

MINUTES OF CABLE TV COMMISSION MEETING
September 5, 2018
CITY HALL ANNEX – 1st FLOOR CONFERENCE ROOM #1

MEMBERS PRESENT: Pauline Maloney (Chair), Jennifer Tigges (Vice-Chair), Ron Tigges, Sr. Carol Hoverman.

MEMBERS ABSENT: Alan Vincent, Kathy McMullen. One seat is vacant.

OTHERS PRESENT: Craig Nowack, City of Dubuque
Darin Dean, Mediacom

Maloney called the meeting to order at 4:01 p.m.

Acceptance of the Agenda

Upon a motion by Hoverman, seconded by RTigges, the agenda was accepted by a motion of 4-0.

Approval of the Minutes of July 11, 2018

Upon a motion by JTigges, seconded by RTigges, minutes of the July 11, 2018, meeting were approved 4 – 0.

Public Input

Ann and Clete Gartner, 410 Maplewood Court, addressed the Commission regarding their frustration with Mediacom after an outage over the holiday weekend. They have cable, Internet, and phone service through Mediacom, and all went out around 4 p.m. on Sunday afternoon. They called Mediacom and received an automated message saying that there was an outage in their area. When they followed the prompt to speak to an actual person, they were immediately disconnected. This happened multiple times. Around 5 a.m. the following morning their service was restored. Their frustration stemmed from not knowing what the problem was, not knowing when it would be resolved, and not being able to talk to anyone at Mediacom.

Dean discussed the numerous problems Mediacom experienced in the wake of the heavy and nearly constant rains over the weekend. He encourages subscribers experiencing problems to stay on the line because that is one of the ways they determine if there is a larger, system-wide issue rather than just one household or a small pocket of households. He took the Gartner's address and phone information and promised to have someone from the local office to call to see if it can be determined why they kept getting disconnected when trying to reach an actual person.

The Commissioners commiserated with the Gartners but noted that the Commission has no authority to do anything in this matter. They noted the technical complexity of most modern systems such as this which can often be burdensome in situations like this.

Mediacom Cable Report

Dean reported Mediacom's new public access person could not attend today as he was involved in some productions at the public access studio.

Cable TV Report

Nowack informed the Commission about City Expo scheduled for September 18. He updated them on the progress of the digital routing upgrade in the Control Room at City Hall Annex and discussed some other pending productions. He then played the most recent Southwest Arterial construction update video which incorporates drone video.

Adjournment

Upon a motion by JTigges, seconded by RTigges, the meeting adjourned at 4:50 p.m.