

AGENDA

IOWA CITY TELECOMMUNICATIONS COMMISSION

CITY CABLE TV OFFICE, 10 S. LINN ST., TOWER PLACE PARKING FACILITY, LEVEL 3A

DECEMBER 12, 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. Adjournment

MINUTES

Iowa City Telecommunications Commission

October 24, 2016 – 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 5:30 P.M.

Members Present: Nick Kilburg, Laura Bergus, Derek Johnk

Members Absent: Paul Gowder

Staff Present: Ty Coleman

Others Present: Gerardo Sandoval, Bond Drager

Recommendations to Council : NONE

Approval of Minutes:

Bergus moved and Kilburg seconded a motion to approve the September 26, 2016 minutes as presented. The motion passed unanimously.

Announcements of Commissioners:

None

Short Public Announcements:

None

Consumer Issues:

Johnk noted that there were a number of issues presented in the September 2016 consumer issues report. Coleman highlighted one issue that was part of the previous month's report that was still in the process of being resolved.

Johnk said that the issue regarding build-out of Mediacom's service seemed to be moving along. Coleman said he recently received an estimated completion date of November 9th for the area mentioned in the issue report, as well as for another area that would be included in the October 2016 report. Bergus asked where the developments were located in Iowa City. Coleman said that one is on Shire Lane, involving two newly-built multi-family units, and the other is on Lexington Avenue, involving newly-built homes that were located in the middle of an existing neighborhood. Coleman said that the issue was reported to have been due to a Mediacom staffing issue that was being resolved.

Coleman noted that after receiving complaints about these two very similar issues within a week, he felt it made sense to contact higher-level Mediacom representatives as part of the complaint resolution process. Coleman said that while the local staff do a good job of

providing information, in cases like these, they usually have limited details available.

Johnk mentioned the discussion from the previous Telecommunications Meeting regarding the location and mapping of cable runs in Iowa City and asked if there was an update on locating maps and determining whether there was confidential information to be removed. Coleman said he had not yet been able to look into this but said once he found the maps that were referenced in the discussion, he would check with staff to see what limitations might exist with regards to their use.

Johnk asked about additional Internet service providers who might currently be building out their own system. Johnk wondered if it would be possible to reach out to ImOn to see what their plan is for residential build-out. Coleman said he would ask about this, though noted that it was information the company may not be interested in sharing.

Mediacom Report not including litigation:

No report was provided.

Local Access Reports:

Gerardo Sandoval highlighted PATV's success with a recent Bike-In Theatre involving the Iowa City Bike Library and Little Village. Sandoval referred to these organizations and others located in the same part of the city and noted that they were working together to support each other's events. Sandoval said this was a good way to bring in the public and share with the community. Sandoval said that plans were in the works to collaborate with FilmScene for future events to be held in the spring.

Sandoval also highlighted PATV's work with a non-profit known as InterDance. The group consists of members of other area dance organizations and holds community dance events and other activities.

Johnk asked Sandoval if there were any limitations on where the Bike-In Theatre events could take place. Sandoval said that they obtained a sound permit from the City since they were amplifying the sound. He said that since the events occur within PATV's parking lot, as long as they have the proper permitting they are okay. Sandoval noted that the City sound ordinance gives some restrictions as to how late the event can go.

Johnk suggested that if events were ever to be held outside of PATV's property, it might be helpful to coordinate with the City's Parks Department with regards to licensing required for showing films in public.

Sandoval commented that the Iowa City biking community is strong and that the event is a good community event.

Bond Drager from the Iowa City Public Library noted that she had brought a hardcopy of the Library's report to the Commission. Drager also highlighted a special moment that

occured at a recent program about African American History at the University of Iowa. The program featured one panelist who, in 1956, had been the first African American woman elected as Homecoming Queen at a state university. Drager commented that at the event, University of Iowa President Bruce Harreld had requested to make some remarks and formerly apologized to the woman for the University's treatment of her during this time. Drager noted the woman had expressed in an interview prior to the event that the University had never formally acknowledged her as the elected homecoming queen and had treated her poorly. Drager commented on the value of recording programs like these and stated that if the Library staff hadn't been recording, this moment may have been lost forever.

Sandoval added that the Bike-In Theatre event he discussed had been done in honor of National Community Media Day.

City Cable TV Office Report:

Coleman said that the Cable TV Office would be working with the Johnson County Coalition Against Domestic Violence to cover its annual Pat Meyer Vision Award program. Coleman also said that staff was in the process of working with the Human Rights Office to put together a short presentation about what the office offers, noting that it would be useful in educating the public about situations in which one should consider seeking help from the Human Rights staff.

Coleman highlighted that the Cable TV Office would be presenting a live stream of election results on Channel 5 on election night, as provided by the Johnson County Auditor's Office.

Coleman said that the Cable TV Office would be including snow-related information in upcoming programs as winter approaches. Details about rules and regulations, the City's snow ordinance, and clearing snow off of sidewalks would be covered.

Coleman noted the date of the next Telecommunications Meeting, Monday, November 28th, saying that it would not likely be impacted by the Thanksgiving holiday.

Coleman said he had asked Mediacom if there was any news to report to the Commission and hadn't yet received anything.

Johnk asked if there had been any progress in filling the vacant spot on the Telecommunications Commission. Coleman said he hadn't heard anything, but that the City Clerk's Office had posted the vacancy. Coleman said he would check with the Clerk's Office to see if there had been any recent activity related to this.

Adjournment:

Kilburg moved and Bergus seconded a motion to adjourn. The motion passed unanimously. Adjournment was at 5:43 p.m.

December 8, 2016

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

Ongoing Issues:

1.)

Late Payment Charges and Collections Fees

Date: Originated on 08/09/16

Update:

Payment has not yet been received from the customer. Mediacom has sent notice of the amount due after having removed a late fee. The account is in the hands of the collections agency.

2.)

Problems with CenturyLink DSL

Date: Originated on 10/08/16

Update:

MPSC followed up to be sure CenturyLink had been able to resolve the issue with the customer and the customer reported that nothing had been resolved. The customer mentioned that someone from CenturyLink had stopped by, but was there to resolve a cable burial issue, which was not the issue.

MPSC followed up with CenturyLink's Chad Sanasack to check on the status of the issue. No reply has yet been received.

New Issues:

1.)

Date: 11/01/16

Method of contact: Phone call to MPSC

Complaint/Comment Summary:

Customer called to ask about getting the cable on his lawn buried.

Resolution Summary:

MPSC presented the issue to Mediacom's Rick Karnes, who arranged for the cable to be buried and reported it to have been completed by 11/07/16.

Date of Resolution: 11/07/16

2.)

Date: 11/07/16

Method of contact: Phone call to MPSC

Issue/Comment Summary:

A CenturyLink customer complained that she had a phone line on her lawn that had been there since February 2016.

Resolution Summary:

MPSC forwarded the issue to CenturyLink's Chad Sanasack, who said that CenturyLink staff would contact the customer. MPSC spoke with the customer later and was told that someone had called her to say burial of the cable would be complete within the week.

MPSC later followed up with the customer, who reported that the cable had been buried, but noted that there were some communication problems in getting it arranged and also mentioned that there was an issue with the cable being connected to the residence. The customer said she was uncertain if this had been resolved, due to being out of town, and would report the status once she knew.

Date of Resolution: Unresolved until the customer's service is connected and operating as expected.

3.)

Date: 11/18/16

Method of contact: Online cable complaint form via the citychannel4.com website

Issue/Comment Summary:

Resident complained that after moving into a newly constructed home and learned that he could not get Mediacom service, despite having made prior arrangements and pre-paid. Resident was later told he was not eligible and that his area would be revisited in the spring of 2017.

Resolution Summary:

MPSC forwarded the issue to Mediacom's Construction Coordinator, Tim Eagan. Eagan informed MPSC that this was another project missed by staff, as had occurred with a couple other areas. (These issues presented to the MPSC in September and October 2016.) Eagan said that there was not enough time to get this project approved and construction completed before the cold weather prevents underground work. Eagan said the plan is to complete the build-out in the area in the spring.

MPSC asked if there were any other known areas that had been missed. Eagan stated that there were no others of which he was aware.

MPSC informed the resident. The resident understood the situation, though was still frustrated due to the lack of options available.

MPSC will follow-up in the early spring to check on this issue.

Date of Resolution: 11/23/16

4.)

Date: 11/29/16

Method of contact: Phone call to Communications Office

Issue/Comment Summary:

Mediacom phone customer called MPSC to ask if it was safe to cut a telephone cable installed in her home that was no longer in use.

Resolution Summary:

MPSC asked Rick Karnes if he could have someone call the customer to assist. Karnes later reported that the customer had been contacted and her question had been answered.

Date of Resolution: 11/30/16



For Immediate Release

Mediacom Communications Marks 20th Anniversary by Announcing \$1 Billion Capital Investment

Wide-scale Deployment of 1-Gig Broadband Service Headlines List of Company Initiatives

Mediacom Park, NY – March 14, 2016 – In recognition of the 20th anniversary of its first cable system purchase, Mediacom Communications announced today that the Company intends to invest \$1 billion over the next 3 years to, among other projects, upgrade and expand its national broadband network. Headlining the list of planned company initiatives is “Project Gigabit,” a wide-scale deployment of 1 gigabit per second broadband services to virtually all of the 3 million homes and businesses within the 1,500 communities located in Mediacom’s 22 state footprint.

“From the time we acquired our first cable system in March 1996, Mediacom’s focus has always been to offer the smaller communities we serve the same communications and video services that are available in America’s largest cities,” said Mediacom’s founder and CEO, Rocco B. Commisso. “Project Gigabit will allow us to go even further by giving our customers access to one of the fastest broadband networks in the world.”

Project Gigabit will build upon the residential gigabit product launches completed by Mediacom in 2015 and the widely available Gigabit+ Fiber Solutions™ offered by Mediacom Business today. The Company expects to bring the first wave of Project Gigabit communities online as early as the fourth quarter of 2016. Unlike some other 1-Gig providers whose services are limited to selected neighborhoods and/or are relying on federal, state or local taxpayer subsidies, Mediacom will invest its own money to make gigabit speeds available to essentially all of the residences and businesses along its network.

In addition to Project Gigabit, Mediacom’s \$1 billion capital investment plan will fund a number of other important customer initiatives including:

- Expansion of Mediacom Business’s high-capacity network inside downtown areas and commercial districts in order to create more “lit buildings” within the Company’s footprint and bring tens of thousands of new business customers on-net with immediate access to fiber-based communications services.
- Extension of Mediacom’s deep-fiber residential video, Internet and phone network in order to pass at least an additional 50,000 homes.
- Deployment of community Wi-Fi access points throughout high-traffic commercial and public areas across Mediacom’s national footprint.

“The \$4.2 billion in private capital invested by Mediacom over the last 20 years has allowed us to, among other things, create an all-digital video network, launch a variety of advanced broadband services and deploy nearly 600,000 strand miles of fiber,” continued Commisso. “We decided to accelerate our capital spending over the next 3 years because our Company wants to be the engine that drives economic growth and development for businesses and residents in the communities we serve.”

About Mediacom Communications

Mediacom Communications Corporation is the eighth largest cable operator in the U.S. serving about 1.3 million customers in smaller markets primarily in the Midwest and Southeast through its wholly-owned subsidiaries, Mediacom Broadband LLC and Mediacom LLC. Mediacom offers a wide array of information, communications and entertainment services to households and businesses, including video, high-speed data, phone, and home security and automation. Through Mediacom Business, the company provides innovative broadband solutions to commercial and public sector customers of all sizes, and sells advertising and production services under the OnMedia brand. More information about Mediacom is available at www.mediacomcc.com.

Contact:

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Date: December 7, 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 December 2016 meeting

Media Production Services

Recent production activities:

- Covered the Englert Theatre's annual "Festival of Carols".
- Recorded 2 Iowa City Foreign Relations Council meetings including the topics such as an average day in Damascus, Syria.
- Recorded the State Historical Society of Iowa's "History for Lunch" series about an analysis of the Civil War through the study of Iowa's history at the time.
- Recorded the Preucil School of Music's Piano Festival.
- Covered a public forum held by the Iowa City Police department for its accreditation process with the Commission on Accreditation for Law Enforcement Agencies.
- Shot and produced 2 Iowa City Updates. Topics included a proposed Public Art Project seeking ideas, Holiday for the Hounds fundraiser, Holiday Farmers Market, and the Master Parks Plan.
- Created a December edition of Iowa City In Focus that reviewed the purpose and status of the First Avenue Grade Separation Project. Other topics included parking rules during a snow emergency, holiday events as part of the 'Tis the Season campaign, and an Eagle Scout project that put an osprey nesting platform up at Terry Trueblood Recreation Area.

Upcoming productions:

- Record the Iowa City City Council's Economic Development Committee meeting on December 13.
- Cover an Iowa City Foreign Relations Council lecture with featuring former congressman Jim Leach.
- Record the Greater Iowa City Area Student Scholarship Show Choir event.
- Record the City Manager's opening statement to the budget process and the Capital Improvement Projects portion of the City of Iowa City's budget meetings.
- Continue producing weekly Iowa City Update program on varying projects and events happening in Iowa City.
- Complete a December edition of Iowa City In Focus, which will include an outline of the Washington Streetscape Project as the project wraps up.
- Community Highlight projects in December will include the Holiday Tuba Concert, Thieves' Market, 'Tis the Season, Holiday with the Hounds and Winter Solstice Program.

Programming and Interactive Services

Recent and Upcoming Projects:

Created a slideshow of photographs of the City's recent Employee Appreciation Lunch. Continued work to improve stability and accuracy on both the InfoVision video-on-demand system and our scheduled programming playback system.

Website:

In November, we had 3,892 users access 7,137 pages in 5,787 sessions. Our most popular pages were Mediacom's channel lineup, our home page, our video page, Mediacom's cable rates, our program schedule, and Meet The Candidates page.

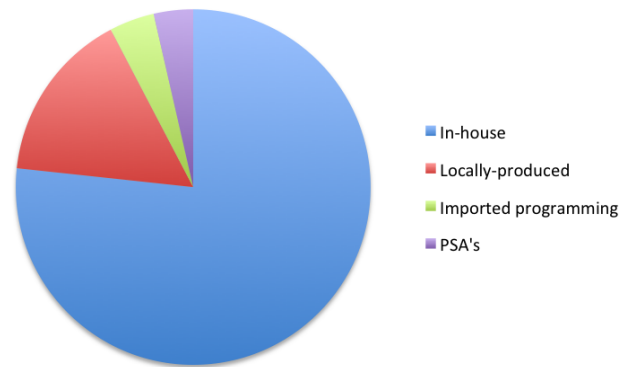
Our streaming media provider reports 11,018 total hits, which includes 3,729 Events (player window

was loaded), 574 Sessions (media was played), and 5,065 OnDemand Hits (media was scrubbed or index point was clicked). 1,518 podcasts were downloaded, and our HQ media was accessed 124 times. Our live stream was accessed 643 times.

YouTube reports 20,868 views for 182 hours and 14 minutes. Our most popular videos last month were the City Council meeting of Nov 15, the November episode of Iowa City in Focus, the Jeff Speck presentation: Toward a More Walkable City, and the League of Women Voters panel discussion of Voting Rights for Returning Citizens.

Programming:

We cablecast 127 programs produced in-house 905 times for 547 hours of programming, 36 locally-produced (DITV, Senior Center, Hoover Library, JC Board of Supervisors, Coralville, North Liberty and University Heights) programs 108 times for 111 hours of programming, and 21 imported programs 67 times for 29 hours of programming. We also showed 89 PSAs 1090 times for 26 hours of programming.



Below, you will find a complete list of programs completed in November 2016 by the Cable TV Office.

Programs Completed by the Cable TV Office in November 2016

- Iowa City Book Festival 2016
 - Who Do You Read?
 - Binaries on the Run
 - Indie Authors
- 2016 Pat Meyer Vision Award
- Iowa City Foreign Relations Council
 - Seven Myths About Immigration
 - Murder to Justice - Iowa to China: A Cross-National Collaboration
 - The Sad State of Turkish Democracy: Why We Should Care
- LWV: Why Can't We Vote?: Voting Rights for Returning Citizens
- Iowa City Area Chamber of Commerce - A Toast to Our Communities Breakfast Program 2016
- History for Lunch - Invisible Hawkeyes: African Americans at the University of Iowa During the Long Civil Rights Era
- Iowa City City Council Work Session
 - November 1, 2016
 - November 15, 2016
- Iowa City City Council Meeting
 - November 1, 2016
 - November 15, 2016
- Building and Crossing Bridges Together - Panel Discussion
- MPOJC Urbanized Area Policy Board meeting of 11/16/16
- Benefits of Disability in the Workplace: Mythbusting Common Barriers
- First Avenue Grade Separation Project Update November 2016
- Iowa City Update
 - Meet the Police Chief Finalists
 - Weatherization Program
 - Small Business Saturday
 - Public Art Project
- Iowa City In Focus
 - December 2016 - First Avenue Construction, Snow Emergency, 'Tis the Season, Osprey Nesting Platform
- Community Highlights - Volunteer Service Day 2016
- Holiday Thieves Market 2016 PSA



The Library Channel

Report prepared for the Iowa City Telecommunications Commission monthly meeting by Bond Drager, Equipment Specialist. December 2016

The Library Channel Monthly Update:

The library has had some notable children's programming as usual this December:

- Ellen Buchanan performed a special storytime with puppets and artwork
- Combined Efforts Men's Choir performed for the Cocoa and Carols event
- Casey performed a Winter Stories Sing-a-Long
- Ballet Quad Cities visited to show excerpts from their performance of The Nutcracker
- Regina Orchestra and Choir will give a special holiday performance
- A special gingerbread themed storytime will be held followed by gingerbread decorating and holiday crafts
- Noon Year's Eve Party: Join us at 11:30 and we will count down to noon with a balloon drop and dancing

Monthly Program Update:

| | This month: December 2016 | Next Month: January 2017 |
|---|----------------------------------|---------------------------------|
| Live Children's Programs | • 2 | • 0 |
| Live Children's Special Events | • 7 | • 0 |
| Live Adult Programs | • 0 | • 3 |
| Programs Cablecast | • 559 | |
| Programs videotaped by Govt. Channel/CTS | • 1 | • 0 |