



## Cable Television Advisory Committee Meeting Minutes 9/15/2021 7:00pm Approved November 3, 2021

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**1. Call meeting to order**  
7:00pm

**2. Roll Call**

Present: Jeffrey Levering, Sergio Bacelis, Marie Dicardy, Stephen Quist. Judith Warren (Director, Cable Services)

**3. Approval of minutes from 06/9/2021**  
[Missed, technical difficulties]

**4. Public Comment pertaining to items on the agenda**  
[Missed, technical difficulties]

**5. Ascertainment**

**a. Timeline – Plan of Action**

**i. Survey Questions Discussion**

Levering: Spoke on how he drafted a list of potential survey questions, including looking at other cities' surveys, and discussion with WCCA. Opened discussion for board member input on additional questions, or changes to existing questions.

Quist: Recommended a question regarding channel numbering for PEG channels, and inclusion of additional PEG channel as stipulated in current contract.

Warren: Suggested addition of questions related to Education and Government channels. Informed board that CTAC has the means to implement its own survey through the City, independent of Charter. Advised that it may be more efficient to conduct survey independently.

Quist: Inquired about resources available, including budget allowed.

Warren: Replied that CFO advised CTAC provide a report with an estimate on expenditures to the City, in order to allocate funding appropriately.



Quist: Requested City provide CTAC with the amount of funding available.  
Warren: Reiterated that CFO advised against this approach.

Motion by Quist: to ask how much money is set aside for CTAC activities; Seconded: Bacelis

Amendment by Levering: CTAC requesting CFO provide committee with the amount that is budgeted, as stipulated under the contract with Spectrum, for the ascertainment period; Roll Call (3 Yes, 0 No, 1 Abstain)

Bacelis: Discussed process by which USPS can distribute mailings in bulk

Levering: Suggested taking no further action on survey development for the time being.

Bacelis: Requested to keep brainstorming and submitting ideas.

ii. **Status/Review Timeline Template**

Warren: Highlighted importance of scheduling public hearings

Levering: Discussed upcoming vacancies on CTAC

Warren: Provided update from Citizen Advisory Council, that there will be a push for new applicants. Also informed board that sitting members can have their terms extended if desired or necessary.

Quist: Announced intention to remain on board for another term

Levering: Requested that several members meet to discuss additional details of timeline

b. **Review Charter Correspondence & Forms 200, 400 and 500**

Levering: Informed board that forms are now available for review

c. **Charter Questions**

Warren: Explained that questions have been drafted but have not yet been sent to Charter.

Levering: Showed board current list of questions, requested feedback

Warren: Added that board could ask Charter about survey delivery

Quist: Requested clarification on how CTAC will administer survey and receive data

Warren: Clarified that specific details are forthcoming

Bacelis: Inquired about CTAC's permission to do public outreach independently of City's communication outlets.

Levering: Requested Warren distribute list to committee for further consideration

d. **Law Department Questions**

Warren: Clarified that there are no outstanding questions to Law Department

Levering: Asked board if there are new questions to ask (none)

6. **Next Meeting**

October 6, 7:00pm

7. **Adjournment**

Moved: Levering; Seconded: Bacelis; Roll Call (4 Yes, 0 No)

# DRAFT

 SURVEY QUESTIONS for DISCUSSION at Cable Television Advisory Committee meeting:

This survey is being done for the CITY OF WORCESTER by the city's CABLE TELEVISION ADVISORY COMMITTEE. Although provided by Spectrum, the questions are asked by this Committee, who will summarize the information you provide to Worcester's City Manager.

1. How would you rate your overall satisfaction with Spectrum's Cable television service?

- Very Satisfied
- Moderately Satisfied
- Somewhat Satisfied
- Not Satisfied

2. How would you rate Spectrum in the following areas?

- Excellent
- Very Good
- Good
- Fair
- Not Satisfied

a. Quality of Picture?

b. Reliability of Service?

c. Quality of TV lineup, are channels offered ones that interest you?

d. Value of TV for the price you pay

e. Letting you know if price is going to change

f. Customer service, how well Charter responds when you contact them

3. Have you experience any cable outages in the past 12 months? [Yes/No]

4. How would you rate Spectrum's ability to restore service? [Same rating as question 2]

5. How long do you intend to continue using Spectrum's television service?



- For at least another year
- For part of this year, and switch to Internet-only with Spectrum
- For part of this year, and seek another service provider
- Will cancel this year for a different reason

6. Spectrum also provides services to support the City's Community Access television on WCCA, channel 194

a) Are you aware of Community Access Channel? [Yes/No]

b) Do you watch Community Access Channel? [Yes/No]

c) If yes, how times per month? \_\_\_\_\_