spends reading her story is very lengthy. Because of her I believe you should limit the amount of time an individual can spend on a story.)

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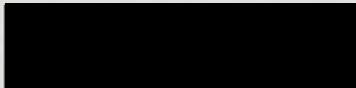
AND NOW A SUGGESTION -- the idea of debating over the telephone is a good one, but one that should require monitoring. You would not want to embarrass anyone, and therefore you would not want someone with minimal educational background debating someone with several college degrees. One of the greatest parts of your programs is the fact that people of all backgrounds/educational levels feel comfortable in calling in their headline, comment, question. The debating should be carefully monitored to ensure the debating personnel do not have "quick-response material to respond with." As a Civil Service employee I am unable to participate -- but will enjoy watching.

Mr. Lamb keep up the good work, you are entertaining, informing and educating the entire United States.

Sincerely,

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P.S. It was a thrill for me to tour the C-SPAN bus at the United States Military Academy. Your personnel were knowledgeable, courteous and just so very pleasant. Another avenue where you are educating your listeners. My dream in life is to visit Alaska and your C-SPAN bus tour was so enjoyable for me.

A black rectangular redaction box covering the address area.

Highland Falls, New York 10928

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28 March 1996

Mr. Brian P. Lamb
Chief Executive Officer
C-SPAN
400 North Capitol Street, N.W.
Suite 650
Washington, D.C. 20001

Dear Mr. Lamb:

I want to commend C-SPAN for re-airing the Don Imus talk given at the annual Radio and Television Correspondents' Association dinner. To be truthful, I was watching the program live, but I fell asleep. I was upset that I missed it -- and even more so after learning that the White House tried to stop you from showing the program again.

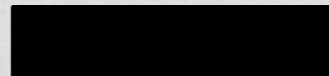
I also listened to part of the Imus Monday (25 March) radio show while driving to work (I must admit that my husband and I listen to and enjoy the Imus radio show every workday.). Those individuals who were upset by the dinner program should have listened to the Monday radio show. Don Imus is Don Imus and the organizers of, and participants at, the dinner certainly should not have been shocked at anything he said. Mr. Imus is a truthful person -- he speaks the truth in front of you -- NOT LIES BEHIND YOU.

Again, I commend and thank you for all your fine programs. The American public gets the unedited and truthful news from C-SPAN. We all benefit from your viewer call-in shows. We are able to learn from -- not always agree with -- the views expressed by the general public and your guests also. Everyone benefits from learning all sides of any news event.

One other point I wanted to bring to your attention. Approximately a month to six weeks ago, I was upset and offended by a caller and was going to write you a letter at that time. I did not write that letter, but the same subject came up at a recent school board meeting I attended so I will express my opinion now. A female caller to your morning show expressed her anger about "uneducated people" calling in and wasting your time and the time of your listeners. At my local school board meeting the local librarian stood up and stated that she was tired of reading letters to the editor of our local newspaper written by "uneducated people who could not get their facts straight." I am thankful that you do not screen your calls and everyone -- the educated and educated, Republicans and Democrats, rich and poor, black or yellow or tan or white, religious and atheist -- has the opportunity to call your program and voice their opinion. Thanks.

I have never called your program, but one day I will call and be one of your "first-time nervous callers."

Sincerely,

A solid black rectangular box used to redact the signature of the letter writer.

Highland Falls, New York 10928

PS -- In case you keep statistics on your letter writers or people who call in, I am: white -- female, -- 57 years old -- wife and mother -- pro-life -- Democrat who in my first presidential election voted for John F. Kennedy -- have never voted party line but for the person who I thought would do the best job (I did not vote for Regan or Bush in his first presidential election) -- BUT I VOTED A STRAIGHT REPUBLICAN TICKET LAST PRESIDENTIAL ELECTION AND WILL DO SO AGAIN THIS ELECTION -- a civil service employee who was furloughed (but got paid) and as a civil service employee I have very strong opinions on the firing of the Travel Office civil service employees.