

Agenda

Iowa City Telecommunications Commission

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

June 25, 2018, 5:30PM

1. Call to order
2. Approval of minutes
3. Announcements of Commissioners
4. Short public announcements
5. Community Internet Project
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

May 21, 2018 – 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: Derek Johnk, Matthew Brenton, James Pierce

Members Absent: Paul Gowder, Laura Bergus

Staff Present: Ty Coleman

Others Present: Gerardo Sandoval, Bond Drager

Recommendations to Council: None

Approval of Minutes:

Brenton moved and Pierce seconded a motion to approve the April 23, 2018 minutes as presented. The motion passed unanimously.

Announcements of Commissioners:
None.

Short Public Announcements:
None.

Community Internet Project:

Johnk said he appreciated having the Community Internet Project on the agenda and that he looked forward to hearing what the community group would report in future months as its efforts continue.

Consumer Issues:

Johnk noted the one issue reported in the packet and that it had been resolved. Coleman said the issue was ultimately the responsibility of the apartment complex property owner, but that Mediacom worked to assist with getting lines in order so that service could reach the residents.

Mediacom Report:

Coleman reported that he had not received any information from Mediacom.

Local Access Reports:

Sandoval reported that PATV had recently completed a joint project with Iowa Dance Week and that they've enjoyed working with the organization.

PATV is also working with a student from Kabul, who has created a kindness wall. The student had created a similar wall in Kabul, Afghanistan, wherein people could leave clothing and other

necessities for those in need. The wall also features a mural with bright colors and inspirational messages. Sandoval said the wall is one of PATV's retaining walls and that PATV staff is capturing the process.

Sandoval said that the PATV Underground series continues and that an event will be held on June 1, 2018 with an open gallery and live music.

Drager referred to the Library Channel's report she brought to the meeting. She said that it is Local History Month and that the Library is celebrating Irving Weber Days, which features interesting lectures. Bond said one lecture featured photographs of Iowa City taken in the 1970's by a local photographer who has captured the same shots in 2018. Drager said the lecture attracted a large crowd.

Drager mentioned a fun, short video the Library had created to promote its summer reading program. The video and information about the program can be found at <http://calendar.icpl.org/summer-reading-program>.

City Cable TV Office Report:

Coleman referred to the report the Cable TV Office had submitted in the meeting packet. Coleman said Cable TV Office staff had begun covering the Friday Night Concert Series concerts, which kicked off with a concert by the City High and West High jazz bands. He noted that the series is being held in a different location this summer, due to work being completed in the Ped Mall, and that concerts will take place on Iowa Avenue between Dubuque St. and Clinton St.

Coleman also mentioned the *Meet the Candidates* programming that was available for voters to be able to quickly learn about the candidates for the upcoming primary election.

Adjournment:

Brenton moved and Pierce seconded a motion to adjourn. The motion passed unanimously. Adjournment was at 5:40 p.m.

**TELECOMMUNICATIONS COMMISSION
12-MONTH ATTENDANCE RECORD**

	Gowder	Bergus	Kilburg	Johnk	
06/26/2017	o/c	x	x	x	vacant
07/24/2017 Meeting not held due to lack of quorum.					
			Brenton		
08/28/2017	x	x	x	x	vacant
09/25/2017	x	x	x	x	vacant
10/23/2017	x	o/c	x	x	vacant
11/27/2017	x	x	x	x	vacant
11/30/2017 Special meeting	x	o/c	x	x	vacant
01/22/2018 Meeting not held due to lack of quorum.					
02/26/2018	x	x	x	x	vacant
03/26/2018	x	x	x	x	vacant
					Pierce
04/23/2018	x	x	x	x	x
05/21/2018	o/c	o/c	x	x	x

(x) = Present

(o) = Absent

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

June 19, 2018

To: Iowa City Telecommunications Commission
From: Ty Coleman, Media Production Services Coordinator (MPSC)
Re: Cable Complaints - May 2018

1.)

Date: 05/05/18

Method of contact: Email to MPSC

Complaint/Comment Summary:

Customer complained that he was paying too much for bad service and that his service was experiencing difficulties that Mediacom technicians were not resolving.

Resolution Summary:

MPSC contacted Mediacom's Rick Karnes, who said an appointment was already scheduled. Karnes reported that the issue had been resolved. A few days later, the customer sent MPSC an update, saying that he was still having problems with his cable TV service and TiVO equipment, noting that his signal had been going out numerous times. MPSC followed up with Karnes, who said another appointment was scheduled to further investigate the issues. The customer continued to notify MPSC of the issues with his cable going out. Mediacom's Heath Piercy reported that he had been to the customer's residence and had completely rewired the house from the pole to all pieces of equipment on the account. Piercy said he gave the customer his direct number to call if he experienced further issues.

In early June, the customer reported that his cable TV and TiVO service was pixelating and going out at random times. The customer said he had called Piercy and asked to speak with a supervisor. MPSC asked the customer to contact the Cable TV Office if he didn't hear from someone soon. No further communication has been received from the customer. At last report, Piercy stated that the customer had recently moved and that the case was complete.

Date of Resolution: 06/19/18

2.)

Date: 05/11/2018

Method of contact: Email to City Communications Office

Issue/Comment Summary:

The resident described a billing issue wherein she was told by a call-center customer service representative that her payment was "slightly" past due, despite her being on autopay for years. She was told that her credit card had expired, but the representative referred to a card number the customer did not recognize as her own.

Resolution Summary:

The customer later discovered that her Mediacom payments were coming from her bank account and that an ATM card had not been reactivated, which likely caused the pause in her automated payments.

Date of Resolution: 05/14/18



The Library Channel

Report prepared for the Iowa City Telecommunications Commission monthly meeting by Beth Fisher, Program Librarian and Bond Drager, Equipment Specialist. June 2018.

June 2018:

Summer is by far the busiest time of year at the Iowa City Public Library. School is out, and the Summer Reading Programs for babies, kids, tweens, teens and adults all going strong. Multiple programs are broadcast each week.

Children's Programming this month:

- Macaroni Soup! With Miss Carole and Clarence
- Kids Summer Reading Program Event: Dino O'Dell
- Kids Summer Reading Program Event: National Mississippi River Museum & Aquarium
- Kids Summer Reading Program Event: Laura Ernst, Kinetic Entertainment
- Kids Summer Reading Program Event: Science Center of Iowa presents Global Soundscapes
- Author Visit: Pamela Schuster Ostwinkle
- Kids Summer Reading Program Event: Duke Otherwise
- Pride Month Drag Storytime

Adult Programming this month:

- Adult Summer Reading Program Event: Eastern Iowa Rocks! An Intro to Rockhounding in Iowa
- DNA Interest Group: DNA – Your Partner in Crime?
- Adult Summer Reading Program Event: Geodes! Iowa's Mysterious State Rock

Monthly Program Update:

	This month: June 2018	Next Month: July 2018
Live Children's Programs	• 10	• 9
Live Adult Programs	• 3	• 2
Programs Cablecast	• 638	•
Programs videotaped by Govt. Channel/CTS	• 0	•

PATV Report to Iowa City Telecommunications Commission June 2018

Hot hot hot. Ok, so PATV welcomed back the sitcom production of Bait Shop; a new series called Hello Iowa City which focuses on the various cultural aspects of Iowa City hosted by Dr. Elkadi & Dr. Thacker; the Martial Arts Forum; PATV's Kids Funstop Booth at Iowa City ArtsFest; We are Iowa City at Iowa City Pride; A gathering of Local Filmmakers; and the unveiling of the "Wall of Kindness" painted by artist Latif Behroz with the collaboration of Scattergood School, United Action for Youth and a grant from the Iowa City Arts Council.

PATV Board Meetings

PATV Board of Directors next meeting July 19th, at 6 pm.

Intro Workshop

Guidelines orientation is the first Thursday of every month, 6 pm at PATV or online @ www.patv.tv Next Guidelines is Thursday, July 5th at 6 PM.

Video Workshops Schedule

Studio Training – The second Tuesday of the month from 5 – 7 pm. HD Camera – The third Thursday 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

Joe's Gaming Shack

Call-In Mockery

KNHB Live

PATV Underground

We are Iowa City

PATV Presents: Prairie Lights

Education Exchange

GreenFire

The Lyle Harris Show

PATV Presents: Thursday Night Live at Uptown Bills

Tom's Guitar Show

Submitted by Gerardo Sandoval 6/20/18

Date: June 19, 2018

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 June 2018 meeting

Media Production Services

Submitted by Ty Coleman, Media Production Services Coordinator, and Toni Ugolini, Media Production Assistant

Recent production activities:

- Produced another video in the "Bike Shorts" series. This video demonstrated how to fix or replace a flat tire.
- Promoted the City's ordinance prohibiting the use of fireworks within city limits.
- Recorded our first Party in the Park performance at Chadek park.
- Produced multiple Poetry in Public videos. These videos showcased the poets and their poems who have been selected for the City's Poetry in Public program.
- Recorded the first couple Market Music performances, which take place at the City's Farmers Market on Wednesday afternoons.
- Recorded three performances from the 2018 MusicIC series, featuring chamber music and is presented by Iowa City UNESCO City of Literature.
- Created multiple virtual park tour videos for many of Iowa City's parks. These short videos show off the park and the amenities they have to offer.

Upcoming productions:

- Coverage of a Kids Day event with public safety personnel.
- Recording a ribbon-cutting event to highlight the recent launch of new buses into the City's transit fleet.
- Producing a short video on the topic of designating homes as local historic landmarks.
- Continuing the virtual park tour videos of Iowa City parks.

Programming and Interactive Services

Submitted by Kevin Crawley, Communications Technician

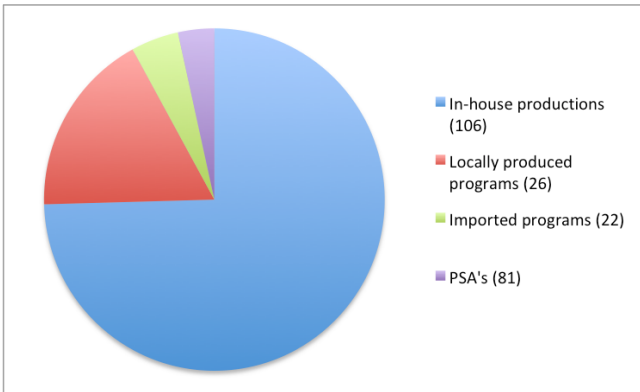
Recent and Upcoming Projects:

We have successfully live-streamed our last two City Council meetings on Facebook, and I've been busy researching a service that will allow us to livestream to Facebook and YouTube simultaneously. We've also been accepted in a program from the National Gallery of Art that gives us access to over 30 hours of programming, and I'll be adding them to our series programming soon.

Website:

In May, we had 1,642 users access 3,459 pages in 2,295 sessions. Our most popular pages were Mediacom's channel lineup page, Mediacom's channel rates, our home page, our watch online page, our live video page and our Meet The Candidates page.

On YouTube, we had 8,248 video views account for 21,424 minutes (357 hours and 4 minutes) of watch time. We added 18 more subscribers, and our current total is 368. Our most watched videos by views were the Welcome to Iowa City! video, the short video "Iowa Voter ID Law", a video on the Gateway Project progress, our Iowa City Update program about new organic carts, and short video on the World Climate Simulation, while the most watched videos by time were and Iowa City Foreign Relations episode on the Basque Country, the videos listed above and a lecture on current middle eastern affairs.



Programming:

We cablecast 106 programs produced in-house 773 times for 545 hours of programming, 26 locally-produced (DITV, Senior Center, Hoover Library, Task Force on Aging, JC Board of Supervisors, Coralville, North Liberty and University Heights) programs 104 times for 128 hours of programming, and 22 imported programs 71 times for 33 hours of programming. We also showed 81 PSAs 1066 times for 25 hours of programming.

Programs Completed by the Cable TV Office in May 2018

- 2018 Building Business Basics
 - Credit Repair
 - Legal Issues & Insurance
 - Permits & Resources
 - Reaching Your Customer
- 2018 Downtown Block Party Promo
- 2018 Friday Night Concert Series
 - City High Jazz Ensembles
 - West High Jazz Ensembles
 - Zeshan Bagewadi & the Transistors
- 2018 Youth Human Rights Awards
- Augusta Place Groundbreaking Event - May 3, 2018
- Bike Shorts: Using a Bike Rack on a City Bus
- Emergency Services Youth Camp
- Environmental Forum: Johnson County Supervisor Candidates 2018
- Fired Up About Reading
- Gateway Project - Phase Four
- Iowa City Chamber of Commerce: Excellence in Education 2018
- Iowa City City Council Meetings
 - May 1, 2018
 - May 15, 2018
 - May 29, 2018
- Iowa City City Council Work Sessions
 - May 1, 2018
 - May 15, 2018
 - May 29, 2018
- Iowa City Foreign Relations Council Presents
 - Health Care for Underserved Populations in South India
- Iowa City Municipal Airport: A Century of Flights
- Iowa City Update
 - Family Sports Night
 - New Organic Carts
 - Safety Village
- Meet the Candidates 2018
 - Board of Supervisors
 - Janelle Rettig, Mike Carberry, and Pat Heiden
 - Governor of Iowa
 - Andy McGuire, Jake Porter, John Norris, Marco Battaglia, Nate Boulton, and Ross Wilburn
 - State Senate District 37
 - Carl Krambeck, Eric Dirth, Janice Weiner, Zach Wahls, and Imad Youssif
- Mowing Ordinance PSA
- MPOJC Urbanized Area Policy Board of 05/30/18
- National Police Week 2018 Recognition Ceremony
- Pedestrian Mall Improvements Project
- Summer Library Bus Program
- World Climate Simulation