

1. Call to order – roll call
  - a. Introduction of new member Yonah Davis
2. Adoption of agenda
3. Approval of minutes
  - a. October 10, 2018
  - b. Dec. 12, 2018, meeting was cancelled
4. Public comment
5. Reports and discussion
  - a. Guest: Josh Forsythe, manager, business development for global network and technology, Verizon to discuss 5G and smart cities
  - b. Update on US Internet
  - c. Review complaint logs
6. Communications from the chair, commissioners and city staff
  - a. Chair
    - i. Recap of Feb. 25 boards and commissions meeting with city council
  - b. Staff
    - i. Study session date to discuss TAC's future direction
      1. Suggested: Wednesday, April 17
    - ii. ParkTV volunteer event: April 4, 5-7 p.m.
    - iii. Next regular meetings:
      1. May 8, 2019
      2. July 10, 2019
7. Adjournment

If you cannot attend the meeting please contact Jacque Smith:  
[jsmith@stlouispark.org](mailto:jsmith@stlouispark.org) or 952.924.2632.

Auxiliary aids for individuals with disabilities are available upon request. To make arrangements, please call ParkTV at 925.924.2660 (TOD 952.924.2518) at least four days in advance of meeting.

**Telecommunications advisory commission**  
**Unofficial minutes**  
**Meeting of October 10, 2018**

1. Call to order

Chair Abe Levine called the meeting to order at 6 p.m.

2. Roll call

Present: Maren Anderson, Bruce Browning, David Dyer, Cindy Hoffman, Abe Levine, Nathan Munson, Rolf Peterson

Absent: None

Staff: Jermaine Wheeler, Jacque Larson, John McHugh

Guest: Karly Werner, Comcast

3. Approval of minutes: July 24, 2018

Motion by Bruce Browning , second by Maren Anderson to approve minutes; all voted in favor of approval.

4. Adoption of agenda

No changes to the agenda. Motion by Rolf Peterson , second by Bruce Browning to approve agenda; all voted in favor of approval.

5. Public comment: none

6. Reports and discussion

**a. Building readiness for smart cities**

Mr. Pires and Ms. Kramer presented. Mr. Pires explained Smart Cities are where digital technology and intelligent design have been harnessed to create smart, sustainable cities with high-quality living and high-quality jobs. He noted smart city core values involve livability, workability and sustainability.

Mr. Pires shared a video of an overview of a future smart city, and the transformation that is already beginning, to improve communities. He asked the commissions what they took away from the video. Commissioner Browning noted we are headed in the correct direction, but it will take time. He stated the city is moving in the right direction, and we have to be careful we are moving in the right direction.

Chair Levine stated we are laying the fiber now in St. Louis Park. He stated in Barcelona, while they have the fiber optics, they have not been able to get it up to speed for its citizens yet. He also noted writing the software and creating the foundations of this will take until the mid to late 20's.

Commissioner Browning noted the city lacks a standardization if some things, and many items will need to be well thought out.

Chair Levine added the bigger cities move ahead quicker on creating smart cities, but this might be beneficial for smaller cities like St. Louis Park.

Commissioner Peterson stated he has concerns about privacy issues, and information collected by the city about private citizens.

Mr. Pires added privacy also struck him and the technology, noting the US is now in catch-up mode. He added this is about building readiness, and noted various subject areas including: Solid waste, broadband readiness, electric vehicle charging stations, parking structures and security cameras/emergency call stations, public safety radio coverage. He noted other cities are focusing on homelessness issues, in order to move toward the creation of smart cities.

Mr. Pires noted the city is now working on broadband readiness as part of 2015 council goals and priorities. He stated the focus is not on commercial buildings and multi-dwelling units, in new and expanded units, and not in existing buildings. He added the city is working on various developments within the city to include broadband readiness, without an ordinance. He pointed out the developers are interested in providing this for their tenants as an option.

Mr. Pires added with the racial equity and climate action plans within the city, and that broadband will be set up as an equitable service for all within the city, and to provide more capabilities for telecommuting for residents.

Ms. Kramer discussed the electric vehicle charging stations ordinance. She noted the technology is quickly changing. She noted there are 3 levels, with Level 1 being for overnight charging and at cheaper rates, Level 2 is higher powered, and DC charging stations are for a Tesla, and are the most expensive. She noted the Climate Action Plan and goals within it that led to the ordinance for electric vehicle charging within the city.

The ordinance states a requirement that new or reconstructed parking structures contain a minimum amount of charging infrastructure. She noted single-family homes are excluded from the ordinance, but because so many will be charging overnight at their homes, it was important to include multi-family homes. The ordinance will be for folks living or coming through St. Louis Park, to be able to charge their vehicles, Ms. Kramer stated. She added this will need to go through the planning commission, and revisions are still being made in developing the ordinance, with a public hearing at the end of the year.

Commissioner Browning asked about the electrical grid and if the city has the infrastructure for the charging stations. He also asked if Xcel is aware of this also.

Ms. Kramer stated staff is in discussion with Xcel on this already, and they are also looking at how to get electrical charging in the public right of way also, along with private development.

Commission Browning asked how many electric vehicles are in St. Louis Park currently. Ms. Kramer did not know, but stated by 2030, 50% of all new vehicles will be electronic within the US.

Commissioner Dyer asked if there is a requirement for certain businesses to put in the charging stations. Ms. Kramer said there are no requirements for smaller businesses with a low number of parking spots and also non-profit businesses. Staff has tried to balance public good with business realities. Commissioner Dyer also asked what the requirement is for people to put in electric charging stations. Ms. Kramer stated a lot of this goes back to requirements of the climate action plan, along with the broadband, so all have access to charging, if needed.

Commissioner Dyer stated right now this is an incentive, and at some point it won't be an incentive, so what will the requirements be then for providing free charging stations. Ms. Kramer stated there will be no charge for charging stations at this point, but businesses can do this if they so wish.

Commissioner Peterson asked if the city is charging for stations. Ms. Kramer stated there will be no charging at city hall, but it is possible they will contract with a vendor to install swiping for charging stations.

Commissioner Munson mentioned business that require a donation from employees in exchange for use of charging stations; employees can choose among a variety of nonprofits to which they can direct the donation.

Commissioner Hoffman stated her confidence in Minnesotan's buying electric cars is not very high with our extreme weather conditions. She asked what the demand is for these cars in St. Louis Park at this point, and have we come far enough with battery production to deal with extreme weather?

Commissioner Peterson noted the batteries start right away in the Volt, in Minnesota, with no problem, and in the Prius hybrids.

Chair Levine added battery replacement might be the way to avoid building all the charging stations. Commissioner Peterson noted this will be done with over the road trucks in the future.

Commissioner Munson asked about cost benefits to home owners, and if staff has looked at this through residential zoning changes. Ms. Kramer stated this is something that can be brought to planning commission, adding that Level 1 already exists in all residential garages, but is can be considered for the future. She added the ordinance will allow for Level 1 and 2 in residential garages, however not DC stations.

Chair Levine stated if cities across the country don't get involved in the same actions by a certain time, what will be the incentive for folks to purchase electric vehicles. Ms. Kramer stated not many cities have required this yet, but many are sharing information and hoping to get cities across the state to do this in the same timeframe.

Mr. Pires noted parking ramps and garage safety and security cameras, and public safety radio coverage are also included as ordinance drafts at this time. He stated these draft ordinances will continue to be worked on after further discussion with stakeholders.

Chair Levine asked how the commission can help. Mr. Pires stated the commission can help in showing governing body support and awareness, and that this is a work in progress.

**b. CenturyLink**

- i. **Review quarterly reports** – Ms. Larson stated there have been no changes since the last report.
- ii. **Franchise fee review update** – no changes
- iii. **Status of quarterly meetings** – the commission agreed to have these reports discontinued in the future, unless there is updated information to report.

**c. Comcast**

- i. **Franchise renewal update** – Ms. Larson stated there were no major updates. She did note some potential impact, adding staff will continue to pursue franchise fee charges with the FCC at the state and federal levels, to advance the city's message.

- d. **Review Comcast and CenturyLink complaint logs** – Commissioner Browning asked about one having trouble with On Demand. The person now has contact information for Comcast.

7. Communications from the chair, commissioners and city staff

Commissioner Munson asked about the 2019 meeting schedule. Ms. Larson said she'd work on that in the next week and send to the commission members.

John McHugh, ParkTV, noted productions for TV15 for 2018 and for the upcoming months.

a. **Staff – Ms. Larson**

- i. **Commission minutes recording** – Timesavers, Inc. will record meeting minutes.
- ii. **Right of way brochure** – started working on a draft, and moving ahead on this.
- iii. **ParkTV staffing update** – Reg retired, job description has been rewritten and Jermaine Wheeler was hired for the position. Six production assistants will be trained to record meetings/events.
- iv. **Upcoming webinars** – Mon Oct 15 at 1 p.m. on the Impact of Video Streaming, and Dec 10, on The Courts and the FCC. Ms. Larson will send out a notice to the commission.

Mr. Pires stated there will be an effort to plan ahead on right of way poles, and there will be reports to the commission on an ongoing basis regarding this topic.

8. Adjournment

Commissioner Browning motioned to adjourn the meeting, Commissioner Dyer seconded.

Meeting was adjourned at 7:21 p.m.

**Comcast Complaints logged by city staff**  
**Telecommunications advisory commission: March 13, 2019**

Name/ address	Date/ logger	Complaint	Resolution
Edward Voyles, no address provided	11.30.18 John McHugh	<p>The Edward Voyles household has the triple play service of tv, b-band, and voice. They inquired , on-line with CenturyLink, to see if they could get a better rate, but canceled their request. Then, on Friday, 12-16-18, their phone line stopped receiving calls. Their number, 952-926-0345, had been "ported" to CenturyLink. However, they are unable to call out. Their call to Comcast on Monday, 12-19-18 resulted in a description of service being restored in "3 to 5 days". Their calls to CenturyLink revealed that there was no account associated with that original number. The number cannot be ported back if no account exists, so CenturyLink created a temporary account for it on Friday, 11-23-18. Their continued calls to Comcast about restoring service revealed that Comcast created a new number for them, 952-500-9994. However, calls to that number never rang at their address and the auto answer said that the mailbox had not been set up. The Edward Voyles household informed Comcast that they wanted their phone number, in use for the past 40 years, restored. Calls to CenturyLink revealed that Comcast had yet to request the number be ported to their network.</p> <p>On Monday, Comcast stated it would be restored in "3 to 5 days". Phone inquiries through Thursday resulted in a statement it would be restored "probably by 12-1-18."</p> <p>The Edward Voyles household has no alternate phone service, only the landline. They called our office on Friday, 11-30-2018, at 1145am</p> <p>Please contact them at [email removed] if their incoming service is not restored on 12-1-2018, and give them a date certain when they can use the service they pay for.</p>	<p>Assigned case #ESL03405825</p> <p>No further information</p>

<p>Jason Eisold, 3700 Monterey Drive (city- owned facility)</p>	<p>11.5.18 John McHugh</p>	<p>Jason Eisold, the manager [952-924-2547] of our city recreation center, tried working with Comcast Business to relocate and upgrade a converter box. The address is 3700 Monterey Drive - 55416 and the phone associated with the account is 952-924-2540, which is the front counter at the building entrance.</p> <p>After remodeling of the locker rooms, the current user, box CS0455284230, has changed rooms and wants to upgrade to an HD box.</p> <p>Jason recently called Comcast Business [800-391-3000] requesting a relocation [new line to new room] and an HD box. The agent said "we cannot make that change" and "will forward your request to government accounts". We do not have "government accounts" contact info, and they have not called Mr. Eisold.</p> <p>Please contact Mr. Eisold on his direct line, above, and assist "government accounts" in fulfilling the needed service call.</p>	<p>Assigned case #ESL03389531</p> <p>On Nov. 14, 2018, the following email was received from Comcast:</p> <p>This letter is in response to the above-referenced complaint submitted by Jason Eisold regarding XFINITY service.</p> <p>On November 13, 2018, our Business team spoke with Mr. Eisold at which time a technician was scheduled for November 16, 2018 to update the Comcast cable box. Mr. Eisold has our Business teams contact information if further assistance is needed. I apologize for any inconvenience and overall experience while attempting to resolve this matter.</p>
<p>Debbie Orenstein, 2527 Monterey Ave.</p>	<p>10.25.18 John McHugh</p>	<p>Debbie Orenstein, 2527 Monterey Ave, 55416, called this at 2: 05pm, said there had been a fire in her neighborhood, at 26th and Lynn Ave, causing loss of both CenturyLink and Comcast service at her house. Reduced to a cellphone, she found a Comcast website and pressed "call me back" for customer service.</p> <p>An agent in Denver, CO called and told her that unless 7 subscribers complain, Comcast does not consider it an outage and we could look at it tomorrow afternoon.</p> <p>Debbie works from home and cannot do her job without broadband. Debbie called me, and I gave her the St. Paul call center number, assuring her that the local, award-winning customer service would be better than Denver.</p>	<p>From Debbie at 5:27 p.m. 10.25.18:</p> <p>Dear John,</p> <p>You are my new hero - this is a great letter. When I left the house at 3:30, there were Xfinity trucks at the site of the fire. I just returned home and service has been restored. Comcast might not deserve its self-congratulatory "award-winning customer service" designation, but I'd vote for you anytime.</p> <p>Thank you so much!</p> <p>Best, Debbie</p>

		<p>Debbie called back and said they told her that six customers had to call to complain of loss of service. Debbie explained to the agent that when subscribers return home from their day jobs and find they have no service...wouldn't it make sense to fix it now?</p> <p>Please contact Debbie and explain to her where it says, in the terms and conditions she accepted when subscribing , that she is dependent on 6 or 7 neighbors complaining , when Comcast can, remotely, poll that service area and confirm the extent of the problem.</p> <p>Please share with our cable officer a copy of your business rules for complaints which can trigger a same-day outage response.</p> <p>You may want to update your page <a href="https://www.xfinity.com/tips/check-comcast-service-outage">https://www.xfinity.com/tips/check-comcast-service-outage</a> to reflect this business practice.</p>	
Alan Gibson Sky Hill Townhome Association 1820 Westwood Hills Road	10.4.18 John McHugh	<p>Alan Gibson, president of sky hill town home association called me 1126a Thurs. Oct 4. Comcast door-hung and came out on Monday, Oct 1 to "upgrade." They left a temporary drop, from 1352 to 1348 Westwood Hills Road. They left without any contact to residents about finishing the work. Yesterday, Alan Gibson called Comcast to inquire about finishing the work. They transferred his call to a supervisor and the call disconnected. He called Comcast again, and while they searched for an employee who could answer his inquiry...time passed...he hung up in frustration.</p>	<p>Resolved 10.25.18</p> <p>Katie A with Comcast: I spoke with Mr. Gibson on October 4, 2018 about his concern regarding the temporary lines placed in his neighborhood. A representative from the Construction group made contact with Mr. Gibson and kept him updated on the construction process. The temporary lines were placed due to a bad span. The replacement cables have now been cut over and all temporary lines have now been removed. I apologized for any inconvenience and overall experience while attempting to resolve this matter.</p> <p>Shelly H. contacted 10.4.18. Case has been created and it will be assigned. Case #ESL03367065</p>