

Agenda

Iowa City Telecommunications Commission

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

April 22, 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. Mediacom's Connect2Compete program
7. REPORTS
 - Consumer Issues
 - Mediacom Report
 - Local Access Reports
 - City Cable TV Office Report
8. 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

March 25, 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, James Pierce, Adam Stockman

Members Absent: Gina Reyes

Staff Present: Ty Coleman

Others Present: Bond Drager

Recommendations to Council: None

Approval of Minutes:

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

Announcements of Commissioners:

Commission member Pierce and newly-appointed member Adam Stockman exchanged introductions.

Short Public Announcements:

None.

Post-franchise role of the Telecommunications Commission:

Brenton noted that commission member Gowder was resigning from the Commission and that Brenton would be taking over his role within the subcommittee to draft a proposal to the City Council regarding the future role of the Iowa City Telecommunications Commission (ICTC). Brenton and Pierce agreed that they should have something ready for review and discussion for the next ICTC meeting. Stockman said to let him know if there was anything he could contribute. Coleman said that any input could be sent to him from Stockman so that it could be presented in the next meeting's packet for other members of the ICTC and for the public to view.

Consumer Issues:

Brenton noted that all of the issues listed in the consumer issues reports found in the meeting packet had been resolved. Coleman referred to the issue listed in the report involving internet service at Cross Park Place, noting that service wasn't available at that location yet, but that it was in the works and should be ready sometime in April.

Mediacom Report:

Brenton mentioned the Connect2Compete letter, found in the meeting packet, that had been

sent by Mediacom to the City. Brenton said he was somewhat surprised that only fifteen families in Iowa City were using the program. He said the group had discussed the program at an earlier meeting and recalled that some of the eligibility restrictions for the program were somewhat arbitrary and punitive to potential customers, such as the requirement that one not already be a Mediacom customer. Stockman agreed that due to the necessity of internet service, there is a chance that people are already customers, despite meeting other eligibility factors.

Brenton wondered if the Commission could request that the City ask if Mediacom would consider removing the restriction of not having been a Mediacom customer for the past 90 days. Brenton said Mediacom doesn't have a real incentive to offer the low-cost service to someone who is already paying the normal price for service.

Stockman asked if the program was fairly new. Drager estimated that it had been around for at least two to three years. Coleman said that perhaps not many people know about the availability of the program. Stockman said that it may be tough to get the word out about the program, but noted that it would be good for Mediacom from a public relations perspective.

Coleman offered that perhaps the entity that oversees the free and reduced school lunch program would be able to provide those accepted into the lunch program with information about the availability of the Connect2Compete program, noting that they would have a targeted audience. Drager said that it can sometimes be difficult to get external items promoted through the school district.

Brenton asked if the Commission could send a recommendation to the City Council that the City consider requesting that Mediacom remove some of the eligibility requirements and promote the program more. Coleman suggested that the Commission could come up with a request and send it to the City Council, asking for them to sign off on it before it is sent to Mediacom, similar to what the Commission did when expressing its opposition to the "Restoring Internet Freedom" proposal back in 2017.

Brenton said that the group should return to a discussion on what it wants to request after it has completed its proposal for the Commission's future role. Coleman said members of the group could continue to think about the topic and bring ideas to the next meeting. He offered that perhaps the Cable TV Office would be able to help with drafting the request, based on the Commission's ideas and suggestions, and that the Commission could review and approve the draft before sending it to Council.

Coleman said that another reason he had included Mediacom's letter in the meeting packet was for the Commission's consideration as it drafted a proposal to Council regarding its future role, which was focusing on greater accessibility to broadband services. Brenton said that Mediacom's program could be seen as working towards providing access to services for those with low incomes.

Local Access Reports:

Drager reported the Library has begun embedding live stream programming links into the calendar events on the Iowa City Public Library (ICPL) online calendar. She said that after the event has taken place, the same link will allow viewers to watch the archived program at a later

time.

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 was currently working on creating the City's third podcast episode, focusing on public transit opportunities in the area.

Adjournment:

Stockman moved and Pierce seconded a motion to adjourn. The motion passed unanimously. Adjournment was at 5:54 p.m.

TELECOMMUNICATIONS COMMISSION 12-MONTH ATTENDANCE RECORD

	Gowder	Bergus	Brenton	Johnk	Pierce
04/23/2018	x	x	x	x	x
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	
				Stockman	
02/25/2019	x	vacant	x	x	o/c
		Reyes			
03/25/2019	resignation	o/c	x	x	x

(x) = Present

(o) = Absent

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

April 16, 2019

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

1.)

Date: 03/11/19

Method of contact:

Email to MPSC

Issue/Comment Summary:

Customer complained that his internet service had been down for a couple of days and that the earliest he was able to arrange for someone to take a look at it was five days away.

Resolution Summary:

MPSC responded and offered to connect with local Mediacom staff to see if an earlier appointment was possible. No further communication was received from the customer.

Date of Resolution: 03/13/19

2.)

Date: 03/24/19

Method of contact:

Phone call to MPSC

Complaint/Comment Summary:

Customer reported that his cable TV service had been mistakenly disconnected not long after switching to a better deal for the same package. He said the customer service representative he spoke to about it said he would need a box of some sort for his service to be restored, despite not needing one for his service in the past.

Resolution Summary:

MPSC connected with Mediacom's Betty Hartman and Rick Karnes. Hartman said that the new package comes with a box in the special promotion. She reported that a tech would be sent out to reconnect the service and that she had fixed the billing.

Date of Resolution: 03/26/19

PATV Report to Iowa City Telecommunications Commission April. 2019

Our regulars are still going strong. The Lyle Harris Show, Education Exchange, Thursday Night Live at Uptown Bills, Tom's Guitar Show, Joe's Gaming Shack, Hello Its Us. Recently, new members have shown interest in a Vlog style use of our studio. Our voice-over room is also showing to be a hit with more members using it to create podcast.

PATV Board Meetings

PATV Board of Directors meeting May 21st., at 7 pm.

Intro Workshop

NOTE: Guidelines Class is now called Membership Orientation - we are holding them twice a month on Fridays and Saturdays - times, dates and sign-up are on our website under workshops - <http://patv.tv/workshops/>. The next Orientation Classes will be on Friday May 2nd @ 6pm.

Video Workshops Schedule

Studio Training – The second Tuesday of the month from 5 – 7 pm.

HD Camera – The third Wednesday of the month from 6 –8 pm.

Digital Editing – The fourth Thursday of the month from 6 - 8 pm.

Current and upcoming staff supported productions

Education Exchange

Joe's Gaming Shack

GreenFire

The Lyle Harris Show

PATV Presents: Thursday Night Live at Uptown Bills

Tom's Guitar Show

Submitted by Gerardo Sandoval 4/18/19

Date: April 16, 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 April 2019 meeting

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 STEAM Fest, Dodge Street Construction, and the Deer Management Plan.
- Public service announcements for the Underwater Egg Hunt, Public Art Strategic Plan, Pedestrian Mall Improvements Plan - Phase 2, and Housing Discrimination.
- Recorded and Facebook Live streamed the Clean Energy Forum at the Iowa City Public Library, hosted by Mighty Earth.
- Recorded the Metropolitan Planning Organization of Johnson County public meeting.
- Recorded a North Indian (Hindustani) Classical Vocal Concert by Dr. Ashwini Bhide at the University of Iowa Voxman Music Building in the Recital Hall.
- Recorded the newest podcast episode for Iowa City Matters. This episode revolved around public transit in our community.

Upcoming productions:

- Continue creating weekly *Iowa City Update* programs with topics including the Iowa City Farmers Market, Family Fun Bike Ride, and the annual water quality report.
- Finish up production on our next *Iowa City In Focus* program, which will feature the Humanize My Hoodie movement and the Strengthen Grow Evolve campaign from FilmScene and The Englert..
- Recording the Community Police Review Board Annual Meeting, to be held at the Iowa City Public Library.
- Recording the first Friday Night Concert Series concert of 2019, which will feature City High and West High Jazz Bands and will take place on North Linn Street at Market Street. While most concerts will be held at the newly-reconstructed stage on the Ped Mall, one concert each month will take place in the Northside Marketplace.
- Creating and producing a new segment for the Friday Night Concert Series, which will be live streamed on Facebook ahead of concerts. The brief live segments will inform viewers of the evening's band and other upcoming Summer of the Arts events and will feature interviews with musicians, sponsors and supporters, volunteers, staff, and more.
- Recording the City of Literature's program, "Who Is My Neighbor? A Conversation with Author Maxwell King."

Programming and Interactive Services

Submitted by Kevin Crawley, Communications Technician

I'm including two months of stats here, as I was out of town last month.

Recent and Upcoming Projects:

I've helped get the Senior Center set up on the same digital signage system that I maintain for the City Hall Lobby. This software is offered for free from the University of Iowa, and we now have one sign in the Lobby, one sign used for proprietary information by the ICPD, two signs at the Iowa City Airport, and three signs in the Senior Center. I advised on hardware, interfaced with the University folks, and presented a short training for the Senior Center staff.

Ty reached out to the Iowa City Community School District, and we have added their Board meetings to

our program schedule and online database.

ITS has completed a series of network security updates recently, and I've worked with them to make sure that all of our equipment (including all of our Macs on a Windows network!) still has access to the resources they need.

And I have successfully passed my test for the FAA Remote Unmanned Vehicle Airman's Certificate, and I'm learning my way around our Mavic Pro 2 photography and video drone!

Website:

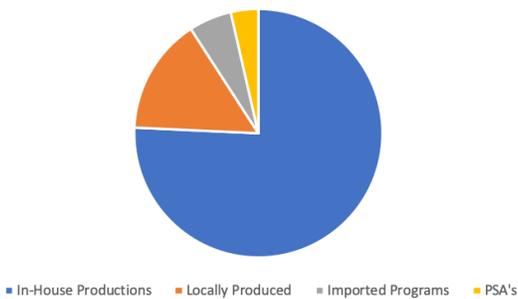
In February, we had 2,743 users access 4,658 pages in 3,735 sessions. Our most popular pages were Mediacom's channel lineup page, Mediacom's channel rates, our home page, the live-video page, our program schedule and the watch-online page.

In March, there were 3,144 users accessing 5,401 pages in 4,317 sessions. Our most popular pages were Mediacom's channel lineup page, our home page, Mediacom's channel rates, the live-video page, our program schedule and the watch-online page.

On YouTube in February, we had 5,644 video views account for 15,132 minutes (252 hours and 12 minutes) of watch time. We added 14 more subscribers, and our current total is 534. Our most watched videos by views were the Welcome to Iowa City! video, the short on Police Practice with UI Wrestlers, the Iowa City Update episodes on the Polar Plunge and on the Freeze Fest, and the Fire Department recruitment video. The most watched videos by time were the live streams of the City Council meetings of Feb. 5, the Fire Dept video, the Police Practice with UI Wrestlers, and a History for Lunch episode on Iowa in the Civil War.

On YouTube in March, we had 7,230 video views account for 19,809 minutes (330 hours and 9 minutes) of watch time. We added 20 more subscribers, and our current total is 534. Our most watched videos by views were the Welcome to Iowa City! video, the Fire Department recruitment video, the Iowa City Update episode on the return of the curbside compost program, the latest episode of Iowa City In Focus, and the Police Practice with UI Wrestlers short. The most watched videos by time were the current episode of Iowa City In Focus, the Welcome to Iowa City! video, the Fire Dept video, the Iowa City Update Episodes on the Return of curbside compost and on the Iowa City Deer Population Public Forum, and the City Council meeting of March 12.

Program Source February 2019



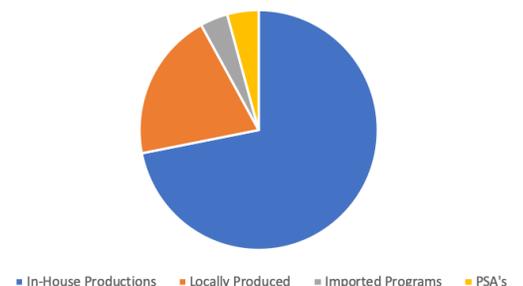
Programming:

In February, we cablecast 125 programs produced in-house 757 times for 510 hours of programming, 50 locally-produced (DITV, Senior Center, Hoover Library, Task Force on Aging, JC Board of Supervisors, Coralville, North Liberty, University Heights and Education Exchange) programs 123 times for 102 hours of programming, and 27 imported programs 85 times for 37 hours of programming. We also showed 97 PSAs 1033 times for 24 hours of programming.

In March, we cablecast 124 programs

produced in-house 846 times for 510 hours of programming, 54 locally-produced (DITV, Senior Center, Hoover Library, Task Force on Aging, JC Board of Supervisors, Coralville, North Liberty, University Heights and Education Exchange) programs 184 times for 148 hours of programming, and 21 imported programs 60 times

Program Source - March 2019



for 28 hours of programming. We also showed 87 PSAs 1068 times for 31 hours of programming.

Programs Completed by the Cable TV Office in March 2019

- 2019 Preucil School of Music Annual String Concert
- 2019 Preucil School of Music Orchestra Festival
- Chamber of Commerce Annual Banquet 2019
- History for Lunch / Iowa Stories
 - Iowa Women's Clubs and the Promotion of Iowa Composers
 - Nuclear Power on Trial: The Acquittal of the Palo 13
- Iowa City Foreign Relations Council Presents
 - Flooding and Rainfall Associated with Tropical Cyclones
 - Imposition and Termination of Economic Sanctions: Their Domestic and Economic Effects
 - Political Elites in Putin's Russia: Ideology, Foreign Policy and Public Support
 - Public Health is Global Health
- Johnson County Food Policy Council 2019 Public Forum
 - Building Connections in Our Community Food System
 - Meet your Meats Panel
 - Specialty Crop Producer Panel
- One Book Two Book 2019
 - Once Upon a Time
 - Write Out Loud!
- The Compeer Program's 2019 Sound of Friendship Concert
- Iowa City In Focus
 - Stories included:
 - UniverCity Program
 - Civil Rights Trip
 - Plow Driver's Perspective
- Iowa City Update
 - Garden Plot Registration
 - Organics Collection Resumes
 - Public Art Program
 - Reporting Potholes
- Paint A Rain Barrel PSA
- Iowa City City Council Meeting of March 12, 2019
- Iowa City City Council Work Session of March 12, 2019