



## **Agenda Item Report**

**Meeting Type: Cable Commission**

**Meeting Date: January 27, 2025**

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**Item Title:** PCI Compliance Resolution – Discussion of Options and Possible Action

**Submitted By:** David Bennett, Communications & Economic Development Coordinator

### **Detailed Description of Subject Matter:**

The Recreation Department is currently experiencing failed Payment Card Information (PCI) compliance checks. Each failed check costs the department \$40 - \$50 and triggers additional checks beyond the regularly scheduled checks. After reaching out to the City's IT provider, Rhyme, it has been concluded that the Cablecast units connected to the City network ports are the cause. This is due to the units' having to regularly create holes in the City's firewall to broadcast content. Rhyme has reached out to Cablecast and has attempted to resolve the issue to no avail. It is possible this issue may affect other City services if payment cards are accepted.

In order to fully resolve the issue and prevent a similar future issue, Rhyme recommends disconnecting the Cablecast units from the City network and either discontinue use, or purchase and install a secondary internet and firewall to be used exclusively for the cable operations. Staff have not yet received a quote for separate internet, firewall, and related needs by Rhyme to continue with the cable operation.

### **List all Supporting Documentation Attached:**

### **Action Requested of the Cable Commission:**

Discuss and possibly take action to approve the disconnection of the Cablecast system from the City network and either discontinue cable broadcasting operations or acquire a separate internet and security to continue cable operation.