

# COVERSHEET

Name: Joyce Prindergest

Date of Complaint: 05/2014

## Randy Shelton

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**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:37 AM  
**To:** Randy Shelton  
**Subject:** FW: Issues with Reception

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**From:** Jon Skorburg  
**Sent:** Thursday, May 14, 2015 5:29 PM  
**To:** John Franz <JFranz@weareiowa.com>; Dennis Poffenberger <DPoffenberger@weareiowa.com>  
**Subject:** FW: Issues with Reception

FYI, please follow up. Thanks.

**From:** Joyce Prindergest [<mailto:tulenutswife@gmail.com>]  
**Sent:** Thursday, May 14, 2015 4:45 PM  
**To:** Jon Skorburg  
**Subject:** Issues with Reception

Just checking to see if you are having technical difficulties with your TV station. I have not been able to view your station all week. I know Good Morning America is one of my favorite news media shows.

Appreciate a response. We do live in the Country and have 17 years and have never had any issues with the viewing of your TV station.

Thanks in advance for checking into this.

# COVERSHEET

Name: Nancy

Date of Complaint: 12/2014

## **Randy Shelton**

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**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:13 AM  
**To:** Randy Shelton  
**Subject:** FW:

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**From:** Jon Skorburg  
**Sent:** Thursday, December 11, 2014 1:25 PM  
**To:** John Franz <JFranz@myabc5.com>  
**Subject:** FW:

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**From:** Nancy [<mailto:mlrs1727@icsmail.net>]  
**Sent:** Thursday, December 11, 2014 1:23 PM  
**To:** Jon Skorburg  
**Subject:**

I hope you're spending lots of money improving your broadcast signal. It was always fine when it was analog then when you switched to digital it disappeared. We get WOI through Directv and we can only get it on other tvs when we have the leaf antenna hanging in front of a window. We're only 45 miles northwest of DSM and other people in the area have trouble getting WOI as well. All other DSM stations come in great. Nancy

# COVERSHEET

Name: JoCindy Marsh

Date of Complaint: 12/2014

## **Randy Shelton**

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**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:13 AM  
**To:** Randy Shelton  
**Subject:** FW: Why?

**From:** Jon Skorborg  
**Sent:** Monday, December 15, 2014 8:26 AM  
**To:** John Franz <JFranz@myabc5.com>  
**Subject:** FW: Why?

FYI

**From:** jocindy marsh [<mailto:jocindym@gmail.com>]  
**Sent:** Sunday, December 14, 2014 7:07 PM  
**To:** Jon Skorborg  
**Cc:** Dennis Poffenberger  
**Subject:** RE: Why?

It's puxilating really bad again tonight.  
Right when my show starts.  
And it's the season finale.  
I'm bummed.  
Why does the signal break up so badly?

On Nov 3, 2014 10:43 AM, "Jon Skorborg" <[JSkorborg@myabc5.com](mailto:JSkorborg@myabc5.com)> wrote:

JoCindy-

I don't know is causing the pixilation, but the man who does, Engineer Dennis Poffenberger is cc'd on this e-mail and he will reach out to you. With the elections it will be later this week, we apologize for the inconvenience and will work towards a resolution.

Best,

Jon

**From:** jocindy marsh [mailto:jocindym@gmail.com]

**Sent:** Sunday, November 02, 2014 8:13 PM

**To:** Jon Skorburg

**Subject:** Why?

Why?

I wait all week to watch Once Upon a Time.

I have to say, I pray it will be moved to another station.

It never fails, just when it's time for that show to start, the station goes bonkers and we lose the signal.

I watch every week, not hearing what is being said or a very pixilated picture for the whole hour.

Now the next show is on and the picture is fine again. Occasionally puxilating. I don't get it?

How are you doing it? Why are doing it. Don't you want the ratings?

Desperately show deprived,

JoCindy

# COVERSHEET

Name: Michael Villa

Date of Complaint: 01/2015



## **Randy Shelton**

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**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:14 AM  
**To:** Randy Shelton  
**Subject:** FW: TV Signal

-----Original Message-----

**From:** Randy Shelton  
**Sent:** Sunday, January 25, 2015 7:38 PM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** FW: TV Signal

-----Original Message-----

**From:** Michael Villa [mailto:villafamilyiowa@yahoo.com]  
**Sent:** Sunday, January 25, 2015 5:58 PM  
**To:** Jon Skorburg; Randy Shelton; Dennis Poffenberger  
**Subject:** TV Signal

Hola!

I am an Altoona, IA resident, and I have been for over 15 years. My family & I have enjoyed Channel 5 for many years. We have watched many shows, including Dancing with the Stars and Americas Funniest Videos for years.

About a year ago, we started having trouble getting your signal. I tried a variety of different antennae and finally spent nearly \$200 on one that finally was able to pull in your signal again. Well just this week, we are having trouble again. I have not been able to pull in your signal, and I am a bit frustrated. I can tell you that I am not going to go through the whole bit with the antennae again, and I am not going to pay a cable company or a dish company to get a TV signal.

What that means is that if you folks cannot get your signal quality issue figured out, you will be losing customers. I am certain that I am not alone in this newest of difficulties, so I am guessing that this is keeping you from getting to the next tier of viewership.

I know some lone guy in Altoona does not matter to your folks. But I cannot help but imagine that any of us counting on an antenna to get a signal for our TV will be getting your signal with any kind of reliability. In the end it makes it hard for all of us to be loyal to any of your shows. It makes it hard for us to enjoy any programming on a regular basis.

So, if we happen to be able to get your signal again, great! But I am done futzing around to try to get it on a regular basis. For years we were able to just rely on getting it, but I guess those days are done.

I sincerely hope you do get this issue fixed, and I really do hope you realize how much us regular folks watch channel 5 often, and how much more we might watch it if we could depend on a quality signal.

Sincerely,

Michael Villa

## Randy Shelton

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**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:14 AM  
**To:** Randy Shelton  
**Subject:** FW: TV Signal

-----Original Message-----

**From:** Jon Skorburg  
**Sent:** Monday, January 26, 2015 11:23 AM  
**To:** Michael Villa <villafamilyiowa@yahoo.com>  
**Cc:** John Franz <JFranz@weareiowa.com>  
**Subject:** RE: TV Signal

Michael-

Thank you for your note.

I have forwarded your concerns to Chief Engineer John Franz (cc'd on this e-mail), I have tasked him researching these situations as they arise. Do you have a phone number and time which you can be reached?  
We would like to troubleshoot this situation and take corrective action.

Again thanks for your note.

Best,

Jon

-----Original Message-----

**From:** Michael Villa [mailto:villafamilyiowa@yahoo.com]  
**Sent:** Sunday, January 25, 2015 5:58 PM  
**To:** Jon Skorburg; Randy Shelton; Dennis Poffenberger  
**Subject:** TV Signal

Hola!

I am an Altoona, IA resident, and I have been for over 15 years. My family & I have enjoyed Channel 5 for many years. We have watched many shows, including Dancing with the Stars and Americas Funniest Videos for years.

About a year ago, we started having trouble getting your signal. I tried a variety of different antennae and finally spent nearly \$200 on one that finally was able to pull in your signal again. Well just this week, we are having trouble again. I have not been able to pull in your signal, and I am a bit frustrated. I can tell you that I am not going to go through the whole bit with the antennae again, and I am not going to pay a cable company or a dish company to get a TV signal.

What that means is that if you folks cannot get your signal quality issue figured out, you will be losing customers. I am certain that I am not alone in this newest of difficulties, so I am guessing that this is keeping you from getting to the next tier of viewership.

I know some lone guy in Altoona does not matter to your folks. But I cannot help but imagine that any of us counting on an antenna to get a signal for our TV will be getting your signal with any kind of reliability. In the end it makes it hard for all of us to be loyal to any of your shows. It makes it hard for us to enjoy any programming on a regular basis.

So, if we happen to be able to get your signal again, great! But I am done futzing around to try to get it on a regular basis. For years we were able to just rely on getting it, but I guess those days are done.

I sincerely hope you do get this issue fixed, and I really do hope you realize how much us regular folks watch channel 5 often, and how much more we might watch it if we could depend on a quality signal.

Sincerely,

Michael Villa

# COVERSHEET

Name: Bill Garnes

Date of Complaint: 02/2015

## **Randy Shelton**

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**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:14 AM  
**To:** Randy Shelton  
**Subject:** FW: Channel 5

-----Original Message-----

**From:** Jon Skorburg  
**Sent:** Friday, February 06, 2015 12:46 PM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** FW: Channel 5

Please reach out and see if there is something we can do. Thanks.

-----Original Message-----

**From:** Bill Garnes [mailto:bgarnes@accesssystems.com]  
**Sent:** Friday, February 06, 2015 12:44 PM  
**To:** Jon Skorburg  
**Subject:** Channel 5

I am contacting you to find out if you are aware that your channel is not picked up nearly as well as others in the Des Moines market.

Originally we lived in Perry and had no problems receiving your station until the migration to Digital TV. Once that change over was complete we no longer received your station. We were ok with that knowing we were starting to build a house in Urbandale and that within a couple of years it would be easier to pick up your station from there.

Keep in mind in Perry I had a large antenna on a mast pointed correctly to the Alleman area. I realize your tower is a couple of degrees off from the other stations transmitting from there but even pointed directly there I could not pick up channel 5.

So we move to Urbandale and for so long still we were not able to get your station. I am at the top of the hill in Walnut Creek Estates with a tall house and a straight shot to Alleman. I get full strength signal from the other stations in the area and maybe 10 to 20 percent of that for your station and still not enough to pick your station up.

After changing antennas twice (I cannot use the big antennas in my new neighborhood as they are not allowed) I still am not able to receive your station. After asking around and looking online I realize I'm by no means alone.

It does appear you are or were aware of the problem as I see you added a UHF channel in the metro area to compensate for those downtown. I can't pick that one up either though.

Not upset. Just curious if there is a plan to correct. We mostly stream but my wife and girls would like to watch the Bachelor live.

Thanks,  
Bill Garnes

# COVERSHEET

Name: Lynne Ott

Date of Complaint: 03/2015

## Randy Shelton

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**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:15 AM  
**To:** Randy Shelton  
**Subject:** FW: What? Not again!

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**From:** Jon Skorborg  
**Sent:** Wednesday, March 11, 2015 7:31 AM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** Fw: What? Not again!

Fyi  
Sent from my Verizon 4G LTE Smartphone

----- Original message -----

**From:** Lynne Ott  
**Date:** Wed, Mar 11, 2015 7:24 AM  
**To:** Jon Skorborg;  
**Subject:** What? Not again!

*Hello,*

*I am missing my channel 5 again today. I also had no channel 5 signal yesterday AM.*

*SIGH! I guess I'll have to watch channel 8 again. I don't want to.*

*Thank you,  
Lynne*

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**From:** Lynne Ott [<mailto:llott@wmtel.net>]  
**Sent:** Monday, March 09, 2015 4:18 PM  
**To:** 'jskorborg@myabc5.com'  
**Subject:** I can't hear you!

*Hi,*

I seem to have a lot of trouble with Channel 5. It is the only channel I want to watch. I have Mediacom and I lose you frequently. Today I have a picture and no noise. All of the other channels work just fine. Why does this always happen?

I sure hope it is fixed before "The Bachelor" airs tonight.

Thank you,

Lynne Ott  
[Uott@wmtel.net](mailto:Uott@wmtel.net)



# COVERSHEET

Name: Lynne Ott

Date of Complaint: 03/2015

**Randy Shelton**

---

**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:15 AM  
**To:** Randy Shelton  
**Subject:** FW: I can't hear you!

---

**From:** Jon Skorburg  
**Sent:** Tuesday, March 10, 2015 8:26 AM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** FW: I can't hear you!

Another country heard from.....

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**From:** Lynne Ott [<mailto:llott@wmtel.net>]  
**Sent:** Monday, March 09, 2015 4:18 PM  
**To:** Jon Skorburg  
**Subject:** I can't hear you!

Hi,

*I seem to have a lot of trouble with Channel 5. It is the only channel I want to watch. I have Mediacom and I lose you frequently. Today I have a picture and no noise. All of the other channels work just fine. Why does this always happen?*

*I sure hope it is fixed before "The Bachelor" airs tonight.*

*Thank you,*

*Lynne Ott  
[llott@wmtel.net](mailto:llott@wmtel.net)*

# COVERSHEET

Name: Peg Herman

Date of Complaint: 03/2015

## Randy Shelton

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**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:15 AM  
**To:** Randy Shelton  
**Subject:** FW: Channel 5 antenna reception

-----Original Message-----

**From:** Jon Skorburg  
**Sent:** Tuesday, March 10, 2015 8:45 AM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** FW: Channel 5 antenna reception

-----Original Message-----

**From:** Jon Skorburg  
**Sent:** Tuesday, March 10, 2015 8:37 AM  
**To:** 'Peg Herman'  
**Subject:** RE: Channel 5 antenna reception

And again...

-----Original Message-----

**From:** Peg Herman [mailto:pherman@netins.net]  
**Sent:** Monday, March 09, 2015 10:08 PM  
**To:** Jon Skorburg  
**Subject:** Channel 5 antenna reception

> Just wanted to see if you could shed some light on the situation regarding bad reception with your station. I enjoy watching some of my favorite shows like Dancing with the Stars and the Bachelor and Bachelorette, we live in rural Truro, Iowa and it never fails, like tonight, I've been trying to watch the finale of the Bachelor, and it finally came thru around 9:30 tonight. I have friends in Des Moines that have the same problem getting you station. The weather was great, no problem with that, because it does seem to be affected by the weather. We choose not to subscribe to cable, but yet consistently have reception issues with your station. Only channel 5. Can you tell me if this issue will improve? Or if anything at all can be done about it? I don't understand why all the other stations come thru great, and yours is the only one giving us problems. I would appreciate any response you can give me. It's just so frustrating to look forward to enjoy the evening watching a favorite show, only to be disappointed.

Thank you.  
Peg Herman

Sent from my iPad

# COVERSHEET

Name: Alwyn Hall

Date of Complaint: 03/2015

## Randy Shelton

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**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:16 AM  
**To:** Randy Shelton  
**Subject:** FW: Availability of signal

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**From:** Randy Shelton  
**Sent:** Saturday, March 14, 2015 3:59 PM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** Fwd: Availability of signal

Sent from my iPhone

Begin forwarded message:

**From:** Alwyn Hall <vaadhall@mahaska.org>  
**Date:** March 12, 2015 at 8:34:48 PM CDT  
**To:** <rshelton@myabc5.com>  
**Subject:** Availability of signal

Dear Sir;

It seems like I am having increasing difficulty receiving your station on my TV with over-the-air antenna. Before the digital signal days, we rarely had a problem, but after the switch to digital, yours was the most often unavailable when the weather was dicey. Channels 8, 11, & 13 rarely have a problem, but it is getting increasingly difficult to pick up channel 5. Sometimes we can get 9, but that is sketchy too. I am at about the point of asking some of the programs to see if they can get on other networks. We like to watch Dr. Phil, but are batting about 50-50 on our chances of getting it anymore. has your signal gotten weaker, or is there some monstrous impediment that has been built between your broadcast antenna and ours? I live in a little town just on the east side of Oskaloosa, Iowa, and am not about to pay for cable or satellite TV.

Sincerely, Alwyn Hall

# COVERSHEET

Name: Greg Twedt

Date of Complaint: 03/2015

## **Randy Shelton**

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**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:16 AM  
**To:** Randy Shelton  
**Subject:** FW: Reception problems

-----Original Message-----

**From:** Greg Twedt [mailto:gatwedt@gmail.com]  
**Sent:** Wednesday, March 18, 2015 12:07 PM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** Reception problems

Greetings John,

Thanks so much for the call back message. ---- I'm certainly encouraged by your confidence that we will someday again be channel 5 viewers. I look forward to your visit.

We live 2.5 miles north of LeGrand. Take the LeGrand exit on HWY 30 and go north on the blacktop(Zeller Avenue). When you enter our gate at 2104 Zeller just keep to the right and wind down through the trees until you reach our home.

My schedule is pretty flexible. Finding a time which will work for both of us should not be a problem.

Hope to see you soon!

Greg Twedt

641 691 3311



# COVERSHEET

Name: Greg Twedt

Date of Complaint: 03/2015

## Randy Shelton

---

**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:45 AM  
**To:** Randy Shelton  
**Subject:** FW: Reception problems

---

**From:** Greg Twedt [mailto:gatwedt@gmail.com]  
**Sent:** Monday, June 22, 2015 7:53 AM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** Fwd: Reception problems

Hi John,

You recently left me a voice mail message concerning our ongoing WOI reception problem. — For the past ten years or so we have been unable to receive channel 5. We have no problem receiving all the other Des Moines broadcasters. I look forward to implementing your solution.

Greg Twedt

Begin forwarded message:

**From:** Greg Twedt <gatwedt@gmail.com>  
**Subject:** Reception problems  
**Date:** March 18, 2015 at 12:07:03 PM CDT  
**To:** jfranz@weareiowa.com

Greetings John,

Thanks so much for the call back message. — I'm certainly encouraged by your confidence that we will someday again be channel 5 viewers. I look forward to your visit.

We live 2.5 miles north of LeGrand. Take the LeGrand exit on HWY 30 and go north on the blacktop(Zeller Avenue). When you enter our gate at 2104 Zeller just keep to the right and wind down through the trees until you reach our home.

My schedule is pretty flexible. Finding a time which will work for both of us should not be a problem.

Hope to see you soon!

Greg Twedt

641 691 3311

# COVERSHEET

Name: Shirley Willard

Date of Complaint: 04/2015

## **Randy Shelton**

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**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:17 AM  
**To:** Randy Shelton  
**Subject:** FW: signal strength

**From:** Shirley Willard [mailto:swillard24@gmail.com]  
**Sent:** Wednesday, April 08, 2015 11:49 AM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** signal strength

Mr. Franz-

I am writing in the hopes that there is some way you can strengthen the Channel 5 signal so that I can watch your station. I loose it very often and especially on Saturday when we most need to watch all those morning programs!

Thanks, Shirley Willard  
Des Moines

# COVERSHEET

Complainant: Robert White

Date of Complaint: 04/2015

## **Randy Shelton**

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**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:17 AM  
**To:** Randy Shelton  
**Subject:** FW: t.v .signal

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**From:** robert white [mailto:rbw@netins.net]  
**Sent:** Wednesday, April 08, 2015 3:14 PM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** t.v .signal

I have been unable to receive your t.v. signal for the past two weeks. Are you having trouble? I live at Lake Panorama, Panora, Iowa. I have lived in the same home for 23 years and this is the first time I have not been able to get your station. I have a signal booster on my antenna. What do I need to do?

# COVERSHEET

Name: Ivan Pate

Date of Complaint: 04/2015



## **Randy Shelton**

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**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:16 AM  
**To:** Randy Shelton  
**Subject:** FW: low signal

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**From:** Ivan Plate [mailto:ivanplate@yahoo.com]  
**Sent:** Thursday, April 02, 2015 9:50 AM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** low signal

John,

Just talked to you about signal strength of your channel 5 t.v.

My name, Ivan Plate

1106 Rittenhouse St.

Des Moines, Iowa 50315

Phone: 515-287-1432

cell: 515-779-1913

Thanks for your time.

# COVERSHEET

Name: Bill Dickey

Date of Complaint: 05/2015

## Randy Shelton

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**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:18 AM  
**To:** Randy Shelton  
**Subject:** FW: OTA reception

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**From:** Bill Dickey [mailto:dickeybill@msn.com]  
**Sent:** Tuesday, May 26, 2015 11:57 AM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** Re: OTA reception

Seems to be a recurring issue. My In laws have the same issue. Last week they were getting all Channel 5 stations and then lost all of them. I rescanned twice and was still unable to bring any of the channels in

Sent from Bill Dickey's iPhone

On May 26, 2015, at 11:07 AM, John Franz <JFranz@weareiowa.com> wrote:

Thanks Bill,

Sounds like signal level shouldn't be the issue. Please try a channel re-scan and let me know if that resolves the issue. Is this a new issue, have you ever been able to get channel 5?

-John

---

**From:** Bill Dickey [mailto:dickeybill@msn.com]  
**Sent:** Tuesday, May 26, 2015 11:03 AM  
**To:** John Franz  
**Subject:** Re: OTA reception

I am in Ankeny

Sent from Bill Dickey's iPhone

On May 26, 2015, at 10:21 AM, John Franz <JFranz@weareiowa.com> wrote:

Hi Bill,

Sorry to hear about your reception problem with WOI. If you tell me where you are located and possibly a contact phone number, I can probably help. Have you ever been able to receive a signal? The problem is that WOI is on a low band VHF channel (channel 5) which has some electrical interference issues with some of the new LED light power supplies. Also since we are at ~79 MHz, most of the UHF/VHF antenna aren't a good match (favoring the UHF higher frequencies). What I've been doing is making folded dipole antennas (a 6'-2" stick with a 12 AWG wire around it and a matching transformer). Depending on where you are located, this might solve the problem and I can supply you with one.

One more thing to try, do a channel re-scan. We recently upgraded our MPEG encoder and had to change some of the PIDs to conform to company policy. Not all TVs see the change dynamically but they all do it during a channel re-scan.

Regards,

John Franz, CE  
WIO-DT  
C: 515.343.7722

# COVERSHEET

Name: Beth McPhail

Date of Complaint: 05/2015

## **Randy Shelton**

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**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:40 AM  
**To:** Randy Shelton  
**Subject:** FW: Antenna Issues

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**From:** BETH MCPHAIL [mailto:mcphail2005@msn.com]  
**Sent:** Monday, June 01, 2015 2:42 PM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** RE: Antenna Issues

John:

Listed below is my home address:  
5458 Frost Drive  
Ames, Iowa 50014

My home phone#: 515-296-2810

I look forward to meeting you and helping my solve my Channel 5 TV problem.

Beth McPhail

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**From:** JFranz@weareiowa.com  
**To:** mcphail2005@msn.com  
**Subject:** RE: Antenna Issues  
**Date:** Mon, 1 Jun 2015 18:43:09 +0000

Beth,

Did you try the channel re-scan? Did it help? I've made up some cut channel 5 folded dipole antennas and you are welcome to one. That being said, please give me a call if I can help.

-John  
C: 515.343.7722

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**From:** BETH MCPHAIL [mailto:mcphail2005@msn.com]  
**Sent:** Sunday, May 31, 2015 3:01 PM  
**To:** John Franz  
**Subject:** Re: Antenna Issues

I live in Ames on the west end of town about approximately 15 - 20 miles from Alleman.

Looking forward to getting this problem solved.

Thank You,  
Beth

John Franz <[JFranz@weareiowa.com](mailto:JFranz@weareiowa.com)> wrote:  
Hi Beth,

We have not changed frequency or power. We did however upgrade our MPEG encoder about a month ago. In the process we had to change several of our PIDs (the address that tells TVs where to find the audio and video services in the digital stream) to conform to corporate policy. Different TVs deal with these changes differently but they all learn the new PIDs when you do a channel re-scan. I suggest trying that if you haven't already. If that doesn't help, feel free to call me (hopefully during business hours) and we can discuss some other things that could be causing a loss of signal – 515.343.7722.

Could you please tell me where you are located? Our antenna is actually made up of 18 antenna units and if one of them has an issue, it can be very difficult to isolate. By knowing where you are it can help us locate potential problems.

Regards,

John Franz, CE  
WOI-DT  
C: 515.343.7722

# COVERSHEET

Name: Richard Francisco

Date of Complaint: 05/2015



## **Randy Shelton**

---

**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:39 AM  
**To:** Randy Shelton  
**Subject:** FW: HD broadcast reception

**From:** RICHARD FRANCISCO [mailto:cisco1@wildblue.net]  
**Sent:** Saturday, May 23, 2015 9:11 AM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** HD broadcast reception

We prefer WOI for weather and news and several programs. We haven't been able to receive WOI for at least two weeks now. We live a few miles west of the town of Lucas in Lucas Co. We have a special HD broadcast reception antenna that operates through a TiVo broadcast unit which since we added it a year or so ago increased the number and quality of HD channels we could receive from Des Moines. We use to receive WOI great until as I said a couple of weeks ago when we get a message that reception is to weak. I checked the antenna reception which was at 67% what ever that means. I ran though channel search again and it found WOI just fine but we still can't receive it. Have you adjusted the broadcast strength or bandwidth? Do you have any suggestions? The TiVo also uses the in house WiFi network to operate through a NetGear modem that is contacted though a satellite connection on through Wild Blue.

Thanks

--

Kim Francisco

## Randy Shelton

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**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:39 AM  
**To:** Randy Shelton  
**Subject:** FW: HD broadcast reception

**From:** RICHARD FRANCISCO [mailto:cisco1@wildblue.net]  
**Sent:** Sunday, May 24, 2015 9:17 AM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** Re: HD broadcast reception

Thanks. The rescan didn't work but for reasons known only to the TV channel 5 reappeared on Saturday evening. Must be a slow dynamic adjustment. Thanks for the fast response.  
Kim Francisco

On Sat, May 23, 2015 at 2:26 PM, John Franz <JFranz@weareiowa.com> wrote:

Richard and Kim,

A couple of weeks ago we upgraded our MPEG encoder. In the process we had to change several of the PIDs to conform to company policy. Different TVs respond to a change of PIDs differently. Please do a re-scan of your channels, that should clear up the issue (some TVs read the digital tables dynamically but they all read the tables during a channel re-scan). Also 67% should be a decent signal, under 50% - not so much. If this doesn't fix the issue, please feel free to call me on my cell - 515.343.7722 (hopefully during business hours) and we can discuss other gremlins that impact low band VHF (which we are) but not the other channels.

Regards,

John Franz,CE  
WIO-DT

---

**From:** RICHARD FRANCISCO [cisco1@wildblue.net]  
**Sent:** Saturday, May 23, 2015 9:11 AM  
**To:** John Franz  
**Subject:** HD broadcast reception

We prefer WOI for weather and news and several programs. We haven't been able to receive WOI for at least two weeks now. We live a few miles west of the town of Lucas in Lucas Co. We have a special HD broadcast reception antenna that operates through a TiVo broadcast unit which since we added it a year or so ago increased the number and quality of HD channels we could receive from Des Moines. We use to receive WOI great until as I said a couple of weeks ago when we get a message that reception is to weak. I checked the antenna reception which was at 67% what ever that means. I ran though channel search again and it found WOI just fine but we still can't receive it. Have you adjusted the broadcast strength or bandwidth? Do you have any suggestions? The TiVo also uses the in house WiFi network to operate through a NetGear modem that is contacted though a satellite connection on through Wild Blue.

Thanks

Kim Francisco

Kim Francisco

# COVERSHEET

Name: Simon Stanfield

Date of Complaint: 05/2015

## **Randy Shelton**

---

**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:36 AM  
**To:** Randy Shelton  
**Subject:** FW: No Signal

---

**From:** Simon [mailto:smnstn@msn.com]  
**Sent:** Wednesday, May 13, 2015 7:40 PM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** No Signal

We use broadcast TV (over the air) here in Indianola, Iowa. Suddenly tonight we are unable to receive a signal on Channel 5. Are you off the air, cable only, or do I need to re-program my TV?

Simon Stanfield

# COVERSHEET

Name: Mike Stevens

Date of Complaint: 06/2015

## Randy Shelton

---

**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:24 AM  
**To:** Randy Shelton  
**Subject:** FW: Submission from WeAreIowa.com

---

**From:** Randy Shelton  
**Sent:** Thursday, June 11, 2015 9:14 PM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** Fwd: Submission from WeAreIowa.com

Sent from my iPhone

Begin forwarded message:

**From:** WeAreIowa Contact Form <[info@weareiowa.com](mailto:info@weareiowa.com)>  
**Date:** June 11, 2015 at 8:00:56 PM CDT  
**To:** <[rshelton@weareiowa.com](mailto:rshelton@weareiowa.com)>  
**Subject:** Submission from WeAreIowa.com

Your Name : Mike Stevens  
Email Address : [mts4780@gmail.com](mailto:mts4780@gmail.com)  
Subject : Channel Reception: Indoor Antenna  
Message : Hi,

I live in Urbandale not far from 86th and Douglas - east of the huge hyvee. Why can I get all TV channels except WOI-5 using the winegard fl-5000 antenna?

# COVERSHEET

Name: Adam Granzow

Date of Complaint: 05/2015



## Randy Shelton

---

**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:24 AM  
**To:** Randy Shelton  
**Subject:** FW: Over air antenna

**From:** Adam Granzow [mailto:granzow1@gmail.com]  
**Sent:** Thursday, June 11, 2015 1:29 PM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** Re: Over air antenna

John-

When are you typically at the station? 8-5 m-f? Or would you be there Sunday afternoon?

Adam

On Thursday, June 11, 2015, John Franz <JFranz@weareiowa.com> wrote:

Adam,

Nothing that complicated, aka balun (balanced to unbalanced). You might also know them as 300 ohm (twin lead) to 75 ohm coax (RG6 or RG59 type) transformers. You are still welcome to one of the folded dipole antennas, all you've got to do it stop by the station and give me a time so that hopefully I'll be here (my presents not necessary, I'd just like to meet you or I can leave it for you).

-John

**From:** Adam Granzow [mailto:granzow1@gmail.com]  
**Sent:** Thursday, June 11, 2015 1:06 PM  
**To:** John Franz  
**Subject:** Re: Over air antenna

John-

Thanks for the info, at first I was apprehensive to try the antenna but think I've figured out a way to get it moved so the antenna won't be in my living room. I've talked with my parents and grandparents and I'm probably going to shop the antenna around a bit. I'm an engineer my self and interested in the technical details of the antenna. You mentioned a transformer attached to the antenna, does that need to be plugged in? Or is it more of a resistance RF filter?

Adam

On Sunday, May 17, 2015, John Franz <[JFranz@weareiowa.com](mailto:JFranz@weareiowa.com)> wrote:

Adam,

I'm trying to find something to recommend. A major issue is that we on the low band VHF at ~79 MHz. Most antennas have to be usable over UHF and VHF, they tend to be a really poor match to low band VHF. Its pretty much an issue of physics, physical size. Depending on what is between we and thee (massive building, hills, etc. and how high you can above ground). I've got a suggestion for you to try. If you are game to stop by the station I'll loan/give you a channel 5 folded dipole antenna. Its pretty high tech: a 6'-2" stick with a wire wrapped around it with a 300/75 ohm transformer.

My cell is 515.343.7722 but I'm not always there so its best we set up a day and time to meet if you take me up on my offer. Give me a call (hopefully during business hours), we can discuss what you've got already.

Regards,

John

---

**From:** Adam Granzow [[granzow1@gmail.com](mailto:granzow1@gmail.com)]

**Sent:** Sunday, May 17, 2015 11:34 AM

**To:** John Franz

**Subject:** Over air antenna

John-

Do you have a recommendation for an over the air antenna that is likely to pick up WOI? I am currently located in Ames however I wasn't able to get WOI when I was living in Des Moines with my current antenna either.

Adam

# COVERSHEET

Merle Hillson

Date of Complaint: 06/2015

## **Randy Shelton**

---

**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:45 AM  
**To:** Randy Shelton  
**Subject:** FW: TV antenna

---

**From:** Merle Hillson [mailto:hillsonmerdot@q.com]  
**Sent:** Friday, June 19, 2015 9:28 PM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** TV antenna

John,

Thank you very much for your offer to supply us with your special TV antenna for bringing in channel 5 and the other channels.

Our name, address, and phone number are as follows:

Merle Hillson  
420 - 25th Street  
Ames, IA 50010

515-232-5047

If you need any more information please let us know.

Sincerely,

Merle Hillson

## **Randy Shelton**

---

**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:51 AM  
**To:** Randy Shelton  
**Subject:** FW: TV antenna

---

**From:** Merle Hillson [mailto:hillsonmerdot@q.com]  
**Sent:** Sunday, July 12, 2015 11:14 AM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** TV antenna

Hi John,

I got the antenna mounted on the south outside wall of the garage on Friday evening. I ended up having to use a 50 foot cable. The 25 foot was too short. When I got it hooked up, channel 5 came in fine. We didn't even have to rescan. Thank you so very much for your time, travel, and expertise in helping us solve the problem. My wife and I really appreciate your help.

Because we had to bring the cable into the garage and the inside of the garage is painted white, we were wondering if it is OK to paint the cable white? Can you tell us? Also can you tell us if it is OK to paint the antenna? If I paint the antenna, do I need to keep paint off from the wire?

If it is still OK, I will share your email with my friend in Nevada and with my friend in Boone.

Sincerely,

Merle Hillson.

# COVERSHEET

Name: Michael Davidson

Date of Complaint: 06/2015

## **Randy Shelton**

---

**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:42 AM  
**To:** Randy Shelton  
**Subject:** FW: No signal on 5

**From:** michael [mailto:michael4068@gmail.com]  
**Sent:** Tuesday, June 16, 2015 8:45 AM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** No signal on 5

This is in regards of the phone conversation you had with Darlene Davidson yesterday on not being able to pick up channel 5 and I had to email you to get a channel 5 antenna.

Thanks

Michael Davidson  
515-419-4141

# COVERSHEET

Name: Jeff Koch

Date of Complaint: 06/2015



## Randy Shelton

---

**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:42 AM  
**To:** Randy Shelton  
**Subject:** FW: Channel 5 reception problem

---

**From:** Jeff Koch [mailto:JeffKoch@IowaTelecom.net]  
**Sent:** Tuesday, June 16, 2015 6:56 AM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** RE: Channel 5 reception problem

John --

Thanks for your reply. I bought a new antenna about a year or two ago because I having some problems with all the channels after they went digital. It is about 6 ft long and is in my attic just below the roof. I do have an amplifier in my basement right before where the signal from the attic goes into the splitter for all the wall outlets. I don't know why this is, but we have 3 tv's that we use, 2 of them won't even recognize that channel 5 exists, but the 3<sup>rd</sup> one will occasionally get channel 5 even though they are all hooked into the same antenna. I have switched tv's when channel 5 is working and it is the outlet not the tv's that make the difference. The antenna you are describing, would it replace my antenna in the attic or would you just use it just for one tv like rabbit ears?

Thanks  
Jeff

---

**From:** John Franz [mailto:JFranz@weareiowa.com]  
**Sent:** Monday, June 15, 2015 10:38 AM  
**To:** JeffKoch@IowaTelecom.net  
**Subject:** Channel 5 reception problem

Jeff,

Sorry to hear about your reception problems with channel 5. We are stuck on a low band VHF channel, our tower won't handle a different antenna and channel 5 is very susceptible to noise generated from sources like LED power supplies.

That being said, is there any chance you can use an outside antenna? Are you using any kind of an RF amplifier? If not I may have another option for you. I've made a bunch of cut channel 5 folded dipole antennas and you are welcome to one. If it works, it's yours. They are a 6'-2" x ~1.5" stick with a wire around them and a matching transformer. It needs to be as high as you can get it and perpendicular to the transmitted signal (the stick needs to be length wise East/West, and on the North wall). Think of it as a rabbit ear antenna but cut for channel 5.

I live in West Des Moines near Mills Civic and use one of these antennas. I've got it stuck to the wall with one drywall screw. It works for me.

If you like to pick one up to try or talk about this with me, my cell phone is 515.343.7722.

Regards,

John Franz, CE  
WOI-DT  
3903 Westown Parkway  
West Des Moines 50266

# COVERSHEET

Name: Connie Lovell

Date of Complaint: 06/2015

## **Randy Shelton**

---

**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:41 AM  
**To:** Randy Shelton  
**Subject:** FW: viewer call---bad/no reception

---

**From:** Michele Waldo  
**Sent:** Monday, June 15, 2015 3:12 PM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** viewer call---bad/no reception

Please call Connie Lovell at 255-3508. She lives in Des Moines at 46<sup>th</sup> and University. She has scanned and rescanned her HDTV for a while now and will get 5.1 but then keeps losing it. She doesn't have email access, thus the phone number.

Thanks!

**Michele Waldo**  
**Sales Assistant**  
**WOI-DT**  
**3903 Westown Pkwy**  
**West Des Moines, IA 50266**  
**(515) 457-9645 x106**  
**Fax: (515) 457-1034**

# COVERSHEET

Name: Marilyn Anderson

Date of Complaint: 07/2015

## Randy Shelton

---

**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:53 AM  
**To:** Randy Shelton  
**Subject:** FW: Submission from WeAreIowa.com

**From:** Marilyn Anderson [mailto:marilynaanderson@gmail.com]  
**Sent:** Friday, July 17, 2015 9:58 AM  
**To:** John Franz <JFranz@weareiowa.com>  
**Cc:** Jon Skorburg <JSkorburg@weareiowa.com>; Randy Shelton <RShelton@weareiowa.com>  
**Subject:** Re: Submission from WeAreIowa.com

John,

When I got home last night I found out my husband had also contacted your station, by phone. He also mentioned that you had some sort of antenna that we could try. I work at Mediacom, which just happens to be next door to your offices on Westown Parkway in West Des Moines. How would I go about getting this antenna? And what is the cost?

Marilyn

On Fri, Jul 17, 2015 at 7:51 AM, John Franz <JFranz@weareiowa.com> wrote:

Marilyn,

Sorry to hear of your reception problem with WOI. We are a low band VHF channel and that is causing us many reception problems. The biggest issue is that because of our low frequency (79 MHz), it can take a very large antenna to receive our signal. I've got a few questions and maybe a possible solution.

What is your street address and phone number? Have you ever received channel 5? I can offer you a cut channel 5 folded dipole antenna but I have to warn you, they are ugly (a 1 x 2 x 6'-2" stick with a wire around it and a matching transformer - balun). If it works for you, it's yours. My cell phone number is 515.343.7722 (best called during business hours). If you would like to discuss this, give me a call and we'll figure out a way to get it to you.

Regards,

John Franz, CE  
WOI-DT

-----Original Message-----

**From:** Randy Shelton  
**Sent:** Thursday, July 16, 2015 4:39 PM  
**To:** John Franz <JFranz@weareiowa.com>  
**Cc:** Jon Skorburg <JSkorburg@weareiowa.com>  
**Subject:** FW: Submission from WeAreIowa.com

-----Original Message-----

From: WeAreIowa Contact Form [mailto:[info@weareiowa.com](mailto:info@weareiowa.com)]

Sent: Thursday, July 16, 2015 4:37 PM

To: Randy Shelton

Subject: Submission from WeAreIowa.com

Your Name : Marilyn Anderson

Email Address : [marilynaanderson@gmail.com](mailto:marilynaanderson@gmail.com) Subject : Reception of Channel 5 Message : Someone just asked me if I had seen a program from the other night, and I had to say no, because it was on Channel 5. I have two TVs at home that are not hooked up to cable. Each has an antenna. I have no issues receiving any of the other local channels, but I cannot receive yours. it is either no signal or when something does come through it breaks up constantly. So, at least on those TVs, I do not watch your channel. I live on the south side of Des Moines, near Blank Golf Course. Any suggestions?

# COVERSHEET

Name: Mary A. Fillman

Date of Complaint: 10/2015



## **Randy Shelton**

---

**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:25 AM  
**To:** Randy Shelton  
**Subject:** FW: Antenna

---

**From:** Mary A. Fillman [mailto:fillman.marya@yahoo.com]  
**Sent:** Wednesday, October 07, 2015 11:58 AM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** Re: Antenna

Hi John

Our address is 335 56th Court, Pleasant Hill. The main street is E. University = Highway 163. Turn right on 56th Street to Oakwood. Then left for 1 block to 56th Court.

Early or late afternoon?. Just wondering. It doesn't matter.

Mary Fillman 287-4274

On Wednesday, October 7, 2015 5:45 AM, John Franz <JFranz@weareiowa.com> wrote:

Mary,

It is good the you checked in. I made 4 antennas and 3 are already out the door. I'd like to talk to you today and get one out to you as soon as possible. Sorry if you've already sent it to me but what is your address? I'm feeling the need for a 'road trip' and can probably bring it to you, possible help you get it up, and see if it does what I'm hoping it will do for you.

As I have CRS Syndrome (can't remember stuff), it is best that you email your address. Then give me a call: 515.343.7722.

-John

---

**From:** Mary A. Fillman [mailto:fillman.marya@yahoo.com]  
**Sent:** Tuesday, October 06, 2015 10:43 PM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** Antenna

John, I haven't heard anymore from you about a Channel 5 antenna? Just checking like you told me to. Mary Fillman 287-4274 Pleasant Hill

## Randy Shelton

---

**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:25 AM  
**To:** Randy Shelton  
**Subject:** FW: Antenna

---

**From:** Mary A. Fillman [mailto:fillman.marya@yahoo.com]  
**Sent:** Thursday, October 08, 2015 12:28 AM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** Re: Antenna

Thank you for telling us. Mary

On Wednesday, October 7, 2015 2:58 PM, John Franz <JFranz@weareiowa.com> wrote:

Mary,

It was good to meet you and your husband. The one thing we didn't check was what other channels you were receiving. If you have lost something, probably a UHF station, that you were getting and are not now it is possible to combine the little antenna in the window with the cut channel 5 antenna. I will explain if you have an issue, let me know.

Regards,

-John

---

**From:** Mary A. Fillman [mailto:fillman.marya@yahoo.com]  
**Sent:** Wednesday, October 07, 2015 11:58 AM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** Re: Antenna

Hi John

Our address is 335 56th Court, Pleasant Hill. The main street is E. University = Highway 163. Turn right on 56th Street to Oakwood. Then left for 1 block to 56th Court.

Early or late afternoon?. Just wondering. It doesn't matter.

Mary Fillman 287-4274

On Wednesday, October 7, 2015 5:45 AM, John Franz <JFranz@weareiowa.com> wrote:

Mary,

It is good the you checked in. I made 4 antennas and 3 are already out the door. I'd like to talk to you today and get one out to you as soon as possible. Sorry if you've already sent it to me but what is your address? I'm feeling the need for a 'road trip' and can probably bring it to you, possible help you get it up, and see if it does what I'm hoping it will do for you.

As I have CRS Syndrome (can't remember stuff), it is best that you email your address. Then give me a call: 515.343.7722.

-John

---

**From:** Mary A. Fillman [<mailto:fillman.marya@yahoo.com>]  
**Sent:** Tuesday, October 06, 2015 10:43 PM  
**To:** John Franz <[JFranz@weareiowa.com](mailto:JFranz@weareiowa.com)>  
**Subject:** Antenna

John, I haven't heard anymore from you about a Channel 5 antenna? Just checking like you told me to. Mary Fillman 287-4274 Pleasant Hill

# COVERSHEET

Name: Camille Rogers

Date of Complaint: 12/2015 – 01/2016

## Randy Shelton

---

**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:26 AM  
**To:** Randy Shelton  
**Subject:** FW: Very poor reception in viewing area

---

**From:** Camille Rogers [mailto:camroger@frontiernet.net]  
**Sent:** Monday, January 04, 2016 3:21 PM  
**To:** skorburg@weareiowa.com; Randy Shelton <RShelton@weareiowa.com>; John Franz <JFranz@weareiowa.com>; Camille Rogers <camroger@frontiernet.net>  
**Subject:** RE: Very poor reception in viewing area

I did not receive a response from any of you at WOI to my previous email.

My 92 year old mother wants to watch "The Bachelor" this evening. I took a video this afternoon of reception she receives from other local channels on Antenna TV. The video is in two parts showing her reception on WOI, KCCI, WHO, IPTV, KDSM, and again WOI.

If I cannot attach the videos to this email, I will send it in one or two separate emails.

I hope you can correct this problem so that my mother can watch her favorite evening ABC programs.

Camille Rogers

----- Original message -----

**From:** Camille Rogers <camroger@frontiernet.net>  
**Date:** 12/19/2015 7:36 PM (GMT-06:00)  
**To:** skorburg@weareiowa.com, rshelton@weareiowa.com, Camille Rogers <camroger@frontiernet.net>, jfranz@weareiowa.com  
**Subject:** Very poor reception in viewing area

Dear WOI TV

I am contacting you from a farm south of Eagle Grove on Highway 17, a part of the state that has always been part of the WOI viewing area. We are 90 miles northwest of Des Moines in North Central Iowa.

We don't have access to cable or satellite or high speed Internet here and rely on antenna TV. All of your competitor networks come in crystal clear. We never have this problem with KCCI, WHO, FOX, or IPTV.

Channel 5, WOI TV, is scattered visually and via sound. The "weak signal" sign appears several times every minute. Not a single word can be understood because no concurring syllables can be heard. The closed captioning is also interrupted so we can't even read what is said.

I have contacted your engineering department several times over the past few years. Sometimes there has been a brief period of improvement when they have checked equipment there.

We would like to watch your evening programming, such as the Democratic Debate tonight, and our favorite reality TV shows that will begin their new season in January.

Thank you,

The McCollough family

## **Randy Shelton**

---

**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:26 AM  
**To:** Randy Shelton  
**Subject:** FW: Very poor reception in viewing area

---

**From:** Camille Rogers [mailto:camroger@frontiernet.net]  
**Sent:** Saturday, December 19, 2015 7:37 PM  
**To:** skorburg@weareiowa.com; Randy Shelton <RShelton@weareiowa.com>; Camille Rogers <camroger@frontiernet.net>; John Franz <JFranz@weareiowa.com>  
**Subject:** Very poor reception in viewing area

Dear WOI TV

I am contacting you from a farm south of Eagle Grove on Highway 17, a part of the state that has always been part of the WOI viewing area. We are 90 miles northwest of Des Moines in North Central Iowa.

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Thank you,

The McCollough family

## Randy Shelton

---

**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:26 AM  
**To:** Randy Shelton  
**Subject:** FW: Very poor reception in viewing area

---

**From:** Camille Rogers [mailto:camroger@frontiernet.net]  
**Sent:** Monday, January 04, 2016 5:11 PM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** RE: Very poor reception in viewing area

Thank you for your response.

She lives 2 miles south of Eagle Grove on Highway 17. She has a tall antenna that is decades old, so not the new version you mention. It picks up the other channels beautifully, and until the last couple of years, she also received channel 5 with very good reception on this antenna.

A couple of years ago when I contacted your station about this, I was told there was a setting at your end that could be checked.

With the tall antenna she has, is the option you mention with the rabbit ear stick worth trying? We are 90 miles from Des Moines

Thank you,

Camille

----- Original message -----

**From:** John Franz <JFranz@weareiowa.com>  
**Date:** 01/04/2016 4:08 PM (GMT-06:00)  
**To:** Randy Shelton <RShelton@weareiowa.com>, Camille Rogers <camroger@frontiernet.net>  
**Cc:** Jon Skorburg <JSkorburg@weareiowa.com>  
**Subject:** RE: Very poor reception in viewing area

Camille,

I can't change the frequency or power level that we transmit on but depending on where your mother lives, I might have a solution. Short version of the problem is that we are on channel 5 and most antennas sold today aren't much good on low band VHF (channels 2 - 6).



I can give you a cut channel 5 folded dipole (it should also pick up most of the other stations). I warn you they are ugly (a 6'-2" 1.2 stick with a wire wrapped around the perimeter and a 300 to 75 ohm transformer in the middle – thing giant rabbit ears on a stick). My cell number is 515.343.7722 and I would be happy to discuss you mothers situation. Please let me know about where she lives (if she is already using an outdoor antenna, this probably won't help).

You can pick up the antenna at our studios located at 3903 Westown Parkway, West Des Moines but it is best to call or email ahead to be sure I've got one in stock. I hand make them in lots of four so I run out sometimes.

Regards,

John Franz, CE

WOI-DT

---

**From:** Randy Shelton  
**Sent:** Monday, January 04, 2016 3:23 PM  
**To:** John Franz <[JFranz@weareiowa.com](mailto:JFranz@weareiowa.com)>  
**Cc:** Jon Skorborg <[JSkorborg@weareiowa.com](mailto:JSkorborg@weareiowa.com)>  
**Subject:** FW: Very poor reception in viewing area

---

**From:** Camille Rogers [<mailto:camroger@frontiernet.net>]  
**Sent:** Monday, January 04, 2016 3:21 PM  
**To:** [skorborg@weareiowa.com](mailto:skorborg@weareiowa.com); Randy Shelton; John Franz; Camille Rogers  
**Subject:** RE: Very poor reception in viewing area

I did not receive a response from any of you at WOI to my previous email.

My 92 year old mother wants to watch "The Bachelor" this evening. I took a video this afternoon of reception she receives from other local channels on Antenna TV. The video is in two parts showing her reception on WOI, KCCI, WHO, IPTV, KDSM, and again WOI.

If I cannot attach the videos to this email, I will send it in one or two separate emails.

I hope you can correct this problem so that my mother can watch her favorite evening ABC programs.

Camille Rogers

----- Original message -----

From: Camille Rogers <[camroger@frontiernet.net](mailto:camroger@frontiernet.net)>

Date: 12/19/2015 7:36 PM (GMT-06:00)

To: [skorburg@weareiowa.com](mailto:skorburg@weareiowa.com), [rshelton@weareiowa.com](mailto:rshelton@weareiowa.com), Camille Rogers <[camroger@frontiernet.net](mailto:camroger@frontiernet.net)>, [jfranz@weareiowa.com](mailto:jfranz@weareiowa.com)

Subject: Very poor reception in viewing area

Dear WOI TV

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We don't have access to cable or satellite or high speed Internet here and rely on antenna TV. All of your competitor networks come in crystal clear. We never have this problem with KCCI, WHO, FOX, or IPTV.

Channel 5, WOI TV, is scattered visually and via sound. The "weak signal" sign appears several times every minute. Not a single word can be understood because no concurring syllables can be heard. The closed captioning is also interrupted so we can't even read what is said.

I have contacted your engineering department several times over the past few years. Sometimes there has been a brief period of improvement when they have checked equipment there.

We would like to watch your evening programming, such as the Democratic Debate tonight, and our favorite reality TV shows that will begin their new season in January.

Thank you,

The McCollough family

# COVERSHEET

Name: Jim Gerard

Date of Complaint: 01/2016

## Randy Shelton

---

**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:26 AM  
**To:** Randy Shelton  
**Subject:** FW: Where's Channel 5?

---

**From:** jim gerard [mailto:jimwgerard@outlook.com]  
**Sent:** Wednesday, January 13, 2016 2:01 PM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** RE: Where's Channel 5?

I have an RCA antenna which really should be able to pick up 5, I am aware of the low band issue as occasionally in past 5 has disappeared for a short time but this is the longest it's been out. I haven't switched anything. It's just very irritating, federal law stipulates that networks have to provide OTA access and through WOI ABC access is pretty spotty. Why on earth does WOI broadcast such a weak signal?

---

**From:** JFranz@weareiowa.com  
**To:** RShelton@weareiowa.com; jimwgerard@outlook.com  
**Subject:** RE: Where's Channel 5?  
**Date:** Wed, 13 Jan 2016 14:56:43 +0000

Jim,

Sorry to hear of your reception problem with WOI. The biggest issue is that WOI actually transmits on channel 5, low band VHF. Most of the current antennas don't receive low band VHF well. That being said, it sounds like you've got a system that has worked in the past so you might want to re-seat all the connections. Low band VHF is also susceptible to impulse noise which on a digital signal acts the same as lower signal strength. Things like switching power supplies, light dimmers, etc. make impulse noise. We can discuss this a bit farther, my cell is 515.343.7722.

Regards,

John Franz, CE  
WOI-DT

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**From:** Randy Shelton  
**Sent:** Wednesday, January 13, 2016 8:34 AM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** FW: Where's Channel 5?

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**From:** jim gerard [mailto:jimwgerard@outlook.com]  
**Sent:** Wednesday, January 13, 2016 8:34 AM  
**To:** Randy Shelton  
**Subject:** Where's Channel 5?

## Randy Shelton

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**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:26 AM  
**To:** Randy Shelton  
**Subject:** FW: Where's Channel 5? Addendum

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**From:** jim gerard [mailto:jimwgerard@outlook.com]  
**Sent:** Thursday, January 14, 2016 7:14 AM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** RE: Where's Channel 5? Addendum

I have an old set of rabbit ears I connected to my TV upstairs with the 'ears' flat horizontal and I get no signal from WOI at all. The loss of the channel certainly doesn't seem to be coming from anything I can do, I'm trying to find another person I know in Ames who uses an antenna to see if they're having any problems.

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**From:** [jimwgerard@outlook.com](mailto:jimwgerard@outlook.com)  
**To:** [jfranz@weareiowa.com](mailto:jfranz@weareiowa.com)  
**Subject:** RE: Where's Channel 5?  
**Date:** Wed, 13 Jan 2016 14:01:28 -0600

I have an RCA antenna which really should be able to pick up 5, I am aware of the low band issue as occasionally in past 5 has disappeared for a short time but this is the longest it's been out. I haven't switched anything. It's just very irritating, federal law stipulates that networks have to provide OTA access and through WOI ABC access is pretty spotty. Why on earth does WOI broadcast such a weak signal?

---

**From:** [JFranz@weareiowa.com](mailto:JFranz@weareiowa.com)  
**To:** [RShelton@weareiowa.com](mailto:RShelton@weareiowa.com); [jimwgerard@outlook.com](mailto:jimwgerard@outlook.com)  
**Subject:** RE: Where's Channel 5?  
**Date:** Wed, 13 Jan 2016 14:56:43 +0000

Jim,

Sorry to hear of your reception problem with WOI. The biggest issue is that WOI actually transmits on channel 5, low band VHF. Most of the current antennas don't receive low band VHF well. That being said, it sounds like you've got a system that has worked in the past so you might want to re-seat all the connections. Low band VHF is also susceptible to impulse noise which on a digital signal acts the same as lower signal strength. Things like switching power supplies, light dimmers, etc. make impulse noise. We can discuss this a bit farther, my cell is 515.343.7722.

Regards,

John Franz, CE  
WOI-DT

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**From:** Randy Shelton  
**Sent:** Wednesday, January 13, 2016 8:34 AM  
**To:** John Franz <[JFranz@weareiowa.com](mailto:JFranz@weareiowa.com)>  
**Subject:** FW: Where's Channel 5?

---

**From:** jim gerard [<mailto:jimwgerard@outlook.com>]  
**Sent:** Wednesday, January 13, 2016 8:34 AM  
**To:** Randy Shelton  
**Subject:** Where's Channel 5?

I'm in Ames with a huge powered directional antenna and the past couple of days I haven't been able to get ABC since WOI isn't coming in. What's wrong? Why is the channel I should be getting in best not coming in at all?

Sincerely

Jim Gerard

# COVERSHEET

Name: Brent A. Larson

Date of Complaint: 06/2016

Brent,

This is interesting. It seems that there should be a driven element at the focal point of the UHF elements (somewhere between the 45 degree reflectors) that would be in front of the preamp out on the snout. And then I would expect driven elements about where the preamp is (but for VHF I'd expect it to be longer than the one in the picture). You wouldn't by chance have the make, model of the antenna and possibly who it sells it locally? I'd like to go look at one in person.

-John

-----Original Message-----

From: Brent Larson [mailto:brent.larson@sundermanfarm.com]

Sent: Thursday, June 16, 2016 7:00 AM

To: John Franz <JFranz@weareiowa.com>

Subject: Antenna Reception

John,

Attached are a few pictures of my antenna. If I understand correctly, the 'driven element' is the tube with the black box/coax attached to it. Seems like that tube is really short. Is that really the one I should extend to 6' 2"?

The longer tubes at the back of the antenna are longer than 6' 2"

Thanks!

Brent

Brent A. Larson

Sunderman Farm Management Co. -- Over 50 Years of Trusted Service

1309 1st Ave S, Suite 5, Fort Dodge, IA 50501-4954

Cell: 515-571-3704

Office: 515-576-3671

Fax: 515-576-3296

www.sundermanfarm.com

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-----Original Message-----

From: Brent Larson [mailto:brent.larson@frontiernet.net]

Sent: Wednesday, June 15, 2016 7:40 PM

To: Brent Larson <brent.larson@sundermanfarm.com>

Subject: Ant



# COVERSHEET

Name: Dr. Mark Mills

Date of Complaint: 09/2016

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## Randy Shelton

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**From:** John Franz  
**Sent:** Friday, January 27, 2017 11:30 AM  
**To:** Randy Shelton  
**Subject:** FW: Intermittent signal issues  
**Attachments:** Mills TV schematic.jpg

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**From:** Mark Mills [mailto:MillsM@central.edu]  
**Sent:** Tuesday, September 20, 2016 9:18 AM  
**To:** John Franz <JFranz@weareiowa.com>  
**Subject:** RE: Intermittent signal issues

John,

Thanks for your informative response. I appreciate your experience with this. I'll check all my connections and see if that can solve the problem.

One idea... What if I had two antennas of the type that you gave me and I connected their signals together. Would/could that improve the signal quality/strength to the TV? Or would the process of connecting them together simply reduce each antenna's signal, not strengthening the signal to the TV? Or would it be better to put a signal amplifier specifically on the loop antenna that you gave me before connecting it to the signal from the other antenna that I'm using? I've attached a simple diagram of the way I currently have the antennas connected together with the amplifier. Any ideas here would be appreciated.

Thanks again for all your help!

Mark

### Dr. MARK A. MILLS

Professor of Mathematics | Central College  
812 University Street | Campus Box 06 | Pella, Iowa 50219

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**From:** John Franz [mailto:JFranz@weareiowa.com]  
**Sent:** Tuesday, September 20, 2016 7:59 AM  
**To:** Mark Mills <MillsM@central.edu>  
**Cc:** Jon Skorburg <JSkorburg@weareiowa.com>  
**Subject:** RE: Intermittent signal issues

Mark,

It is good to hear from you, just wish it wasn't a signal problem. I can't say exactly what the issue is but a couple come to mind. They are environmental issues and not easily fixed at 79 MHz

The most likely is an inversion layer causing a Fresnel zone reflection. Anything that is the equivalent to 1 and  $\frac{1}{2}$  wavelengths will give a reflection out of phase and decrease the signal (the opposite can also be true in that an in phase

reflection will appear to double the signal). The only viable solution I know of is a space diversity antenna arrangement (expensive and physically not practical at 97 MHz unless you've got a tower).

I'd suggest checking and reseating connections, and since DTV works on the ratio of desirable to undesirable signal, make sure that you haven't added anything to your environment that generates RF noise.

If none of this works, I could do a weekend road trip with my spectrum analyzer and we might be able to look at what you've got for a signal.

Take care,

John

---

**From:** Mark Mills [<mailto:MillsM@central.edu>]

**Sent:** Monday, September 19, 2016 5:15 PM

**To:** John Franz <[JFranz@weareiowa.com](mailto:JFranz@weareiowa.com)>

**Subject:** Intermittent signal issues

Hi, John!

I hope you're having a good start to your week.

I'm a little perplexed by some intermittent signal issues that we're having with the Channel 5 signal. We have had some difficulty with the signal on humid days or days when there is heavy weather. I can understand how a low-frequency signal could be affected by moisture in the air. However, on this past Saturday afternoon we had problems with the signal when it was a beautiful day. The TV broadcast was sort of herky-jerky, where it would pause for a split second and then jump ahead. It did this for at least an hour while I was watching the end of the college football game between Nebraska and Oregon. This isn't the first time that it has done this on a nice weather day.

Do you have any thoughts on what might be causing this and how (if at all) it can be remedied?

I appreciate your help!

Mark

**Dr. MARK A. MILLS**

Professor of Mathematics | Central College

812 University Street | Campus Box 06 | Pella, Iowa 50219