

AGENDA

IOWA CITY TELECOMMUNICATIONS COMMISSION

CITY CABLE TV OFFICE, 10 S. LINN ST.-TOWER PLACE PARKING FACILITY

FEBRUARY 22, 2016, 5:30PM

1. Call to order
2. Approval of minutes
3. Announcements of Commissioners
4. Short public announcements
5. REPORTS
  - Consumer Issues
  - Mediacom Report
  - Local Access Reports
  - City Cable TV Office Report
6. 2016 initiatives
7. Adjournment

DRAFT

IOWA CITY TELECOMMUNICATIONS COMMISSION  
MONDAY, JANUARY 25, 2015--5:30 P.M.  
CITY CABLE TV OFFICE, 10 S. LINN ST.-TOWER PLACE PARKING FACILITY

MEMBERS PRESENT: Laura Bergus, Alexa Homewood, Derek Johnk, Nick Kilburg

MEMBERS ABSENT: Bram Elias

STAFF PRESENT: Ty Coleman, Mike Brau

OTHERS PRESENT: Josh Goding

#### SUMMARY OF DISCUSSION

Goding reported PATV would be reducing operating hours and eliminating 1 ½ positions to save money in advance of the city no longer providing funding when the franchise ends in 2018. Hours are now Monday-Thursday 5 p.m.-9 p.m. and Saturday 11 a.m.-5 p.m. Equipment can be checked out on Friday between 3 p.m. and 6 p.m. 90% of editing hours currently occur after 5 p.m. Studio and editing bays are now in 2-hour periods rather than 3. PATV staff will use the hours between 9 a.m. and 5 p.m. to work on revenue generating projects. PATV will be offering a series of workshops at the Senior Center over the next three months. PATV has entered into a contract with the Center for Worker Justice to provide video training sessions to their staff and volunteers. PATV recently entered into a contract with the Gannett company for \$2500 to produce a short video on ways to discuss affordable housing. Coleman said Grassley informed him the plans to increase in Internet speeds to 305 is on hold. Mediacom is looking to implement the DOCSIS 3.1 standard in future upgrades after testing has been completed. Homewood said it was a concern of the Commission at the time Mediacom announced their intention to upgrade the system and wanted to move some of the access channels that there needed to be a reasonable timeframe for the upgrade.

#### APPROVAL OF MINUTES

Homewood moved and Kilburg seconded a motion to approve the amended November 11, 2015 minutes. The motion passed unanimously.

#### ANNOUNCEMENTS OF COMMISSIONERS

None.

#### SHORT PUBLIC ANNOUNCEMENTS

None.

## LOCAL ACCESS CHANNEL REPORTS

Homewood noted that PATV, the Library and the City Channel 4 had written reports in the meeting packet. Goding reported PATV would be reducing operating hours and eliminating 1 ½ positions to save money in advance of the city no longer providing funding when the franchise ends in 2018. Hours are now Monday-Thursday 5 p.m.-9 p.m. and Saturday 11 a.m.-5 p.m. Equipment can be checked out on Friday between 3 p.m. and 6 p.m. 90% of editing hours currently occur after 5 p.m. Studio and editing bays are now in 2-hour periods rather than 3. PATV staff will use the hours between 9 a.m. and 5 p.m. to work on revenue generating projects. PATV will be offering a series of workshops at the Senior Center over the next three months. PATV has entered into a contract with the Center for Worker Justice to provide video training sessions to their staff and volunteers. Membership dues have been increased slightly this year. Volunteer hours can be used in lieu of dues. Homewood asked about PATV's high school sports project. Goding said they are working on getting sponsors for the basketball and wrestling season. PATV recently entered into a contract with the Gannett company for \$2500 to produce a short video on ways to discuss affordable housing. Coleman reported two University of Iowa interns are now working with Katie Linder. City Channel 4 has started covering the City Council work sessions. The City Channel has had more requests from within the city. For example, a short video on the City's hiring process will be produced.

## CONSUMER ISSUES

Coleman referred to the report in the meeting packet and noted that there have been more complaints about getting service to new homes. Homewood asked if the reinstatement of the municipal franchise would help in such situations. Coleman said it could in some cases as the franchise includes provisions addressing provision of service.

## MEDIACOM REPORT

Coleman said Grassley was unable to attend. Coleman said Grassley informed him the plans to increase in Internet speeds to 305 is on hold. Mediacom is looking to implement the DOCSIS 3.1 standard in future upgrades after testing has been completed. Homewood said it was a concern of the Commission at the time Mediacom announced their intention to upgrade the system and wanted to move some of the access channels that there needed to be a reasonable timeframe for the upgrade. Homewood asked about Mediacom's lawsuit against the City regarding preferential treatment of ImOn. Coleman said it is being handled in the legal department and he is not been informed of how the case is proceeding. Coleman said he could invite Geoff Fruin to the next Commission meeting if the Commission wished. Johnk said it is likely Fruin could not discuss the law suit in any detail. Homewood said Fruin's attendance might not be productive. Bergus said it is important the City administration and the City Council should understand that the Commission is available to assist in them in matters relating to telecommunications and it would benefit the City if the Commission is kept informed. Johnk said a face-to-face meeting might have more impact than conveying that idea in a letter of other

means. Bergus suggested attaching a cover letter to the Commission's annual report. Homewood said the cover letter might inquire if there any initiatives the City might like the Commission to pursue over the next year. It was agreed Commissioners will email each other with ideas for areas the Commission could pursue.

TELECOMMUNICATIONS COMMISSION ANNUAL REPORT

Kilburg moved and Johnk seconded a motion to approve the Telecommunications Commission annual report.

ADJOURNMENT

Bergus moved and Johnk seconded a motion to adjourn. The motion passed unanimously. Adjournment was at 6:03 p.m.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Michael Brau". The signature is stylized with a large, looped initial "M" and a cursive "Brau".

Michael Brau  
Cable TV Administrative Aide

February 18, 2016

To: Iowa City Telecommunications Commission  
From: Ty Coleman, Media Production Services Coordinator (MPSC)  
Re: Cable Complaints January 2016

**Ongoing Issues:**

1.)

**Slow Internet Speeds & TV outage**

**Date:** Originated on 08/11/15

**Update:**

Customer reported that his TV service was out on January 20, 2016 and that he was told the first available appointment wouldn't be for another six days. MPSC checked with local Mediacom contacts to see what might be possible for getting an earlier appointment. Mediacom reported that there may have been a temporary TV outage in the customer's area, but that they would be able to move the appointment to sometime in the next day or two.

MPSC reported to the customer that someone would be contacting him to move his appointment and that he would need to have direct contact with Mediacom staff in order to arrange a time. MPSC also recommended the customer attempt to show the Mediacom technician the slow Internet issue if it was acting up when he or she was there. MPSC did not hear back from the customer about the outcome of his appointment. More problems were reported in early February, which will be reported in next month's cable complaints report.

**Resolution Summary:**

This will be resolved once the customer's Internet service is working properly.

**Date of Resolution:** Not yet resolved.

2.)

**Service to Eastbury Drive**

**Date:** Originated on 11/24/15

**Update:** Mediacom reported that the project was estimated to be completed February 8, 2016. As of February 5, 2016, Mediacom confirmed that the project was on schedule as estimated and told the MPSC that the resident could stop into the local office to make arrangements for service. Mediacom office staff reported the resident arranged for service to be installed on February 10, 2016.

**Resolution Summary:**

The build-out to this area was completed and the customer was able to arrange for service installation.

**Date of Resolution:** 02/08/16

**New Issues**

1.)

**Date:** 01/27/16

**Method of contact:** Phone call to MPSC

**Complaint/Comment Summary:**

The customer called to report that his bill amount had increased recently, claiming that the state sales tax line, the federal universal service charge, and the franchise fees lines seemed to be higher than in past bills. The customer called Mediacom about this and was told that Iowa City had enacted some of the higher fees.

**Resolution Summary:**

MPSC provided some information regarding the franchise fees to the customer. MPSC also noted that there had been a recent local broadcast channel surcharge increase at the beginning of the year and provided some explanation.

MPSC contacted Betty Hartman from the local Mediacom office to report the customer's questions about his bill. Hartman reported that the customer was a business customer and wasn't sure how business customers were billed (as she deals with residential customer issues). She also noted that the customer had not paid the full balance at some point and that part of the increase may be due to some amount being carried over to the next month's bill. Hartman provided the number to call regarding business customer billing and said business customer service would be able to explain his billing. MPSC notified the customer of this information.

**Date of Resolution:** 01/27/16

**Date:** February 18, 2016

**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 February 2016 meeting

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## **Media Production Services**

### Recent production activities of interest:

- Began coverage of City Council work sessions.
- Recorded Iowa City Foreign Relations Council lectures which included topics about cervical cancer in Morocco and human rights abuses in Saudi Arabia.
- Provided A/V support and recorded Johnson County's Annual Food Policy Council Forum.
- Produced a promo for Systems Unlimited's Annual Gala and Silent Auction.
- Recorded the Iowa City Area Chamber of Commerce's annual banquet at the Coralville Marriott Hotel and Conference Center.
- Recorded 2 concerts, 1 for Compeer of Johnson County and 1 for the Preucil School of Music.
- Recorded a presentation held by the Obermann Center for Advanced Studies about housing impacts on the health of a community.
- Interviewed UI Political Science Professor Tim Hagle about Iowa's unique role as the first to caucus.
- Interviewed Iowa City's Recycling Coordinator about a new initiative to recycle corks and the success of a recent classroom series.
- Interviewed Assistant City Manager Geoff Fruin about the city's Blue Zones designation previewing the big community celebration.
- Interviewed the Downtown District to preview Top Chef.
- Covered the Iowa City Public Library's announcement of its new 1,000 Book Before Kindergarten Program.
- Our interns covered a mock caucus event for kids at the Old Capitol.
- Covered a cupcake war event for tweens at the public library.
- Completed our latest Iowa City in Focus with stories about plans to lift Dubuque Street by 10 ft. this summer, and a one-on-one style interview with Iowa City's mayor.
- Shot interviews for our next In Focus, including a one-on-one with the CVB about the Cyclocross World Cup coming to Iowa City this fall.

### Upcoming production activities:

- Record 3 Iowa City Foreign Relations Council lectures.
  - Record the National Alliance on Mental Illness of Johnson County's kickoff luncheon for their annual walk.
  - Record the Night of a Thousand Dinners event held by the Iowa United Nations Association.
  - Record another concert held by the Preucil School of Music.
  - Working toward a story detailing construction along Washington Street.
  - Working toward a story about the city's Blue Zones designation celebration event.
  - Editing coverage of the Domestic Violence Intervention Program's Souper Bowl fundraiser event.
  - Editing a short video showcasing the creation of Winter Weatherdance, a series of paper-thin ice sculptures recently installed on the Ped Mall.
  - Plans to cover the One Book, Two Book - a children's book festival.
  - Plans to cover Top Chef.
-

## Programming and Interactive Services

### Recent and Upcoming Projects:

January saw us making some significant changes to our weekly schedule, as the City Council requested that we begin cablecasting their work sessions. We also used that opportunity to change our scheduling week from Saturday-to-Friday to Monday-to-Sunday. This will allow us more time to get program details and playback times out to the public.

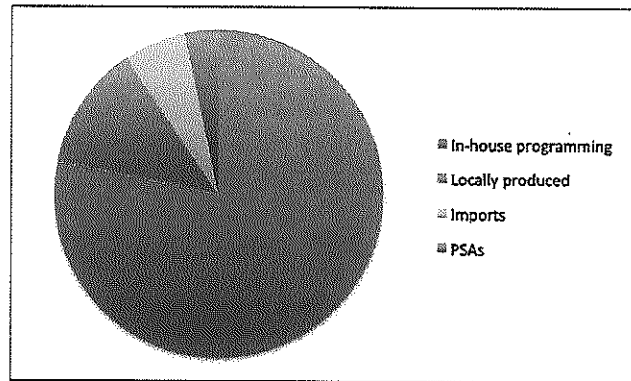
### Website:

In January, we had 2,667 users access 5,422 pages in 4,490 sessions. Our most popular pages were Mediacom's channel lineup, our broadband consumers' guide, our video page, our homepage, Mediacom's cable rates, and our program schedule.

Our streaming media provider reports 14,736 total hits, which includes 3,890 Events (player window was loaded), 540 Sessions (media was played), and 8,829 OnDemand Hits (media was scrubbed or index point was clicked). 1,258 podcasts were downloaded, and our HD media was accessed 214 times. Our live stream was accessed 199 times.

### Programming:

We cablecast 136 programs produced in-house 907 times for 582 hours of programming, 25 locally-produced (DITV, Senior Center, Hoover Library, JC Board of Supervisors, Coralville, North Liberty and University Heights) programs 78 times for 92 hours of programming, and 22 imported programs 95 times for 41 hours of programming. We also showed 85 PSAs 1073 times for 25 hours of programming.





## **Programs Completed by the Cable TV Office in January 2016**

- National Alliance on Mental Illness - 1105 Project update
- Iowa City Foreign Relations Council
  - Interstate River Conflicts and Intrastate Violence
- League of Women Voters of Johnson County: Legislative Forum 1/23/16
- Community Highlights
  - Citizens Police Academy
  - Winter Solstice Festival
  - Earlis Stockman
- City Channel 4 Weekly Highlights
  - 1/17/16
  - 1/24/16
  - 2/1/16
- Iowa City Update
  - Cold Weather Tips
  - Dare to Discover Campaign
  - Iowa Caucuses
- Iowa City In Focus: Gateway Project
- Iowa City City Council Meeting of January 5, 2016
- City Council FY2017 Budget Overview and Highlights
- Iowa City City Council Work Session of January 19, 2016
- 33rd Annual Historic Preservation Awards

**Iowa City denies Mediacom's allegations that competitor given unfair advantage**

<http://www.thegazette.com/subject/news/government/local/iowa-city-denies-mediacom-allegations-that-competitor-given-unfair-advantage-20160215>

**Mediacom lawsuit continues as ImOn launches services**

<http://www.press-citizen.com/story/news/local/2016/01/26/mediacom-lawsuit-continues-imon-launches-services/79360904/>

**Discussion extended in Mediacom versus Iowa City lawsuit**

<http://www.thegazette.com/subject/news/government/discussion-extended-in-mediacom-versus-iowa-city-lawsuit-20160126>

**FCC to vote on proposal to boost TV set-top box competition**

<http://www.reuters.com/article/us-fcc-tv-regulations-idUSKCN0VR0GU>

**Broadband Industry Getting Nervous That The FCC Might Actually Protect User Privacy**

<https://www.techdirt.com/articles/20160212/05343133584/broadband-industry-getting-nervous-that-fcc-might-actually-protect-user-privacy.shtml>

**Investor jitters take a bite out of Big Media**

<http://money.cnn.com/2016/02/10/media/media-stocks/>

**Google Wants to Kill the Traditional, Clunky Cable Box**

<http://www.dslreports.com/shownews/Google-Wants-to-Kill-the-Traditional-Clunky-Cable-Box-136280>

**AT&T Promises 5G Wireless Speeds 100x Faster Than LTE**

<http://www.dslreports.com/news?p=3>

**CenturyLink to Begin Charging Broadband Overage Fees**

<http://www.dslreports.com/shownews/CenturyLink-to-Begin-Charging-Broadband-Overage-Fees-136283>