

September 12, 1995

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

Dear Mr. Lamb:

It has been almost a year since I wrote to you. THANK YOU FOR C-SPAN! I am a real C-SPAN junkie. I especially like Washington Journal each morning, and I start most days with this program. I also enjoy Booknotes.

**BUT** -- I have to say I do not like the new three-telephone-number system that was started a few months ago. I liked being surprised with each and every call. I feel it is "fairer" to just have people dial in and take their chances. That is the fairest way -- whoever gets in gets in -- just the luck of the draw. The way your calls are handled now is certainly not fair and unbiased. I have noticed that Susan Swain in particular answers at least two "Clinton/Democrat" calls for every Dole/Republican call. The Clinton/Democrat supporters also are the biggest cheaters and abusers by using the Dole/Republication-other lines. They start the call with a short sentence that first implies you do indeed have a Dole/Repulibcation supporter on the line -- but within seconds, you find it is just the opposite. I have observed every deceitful trick that can be used by these callers in abusing and manulating the system to their advantage. There is no "fairness" to this system at all. Susan Swain is a big big -- biggest -- offender -- but J.J. on the weekends has also started doing it. I still expect your moderators to "seemingly" be unbiased. I do not want to detect "their" leanings.

Yep, Susan Swain is "really" getting bad -- she reveals her liberal side more and more. She talks more than the other moderators. She allows Clintonites/Democrats to absorb more air time and often cuts Dole supporters and Conservatives off -- and sometimes rudely. She should not be "presenting her side" through her questioning and comments in any way. She seems to "analyze" newspaper articles instead of "just reading excerpts" from them. She even argues (though politely) quite often with conservative viewpoints. Though she is soft spoken, Susan can and does sound a little edgy and gets nasty with some callers -- usually those who offer conservative or moderate comments. It is becoming more noticeable each and every time she is in charge. There is a marked difference in how she handles callers and guests versus the way you (you're the best, of course) and some of the others do.

O-WJ

The other "compliant" I have to offer is that more often than not the first 40-minute segment each morning is with liberal, biased, Clinton media people. I know there are more of them than Conservative types, but I just wish you would use moderates and Conservatives more often in this portion of the program. The mainstream media got Clinton elected in 1992 and is doing the same thing in a bigger way in 1996. Clinton has been a media darling since he arrived on the political scene. Media covers up and hides so very much that he does that it makes me sick. I want to hear all sides not just the favorable news on Clinton. I'll listen to a story and make up my own mind. That's why I watched most of the conventions on C-SPAN instead of ABC, NBC, CCN, and CBS where all I heard was anti-Republican bias and talk from Dan Rather, Peter Jennings, Tom Brokaw, and all the rest. These guys wouldn't even shut up during the speeches and omitted some of the best and strongest Republican speeches such J. C. Watts'. The mainstream media has forgotten how to report accurately, straight, and objectively.

While I will not stop watching Washington Journal, I do wish Susan would remain neutral at all times in her efforts at the helm of the discussions and be a little less vocal. C-SPAN's neutrality is C-SPAN's very best feature and its strength. I can listen and form my own opinions based on what I see and hear. With most of inside-the-beltway press being very liberal and biased, C-SPAN is the oasis in the desert. Many of us look to it for real -- pure reporting and news.

**PLEASE PLEASE PLEASE, BRIAN, GET RID OF THE THREE-TELEPHONE-NUMBER SYSTEM AND GO BACK TO HOW WASHINGTON JOURNAL USED TO HANDLE TELEPHONE CALLS!!!!!!**

Keep up the marvelous work!

Sincerely,

[REDACTED]

[REDACTED]

Renton, WA 98058