

Agenda

Iowa City Telecommunications Commission

City Cable TV Office, 10 S. Linn St., Tower Place Parking Facility, Level 3A

Monday, June 3, 2019, 5:30PM

1. Call to order
2. Approval of minutes
3. Announcements of Commissioners
4. Short public announcements
5. Post-franchise role of the Telecommunications Commission
6. REPORTS
 - Consumer Issues
 - Mediacom Report
 - Local Access Reports
 - City Cable TV Office Report
7. Adjournment

If you will need disability-related accommodations in order to participate in this program/event, please contact Ty Coleman at 319-356-5454 or ty-coleman@iowa-city.org. Early requests are strongly encouraged to allow sufficient time to meet your access needs.

Minutes

Iowa City Telecommunications Commission

April 22, 2019 – 5:30 P.M.

City of Iowa City Cable TV Office, 10 S. Linn St. - Tower Place, Level 3A

Call to Order: Meeting called to order at 5:34 P.M.

Members Present: Matthew Brenton, Gina Reyes, Adam Stockman

Members Absent: James Pierce

Staff Present: Ty Coleman

Others Present:

Recommendations to Council: None

Approval of Minutes:

Stockman moved and Reyes seconded a motion to approve the March 25, 2019 minutes as presented. The motion passed unanimously.

Announcements of Commissioners:

Commission members exchanged introductions with newly-appointed member Gina Reyes.

Short Public Announcements:

None.

Post-franchise role of the Telecommunications Commission:

Brenton summarized that due to the expiration of the local cable TV franchise agreement last year, the Commission was reconsidering its role moving forward. Brenton said that a draft document was being developed that would propose to the City Council that it formally consider the feasibility of municipal broadband. He said the group had concluded that if Council did not have interest in looking into the topic, that the group would not serve a purpose.

Brenton said there had been other groups that had gone through a similar process, such as the Climate Action Committee. He said members of the Commission seem to agree that ensuring access and affordability of broadband Internet service is important and that investigating municipal broadband by way of a committee could be the best way to act on that mission. Reyes expressed agreement with the direction of the proposal.

Brenton said that since the Commission began having discussions about its future role, ImOn has indicated its intention to expand its Internet service into the neighborhoods of Iowa City. Brenton said that a draft of the proposal would be available for discussion at the next meeting.

Mediacom's Connect2Compete program:

Brenton said he had researched the program and found that Connect2Compete is not a

Mediacom-specific program, but rather is operated by a non-profit called Everyone On. He said information can be found at www.callforaction.org/Connect2Compete. Brenton discovered that all of the terms found in Mediacom's promotion of the program are the same as those found in the non-profit's nationwide program. Brenton said he felt it was unlikely that the Commission would be able to influence a change in the terms.

Stockman agreed that it no longer makes sense to discuss the topic. He noted that he had thought it was strange to have a requirement that an applicant to the program not already be a Mediacom customer, but that now knowing it is a national program provides more clarity. He said the requirement would likely make the program more appealing to Internet providers, given that the program would not reduce a company's full-price customer base by offering lower-cost service to some of its existing customers. Stockman agreed that it would be likely the City would have little influence over a national program, as opposed to a local one. Brenton proposed that the group drop the topic from consideration. Stockman and Reyes agreed.

Consumer Issues:

Brenton asked Coleman if there had been any further communication with the customer in the March 2019 complaint report who had complained of having to wait several days for an appointment to investigate his Internet service outage. Coleman said he still had not received a response after having provided the customer with information and an offer to connect with Mediacom. Coleman said it wasn't uncommon for a customer to encounter an issue and for them to contact his office in a moment of frustration, but not respond after he has reached out to assist them.

Reyes asked if residents would know to contact the City's Cable TV Office if they had DSL service with CenturyLink rather than cable Internet through Mediacom. Coleman said he does receive some complaints from CenturyLink customers. Brenton asked if Cable TV Office contact information was still printed on Mediacom bills. Coleman said the City had recently asked Mediacom to remove the City's information from bills since the City was no longer the franchising authority.

Brenton noted that the City's Cable TV Office has been able to assist residents, in many cases, by simply getting them connected someone local, who can understand the issues more clearly. Coleman said that many complaints seem to result from customers having spoken only with someone from a call center.

Coleman referred to an issue in the February 2019 complaint report and said that he was notified by local Mediacom staff that cable service was now available to the residents at Cross Park Place.

Mediacom Report:

Coleman said he hadn't received anything from Mediacom over the last month.

Local Access Reports:

Brenton asked if Public Access Television (PATV) would continue to send a representative to the meetings of the Commission, noting that the Library had recently decided it would no longer have someone attend. Coleman said a PATV report had been submitted and was included in the meeting packet. He said if the City Council agrees that the group should focus on looking

into the feasibility of municipal broadband, it may not make sense for the access channels to have a representative present.

City Cable TV Office Report:

Coleman referred to the report the Cable TV Office had submitted in the meeting packet. He noted that the Cable TV Office had recently acquired some new camera equipment that will help to improve the quality of long-format productions and require fewer resources. Coleman said that two of his staff are now certified to fly the City Cable TV Office's aerial imaging drone, which will be used for acquiring video and pictures to be used in video projects as well as to meet the needs of City departments. He said the Parks and Recreation Department had recently requested aerial images of the newly-developed Riverfront Crossings Park.

Adjournment:

Stockman moved and Reyes seconded a motion to adjourn. The motion passed unanimously. Adjournment was at 5:58 p.m.

TELECOMMUNICATIONS COMMISSION 12-MONTH ATTENDANCE RECORD

	Gowder	Bergus	Brenton	Johnk	Pierce
05/21/2018	x	o/c	x	x	x
06/25/2018	x	x	x	o/c	x
07/23/2018 Meeting not held due to lack of quorum.		vacant		vacant	
08/27/2018 Meeting not held due to lack of quorum.		vacant		vacant	
9/24/2018	x	vacant	x	vacant	x
		Paterson			
10/22/2018	x	o	x	vacant	x
11/26/2018 Meeting not held due to lack of quorum.				vacant	
12/17/2018	x	o	x	vacant	x
01/22/2019 Meeting not held due to inclement weather and lack of quorum.				vacant	
		resignation		Stockman	
02/25/2019	x	vacant	x	x	o/c
		Reyes			
03/25/2019	resignation	o/c	x	x	x
04/22/2019	vacant	x	x	x	o/c

(x) = Present

(o) = Absent

(o/c) = Absent/Called (Excused)

documents to consider for your discussion on the proposed future role of the Telecommunications Commission

Ty Coleman

Wed 5/29/2019 3:15 PM

To: cyclecast@gmail.com <cyclecast@gmail.com>; iowaadamstockman@gmail.com <iowaadamstockman@gmail.com>; Matthew Brenton <matthew.p.brenton@gmail.com>; James Pierce <jimmypierce1@gmail.com>;

 3 attachments (171 KB)

ICTC Municipal Broadband Proposal.pdf; Iowa City Climate Action Advisory Board proposal.pdf; Municipal Telecommunications Utilities - Iowa Code 2019.pdf;

Good afternoon,

I have attached a few documents that are pertinent to the upcoming discussion of the Commission's proposal to the City Council regarding the role the group should play in the future.

One document is the drafted proposal itself, presented to me by Matt Brenton and James Pierce. Another is a copy of the Climate Action Advisory Board proposal, which Matt said was used as a template for the draft he and James have created. The third document is a copy of the section of Iowa Code pertaining to municipal broadband, "Iowa Code 2019, Section 388.10." This section of the code can also be found at <https://www.legis.iowa.gov/docs/code/388.10.pdf>.

Finally, Matt asked if I would pass on a link to an article he found on the BroadbandNow website: <https://broadbandnow.com/report/municipal-broadband-roadblocks/#iowa>.

Please review these items before the June 4, 2019 meeting. They will also be included within the meeting packet that will be distributed within the next day or so. If you have any questions, please feel free to reply directly to me. In order to avoid violation of open meetings laws, it is advised that you do not "reply all."

Thank you,

Ty

-

Ty Coleman

Media Production Services Coordinator

City of Iowa City Cable TV Office

(319) 356-5454

www.icgov.org

Iowa City Telecommunications Commission

Municipal Broadband Advisory Board Proposal to Iowa City City Council

The Iowa City Telecommunications Commission was originally formed to advise, review, and resolve issues involving cable providers operating under the Iowa City franchise. Iowa City's municipal franchise agreement with Mediacom expired on August 1, 2018. At this time the commission was tasked with identifying future duties and responsibilities. This proposal is the result of that discussion.

The Iowa City Telecommunications Commission proposes that the Iowa City City Council form an advisory board to explore creating a municipal broadband network to serve Iowa City.

The board shall be established as follows:

- The mission of the Municipal Broadband Advisory Board is to assist the City with determining whether a municipal broadband deployment in Iowa City is in the best interest of the community. This includes, but is not limited to:
 - Identifying the pros and cons of a municipal broadband deployment.
 - Outlining requirements for municipal broadband.
 - Financing recommendations and cost estimation.
 - Achieving diverse stakeholder representation and viewpoints.
- The board shall be established for one year.
- The board shall consist of ten (10) members appointed by City Council. Board members shall be chosen based on specialty and expertise. Relevant experience includes, but is not limited to:
 - Information technology, especially networking
 - Government agencies, especially municipal
 - Regulated utilities
 - Non-profit organizations
 - Institutions, including but not limited to the Iowa City Community School District and the University of Iowa
 - Small and large businesses
 - Professional services, for example: accountants, contractors, bankers, lawyers
 - Students
- Board members duties include, but are not limited to:
 - Gather and present information about existing municipal broadband deployments.
 - Work with city officials to identify municipal infrastructure that can be utilized for broadband, estimate cost, and address other feasibility concerns.
 - Provide a recommendation to City Council and assist in drafting RFP (if requested).
- Board leadership shall consist of the following:
 - Chair
 - Secretary

The Iowa City Telecommunications Commission has determined that since there is no city franchise agreement it no longer has a purpose. Upon submission of this proposal to Iowa City City Council the Telecommunications Commission will disband until such point that another city franchise is established.

Iowa City Climate Action Advisory Board

Proposal to Iowa City City Council

Over the past year, the Iowa City Climate Action Committee assisted the City and its consultants with development of Iowa City's Climate Action Plan. The Committee's term will end when the Plan is adopted. Based on the actions outlined in the plan and the scope of work required to implement such actions, the Committee proposes the establishment of a self-appointed, self-organizing Climate Action Advisory Board to assist with implementation of the Climate Plan actions. The board shall be established as follows:

- The mission of the Advisory Board is to assist the City with implementation of the Climate Action Plan actions to achieve or exceed the emissions reduction goals set by the City Council. This includes, but is not limited to:
 - Prioritization of actions
 - Action implementation planning
 - Financing recommendations and development
 - Achieving diverse stakeholder representation and viewpoints
 - Partner with area governments to develop comprehensive community approach to plan actions, where applicable.
- The Board shall be established for one year to develop implementation plans and determine the most efficient scope and design of the board to facilitate implementation.
- Board members shall be chosen based on specialty and expertise. There shall also be two (2) at-large community member positions.
- The Board shall consist of fifteen (15) members, initially consisting of members of the Climate Action Committee that wish to serve on the Advisory Board. Any remaining positions shall be filled by the Advisory Board members, based on identified expertise not currently represented on the Board. Relevant areas of Board representation may include, but are not limited to:
 - Students
 - Small and large businesses
 - Government agencies
 - Institutions, including but not limited to the Iowa City Community School District and the University of Iowa
 - Regulated utilities
 - Non-profit organizations
 - Professional Services, for example: architects, contractors, bankers/economists, lawyers.
- The Board shall be a working board. Board members duties include, but are not limited to:
 - Advise City staff regarding implementation planning and decision-making
 - Assist City staff with outreach and coordination
 - Developing working groups for specific action implementation

- Leveraging existing community relationships and building new community relationships
 - Communicating action plans and progress with the Iowa City community and surrounding communities
- Assist city staff with documentation and data collection
- Provide recommendations to City staff and City Council, including but not limited to budget and staffing recommendations for action implementation.
- Board member requirements include, but are not limited to:
 - Attend at least 75% of Board meetings, which shall occur once per month
 - Serve on and/or lead at least one working group
 - Participate in community outreach, including attending two (2) community events per year
 - Assist with fundraising.
- Board leadership shall consist of the following:
 - Two (2) co-chairs
 - Secretary
 - Recorder
 - Communications.

388.10 Municipal utility providing telecommunications services.

1. *a.* A city that owns or operates a municipal utility providing telecommunications services or such a municipal utility shall not do, directly or indirectly, any of the following:

(1) Use general fund moneys for the ongoing support or subsidy of a telecommunications system.

(2) Provide any city facilities, equipment, or services to provide telecommunications systems or services at a cost for such facilities, equipment, or services which is less than the reasonable cost of providing such city facilities, equipment, or services.

(3) Provide any other city service, other than a communications service, to a telecommunications customer at a cost which is less than would be paid by the same person receiving such other city service if the person was not a telecommunications customer.

(4) Use funds or revenue generated from electric, gas, water, sewage, or garbage services provided by the city for the ongoing support of any city telecommunications system.

b. For purposes of [this section](#):

(1) “*Telecommunications system*” means a system that provides telecommunications services.

(2) “*Telecommunications services*” means the retail provision of any of the following services:

(a) Local exchange telephone services.

(b) Long distance telephone services.

(c) Internet access services.

(d) Cable television services.

2. A city that owns or operates a municipal utility providing telecommunications services or such a municipal utility shall do the following:

a. Prepare and maintain records which record the full cost accounting of providing telecommunications services. The records shall show the amount and source of capital for initial construction or acquisition of the telecommunications system or facilities. The records shall be public records subject to the requirements of [chapter 22](#). Information in the records that is not subject to examination or copying as provided in [section 388.9, subsection 2](#), may be expunged from the records prior to public disclosure. [This section](#) shall not prohibit a municipal utility from utilizing capital from any lawful source, provided that the reasonable cost of such capital is accounted for as a cost of providing the service. In accounting for the cost of use of any city employees, facilities, equipment, or services, a city or municipal utility may make a reasonable allocation of the cost of use of any city employees, facilities, equipment, or services used by the municipal utility based upon reasonable criteria for the distribution of the cost of use in any manner which is not inconsistent with generally accepted accounting principles.

b. Adopt rates for the provision of telecommunications services that reflect the actual cost of providing the telecommunications services. However, this paragraph shall not prohibit the municipal utility from establishing market-based prices for competitive telecommunications services.

c. Be subject to all requirements of the city which would apply to any other provider of telecommunications services in the same manner as such requirements would apply to such other provider. For purposes of cable television services, a city that is in compliance with [section 364.3, subsection 7](#), shall be considered in compliance with this paragraph.

d. Make an annual certification of compliance with [this section](#). For any year in which the city or municipal utility is not audited in accordance with [section 11.6](#), the city or municipal utility shall contract with or employ the auditor of state or a certified public accountant certified in the state of Iowa to attest to the certification. The attestation report shall be a public record for purposes of [chapter 22](#).

3. [This section](#) shall not prohibit the marketing or bundling of other products or services, in addition to telecommunications services. However, a city shall include on a billing statement sent to a person receiving services from the city, a separate charge for each service provided to the person. [This subsection](#) does not prohibit the city from also including on the billing statement a total amount to be paid by the person.

4. [This section](#) shall not apply to telecommunications services provided directly by a municipal airport.

[99 Acts, ch 63, §4, 8; 2004 Acts, ch 1022, §2, 3; 2004 Acts, ch 1048, §2](#)

Referred to in [§11.6, 477A.1, 477A.7](#)

May 28, 2019

To: Iowa City Telecommunications Commission
From: Ty Coleman, Media Production Services Coordinator (MPSC)
Re: Cable Complaints April 2019

1.)

Date: 04/15/19

Method of contact:

Voicemail to City Manager's Office

Complaint/Comment Summary:

Customer complained that she had been having difficulty getting CenturyLink to bury a line in her yard that had been there since December 2018. She said she had been told recently that the burial was scheduled "way out," but that she was concerned due to mowing season approaching.

Resolution Summary:

MPSC inquired about the burial with CenturyLink's Tab Byrd. Chad Sanasack from CenturyLink confirmed that there was a work order in progress for the burial and that the contractor had received it. Kelly Green from MP Nexlevel, the contractor, said he had escalated the project with his crew.

The customer later reported the cable had been buried, but that her service wasn't working after it had been completed. She said she had an appointment set up for someone to come out the next day to investigate.

Date of Resolution: 05/08/19

2.)

Date: 04/15/19

Method of contact:

Phone call to MPSC

Issue/Comment Summary:

Mediacom customer complained that there were cables hanging over her driveway, attached to a tree to keep them off the ground, as well as on her lawn.

Resolution Summary:

MPSC inquired with Mediacom's Rick Karnes. Karnes checked on the status of the burial with the construction contractor, who said that it should be complete in less than a month. Karnes said now that winter is over and the frost is gone, there is a long list of underground jobs to catch up on. Karnes said that this project involves a bore to get under the driveway, so it is not a simple burial.

MPSC followed up with the customer, who said she had been told that a conduit was already in place and that a replacement cable just needed to be pulled through it. MPSC asked Karnes about this and said he would have the construction department contact her directly to clear up any confusion.

Karnes later reported that the project has been delayed by the rainy season and would check with the construction department to see if there was an estimated date for completion.

Date of Resolution: not yet resolved

Date: May 22, 2019

To: The Iowa City Telecommunications Commission

From: Ty Coleman, Media Production Services Coordinator, City of Iowa City Cable TV Office

Re: City of Iowa City Cable TV Office report for the May 2019 meeting, rescheduled for June 4, 2019

Media Production Services

Submitted by Jack Brooks, Special Projects Assistant, and Toni Ugolini, Media Production Assistant

Recent production activities:

- Topics covered for episodes of the weekly [Iowa City Update](#) program have included Drug Take Back Day, Iowa City Farmers Market, Ped Mall Improvements Project, and Fine Free for Kids at the ICPL.
- Completed a Bike Shorts PSA on the benefits of balance bikes for kids.
- Our next *Iowa City In Focus* program that features the Humanize My Hoodie movement, Strengthen Grow Evolve campaign, and rules for the dog parks.
- Recorded and Facebook Live streamed The Chamber of Commerce's Excellence in Education Event.
- Produced and released the most current episode of our 'Iowa City Matters' podcast. This episode focused on public transit.
- Recorded the Annual Community Police Review Board Community Forum.
- Recorded the first concert of the Friday Night Concert Series, which featured West and City High Jazz Ensembles. We also conducted a short Facebook Live before the concert to help Summer of the Arts to promote the concert and upcoming events. Pre-show Facebook Live events will be produced throughout the summer.
- Recorded the first forum from Johnson County Livable Community's six-month summer forum series, Aging in Place.
- Recorded the Annual Youth Human Rights Awards.
- Recorded a presentation on the Public Art Strategic Plan, given at a public input meeting.

Upcoming productions:

- Continue creating weekly *Iowa City Update* programs with topics including the Party in the Park, Summer Bookmobile hours, and other summer activities.
- Working on a PSA about the treatment of Emerald Ash Borer.
- Recording an Economic Development Committee meeting.
- Recording and producing content from the 2019 MusicIC events.
- Creating new park virtual tour videos using footage from our drone.
- Continue recording the Friday Night Concert Series and provide Facebook Live Stream interviews with performers prior to the concerts.
- Short videos capturing some of the Party in the Park events held at neighborhood parks this summer.

Programming and Interactive Services

Submitted by Kevin Crawley, Communications Technician

Recent and Upcoming Projects:

We have picked up another program from PATV. This one is called "Hello, It's Us! - Perspectives on Inclusion," and it deals with local disability issues. It does not have a fixed slot in our schedule, but the 30-minute format will provide flexibility for scheduling our community programming slots.

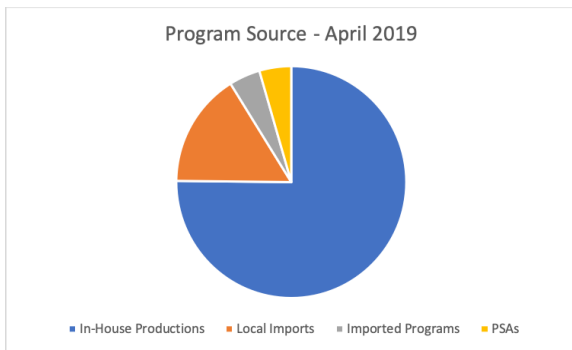
We've also submitted the City Channel 4 website for a Savvy Award, which is administered by the City-County Communications and Marketing Association (3CMA). Winners will be announced in August.

Between regular time commitments and rainy weather, I have not been able to work with the drone as much as I would like, but I have gotten out about once a week and I'm learning my way around the controls and the camera.

Website:

In April, there were 2,461 users accessing 4,319 pages in 3,447 sessions. Our most popular pages were Mediacom's channel lineup page, our home page, the live-video page, Mediacom's channel rates, our watch-online page, and the video of this year's One Book Two Book Once Upon a Time program.

On YouTube in March, we had 7,377 video views account for 22,782 minutes (330 hours and 9 minutes) of watch time. We added 13 more subscribers, and our current total is 595. Our most watched videos by views were the Welcome to Iowa City! video (because it's on the City's website), the Ped Mall Improvement update, Iowa City Update episodes on Deer Management and Dodge Street Improvements, the City Council Live stream from April 23, and the Prison Dog Training program (a national award winner!). The most watched videos by time were the Council live stream of April 23, the Welcome to Iowa City! video, Council live stream of April 2, the indexed version of the Council meeting of April 23, and a recent Foreign Relations Council presentation featuring UI undergrads.



Programming:

In April, we cablecast 130 programs produced in-house 792 times for 537 hours of programming, 49 locally-produced (DITV, Senior Center, Hoover Library, Task Force on Aging, Education Exchange and meetings of the JC Board of Supervisors, Coralville, North Liberty, University Heights, and ICCSD School Board) programs 184 times for 148 hours of programming, and 23 imported programs 67 times for 31 hours of programming. We also showed 107 PSAs 1111 times for 32 hours of programming.

Programs Completed by the Cable TV Office in April 2019

- CARTHA: North Indian (Hindustani) Classical Vocal Concert by Dr. Ashwini Bhide
- Geneva Lecture Series: Tough Calling - To Divide or to Heal
- Humanize My Hoodie
- Iowa City City Council Meeting
 - April 2, 2019
 - April 23, 2019
- Iowa City City Council Work Session
 - April 2, 2019
 - April 23, 2019
- Iowa City Foreign Relations Council Presents
 - 2019 UI Fulbright Student Awardees
 - The End of Multilateralism and the Post-WWII International Order?
 - UI Undergraduate Students Speak on Topics about Human Rights
 - Update on the Current Condition in Haiti
- Iowa City Update
 - Deer Management
 - Dodge Street Construction Meeting
 - Drug Take Back Day
 - Farmers Market
 - STEAM Fest
- Mighty Earth Forum: Corn, Climate & Conservation: Iowa's Clean Energy Future
- MPOJC Urbanized Area Policy Board of 04/03/19
- Pedestrian Mall Improvements Project - Entering Phase 2
- Prairie Preview XXXVI - UI Wild - Connecting Iowans with the Wild for a Generation
- Still Rising: Celebrating 10 Years of the Iowa City Civil Rights Trip
- Public Service Announcements
 - Don't Stand for Housing Discrimination
 - Underwater Egg Hunt
 - Public Art Strategic Plan Survey