

Does Comcast have a positive presence in your community?

No token support for community initiatives-no investment (2)

No, limited support for PEG Access and investment (2)

No. Overpriced. Horrible customer service. No community oriented outreach. That's relevant (2)

Don't know. Don't have cable TV. Access PEGs through the internet

Not really. Limited reach in rural community, monopoly, price high

Content horribly limited at lowest levels of service. Customer service?- not at the corporate level (2)

I am not a subscriber, but comments at Front Porch Forum seem to always point to high cost

However, lots of good feeling for PEG and RETN

No, no way to talk to actual people who are connected to this community. No human touch points

No, people communicate many complaints re cost, customer service etc

Need better access services HDTV some content not identified from public access TV on electronic list of programs. This is a gap (3)

Not really, costs too much, extremely poor choices for lower level of subscription (3)

No, they are trying to take over the world of cable

Customer service issues (2)

Bundled pricing structure

Introductory pricing

Viewed skeptically

It would be great to have more support of local orgs and events

Check their customer service rating. It is the worst. That says a lot.

Cable in general does not have a very positive support in Northern Vermont or NY

I don't have Comcast, but I have only heard negative comments especially related to customer service also complaints about internet service.

Generally no-slow internet speeds and poor customer service

Comcast does not provide general support (\$) to small community organizations. It's giving program is corporate and not suited for local needs, particularly in the area of arts and video programming.

Yes, service calls get answered quickly and effectively for residential users.

Yes and No

Yes, for the most part

Overall, yes

In terms of supporting public access, yes

Comcast services are packaged in ways that do not satisfy everyone, but it is the only cable provider available to us

Only cable service provider

Better than no service

We don't have means of comparison other than dish service.

Not sure

Yes (2)

No

Line extension procedure should be examined to determine if it is properly calibrated for this rural state

iffy

Comcast is expensive

Comcast is generally viewed as a monopoly offering little choice.

yes has a positive image very few negatives - comments very good one-on-one and repair response is supportive with grants corporate giving him through relatively low profile overall

neutral, hard to say no presence in East Calais, not cost effective to run cable lines there, Monopoly provider no other choice, some complain about customer service, too few people houses to make it profitable to company, not in public's best interest but certainly good for Comcast bottom line and shareholders, terrible customer service, no other choice so they don't care, yes - provision of public access programming

Does your local public access channel have a positive presence in your community? Why?

Our local access channel works closely with the administrators and educators to train, facilitate advise and dream up programming.

Yes, the local access channel helps build a greater sense of community in a way like no other. We meet people of interest we might not otherwise. We get in depth info on important timely topics. Programs are repeated; if we can't watch it one time, we can other. Thank you!

Local Access makes the community closer. It reduces isolation by providing information about government, arts events and local news. BCTV is much beloved in Brattleboro. It is so professional and helpful to diverse.

Our local access channel is critical. Locals watch town meeting, DRB, planning etc and use this info to follow up with public officials.

BCTV helps me keep up on what is happening in the community

PEG , yes (6)

PEG mostly

Community Access –Yes (5)

It covers important town government meetings, offers access to local content producers and organizations

Covers so many events, meetings and what-not that many would not otherwise be able to see.

Our PEG station provides an invaluable source of information and community connectedness If a public meeting is not broadcast, many people ask why not? People are hungry for this access to information

Yes, very popular, good viewership, good leadership appropriate programming, long term programs with loyal followings. Timely coverage of local events, willingness to cover as much as needed.

Yes, people comment (favorably) on programs regularly.

Getting better

Very positive becoming a valued partner in so many aspects of the community

Yes, the three entities, RETN, VCAM and Channel 17 do an incredible amount to inform train and engage the public. They seek to give voice to and assist local governments, non-profits and citizens. They are enormously important in bringing together people and events across the state. It is essential that both \$

from profits as well as technical support and bandwidth HD video and program schedule information. It is vital for instance that public access programming be listed as part of Comcast's programming and scheduling.

Yes, but being left off the program guide and not being able to use current technology will leave the channels in a position where viewers and the public will have a hard time finding programming MMCTV is very important to residents of the communities they serve. People depend on being able to see public meetings and hold public officials accountable. PEG Access has had a profound effect on the community more people participate in more communities. For non-profits we get a platform to pitch our cause to the local audience. I don't have television. I watch my PEG channel on the internet. The PEG channels should get a share of internet service too since they are in the public ROW.

PEG very favorable and an integral part of the community.

Yes yes very much yes, lots of outreach, accessible to various groups, works closely with municipalities, works with many diverse groups on community issues, outreach by governmental meeting special programming a lot of public education,

Always glad to see HCTV at select board meeting the high school basketball community welcome the opportunity for Houston family members to watch games from home the show the shows which are interviews of community members about their work are informative great way to get internet to low income families, good way to broadcast board info in school functions, mostly since it is the only cable offering in Hardwick.

yes provides coverage of local events and provides education to citizens on local issues, very positive, yes locally produced public affairs programs can cover many groups and the issues,

What do you think of Comcast cable TV service?

As an educator, our BUHS class is entirely dependent on the service.

As a producer, I am delighted service goes beyond Brattleboro to Guilford etc

Good! Too many channels to watch

Comcast is a good provider in our area

Use it everyday

Essential for television as well as phone and internet

As a producer, I'm happy my shows can be found on a cable channel as well as online.

We would enjoy watching PEG programming in HD

Expensive for the level of service when compared to other regions/countries

Service drops off intermittently-not for long periods of time but 5-8 times per week during viewing

Relatively reliable

It's a seeming monopoly on cable service what choice do we have?

Very expensive

Would be better to offer more limited services at a reduced cost

Poor service, expensive, antiquated system

Is better than other options good enough?

It is expensive and it forces customers to choose packages of channels (2)

I agree, our family decided to give up access for a reason
Excellent but pricey
We've cut the cords and only use internet with Netflix
Too expensive (7)
No ala carte options (4)
Poor menu system
Insufficient bandwidth for PEG-reduced as HDT
PEG Programming not posted on guide (4)
PED needs to have HD channels (4)
Ability to stream live events from various locations (3)
Provide PEGs with reliable internet service throughout the area to stream at various locations
It provides an important service, however as the influence becomes more pronounced it will become less important
A tool but not a community partner
Prohibitively expensive to extend service to residents
Poor customer service
Confused, of three TVs each get different channels
Programming needs to be HD especially when broadcast in HD in the first place
Looking for attractive packages for TV and internet without phone
Looking for pick and choose programming and packaging (2)
Many pauses (brownouts) during programming
It is expensive and not always reliable (2)
Their tier program system forces consumers to purchase programming that may not be their choice (2)
Comcast preys on the elderly taking them into more service than they need. Very hard to downgrade to cheaper service.
I don't think that gives the best broadcast to the station, great service for community, too expensive for many who would benefit from access to local info, too expensive to just have TV or cable alone, then you Xfinity is a band with hog, wish HCTV could be broadcast by Comcast in HD
good service but expensive, would love a la carte annual choices, good many of my neighbors would like access, good would like to see local amo on HD channel
it serves my community well, bundles are confusing and drive prices up, depends on needs, not great, can't get it, community only served minimally, other providers for TV and Internet are limited, services good, would like self-determined channel bundles

What would help you be more aware of services available through your local public access channel?

To be listed in the interactive program guide (9)

Broadcast PEG programs in HD (4)

Comcast should provide high speed internet for file sharing and so BCTV can keep up with technology also the better BCTVs signal the more people will watch.

Whatever Comcast can provide to increase access for the broader community

BCTV app

Comcast can partner with BCTV to provide most up to date technology shared revenues with internet and cable would help BCTV stay relevant

Listing on program guide

Programming on demand

e-mails about services

a Facebook page

print schedule in local paper and online

be provided with opportunities to have input

be invited to participate.

Access to program schedule via guide (9)

HD (3)

Post information on PEGs to town websites and Front Porch Forum

Cross promotion w ads on other premium channels (3)

More bandwidth, replace what we lost and add more (6)

More \$ for PEG, volunteers can be hard to find

More \$ for PEG to hire marketing staff.

Listings on the program guide (3)

HD (3) It is very important that programming be high quality

Would like to see a statewide network

Social media promotion

If the built in program guide was less of a mess, it would help customers truly find content

Free Wi-Fi at Public Library and other public buildings to allow for those who can afford to access, spend some money locally to advertise and local news with schedule like the hardwood kids up, list schedule in hardware Gazette

advertising could be improved in my work area I have another amo in my residence area that could be benefit by Orca, hard to say - I doubt ads on regular channels would be feasible, interactive television guide

How does your organization use PEG Access? How often?

Use it to record, broadcast Windham Regional Commission meetings and other events (training). Town officials use it to learn what is happening in bordering towns. Opportunity to share training with town officials and general public.

Freedom of religion: we air weekly Christian services and music for homebound and members and non members

Use content from government meetings as a source of news programming.

BCTV helps the Brattleboro Retreat produce at least six programs a year to educate the community about mental health and education which opens up discussion and helps reduce stigma

BCTV does a great job covering primary debates and candidate forums. Many locals/folks need this info to make educated political decisions.

BCTV records monthly library life long learning programs.

PEG programming, provided by BCTV and Comcast is an essential connection between the community and their local government. Town of Brattleboro is able to broadcast selectboard, planning commission, town meeting and many more public meetings to the public. Very important! School Board meeting and annual town meetings.

BUHS-TV broadcast 2x a week but has an extensive archive of past TV shows, band, musicals, debates, visiting speakers, public service announcements etc.

As a producer I use it weekly/daily to get my program out to all of Vermont! Love it! I was excited when I moved here 10 years ago that Brattleboro had a PEG station and I want it to continue to thrive.

SVC- Southern Vermont College utilizes the expertise and production studios frequently for our students. We also use it as an informational outlet for events etc.

CCV occasionally uses some of the services-we sometimes limit our use due to costs

The SVSU uses CAT-TV to deliver live and recorded school board meetings to the public

Connect to local meetings.

Library films programs that are broadcast to a wider audience on our PEG station, usually 1-3x per week.

Also shore expertise for medial labs camps and digital media lab

As a teacher, NEAT provided expertise and equipment to film our annual performances and also aired these performances which provided public with an opportunity to see what's happening at school

The Festival on the Green offers all of its performances on MCTV

Two local churches and one religious organizations offer weekly services on MCTV (not live) 2-3 times per week

All School Board meetings, public hearings and many committee meetings are broadcast live

Festival on the Green all week long programs rebroadcast throughout the year.

Several times per week

Yes, proactive about providing technical resources and education positive partners in educational event production (2)

Yes they offer a very important outlet for everyone in the community to have a soapbox to broadcast their thought and ideas also promote more community dialogue

Yes, awesome work mostly by volunteers

Yes they provide an essential service in allowing educational institutions to reach new and expanded audiences in a way that is both egalitarian and affordable.

Yes, great way to engage the whole community and bring people together. Give people a non-commercial platform for speech

Yes, a great way to communicate regional initiatives

MMCTV Excellent public presence in our community records selectboard meeting live coverage of 4th of July parade. Ask the experts, rep O'Brien is offered to call in discuss legislative issues. Many in our town unable to attend meetings what them now on line. MMCTV does great.

Yes allows us to meet our organizational mission, bringing editorial programming to community members houses

Yes, allows for transparency in local government/municipal meeting. It also serves as an outlet/voice for our community

Yes, helpful for providing resources training and support for our local orgs but I still think that many people in community may not be fully aware of the extent of services they provide.

Students and schools depend on access to share and create also streaming education training and events. They can do more!

MMCTV records all select board meetings and town buys disks as archive for reference and legal purposes CCTV 17 also

Inform public about arts performance on occasion

Local libraries record program use weekly sometimes daily to stay connected to government

Our special events such as STRUT fashion show, Ariel Art Hop and Holiday Hop to better promote arts events to the public

Libraries have internet connections but they need faster speeds and more bandwidth to handle video conferencing streaming video etc

Public education and outreach for social service

Video and PSA production services

Getting information/gov meetings to a wider audience (2)

Main Street Landing uses PEG for promotion they are always around film community events and we have a TV show "On the Waterfront"

RETN films our gallery talks, educates staff to make artist profiles worked with local colleges to recruit student film makers

RETN Lectures symposia recording capture of work students collaborative organs key partner

VCAM-use annually to promote fundraising event. Use monthly to tape and produce video of organizational trainings

Yes, RETN trains us to use equipment then record events 3x a year broadcast and put on our channel (streaming)

RETN provides training and equipment to film our events talk presentation and then air them and get them online. Awesome resource!

Monthly,

Programming to inform

At least 2x monthly

Informational programming every two weeks

Production of important video pieces as needed

Showcase education events/speakers and org events monthly

Make several PSAs per year

Post announcements to video bulletin board

Service to air student produced work

Collaboration in video productions

Training event support streaming and use of our programs in regular content as a non-profit RETN and VCAM have been enormous help to our organization in showcasing youth work and growing their

audience. We work with them regularly as well as with those with regular programs with each Channel 17/RETN/VCAM

Board meetings are broadcasted for Woodbury and other schools, community forums from the schools are broadcasted, information trumpeter, board meetings broadcast for hardware select Bordentown meetings, as a citizen I was interviewed by a pair of volunteers about a young adult novel I'm reading.

Great way for citizens to learn what each other does

to promote community events, to help non-profit organizations raise awareness, promote awareness of Electrical safe and related topics, promote community events activities we sponsor, disseminate news, to educate constituents and raise issues for decisions also provides feeling of community,

League of Women Voters - at least once per month for a program and coverage of public meetings planned by organization members follow government meetings, regularly all municipal meetings and school special programs around issues, much. Alive we use every week to review meetings capture

reports, municipal and school meetings for two schools, special tax meetings in Calais at Town Hall community property taxes jumped 20% love spring, special town hall meetings discussing Australian

ballot shared with community by email since no cable lines for cable channel not profitable for Comcast you like able there because too few homes to add to the bottom line

In What Way Do you think PEG Access is important to your community?

Keeping people connected less isolated.

Essential to brining town business (selectboard meeting, planning commission DRB etc to the larger public. Most of us cannot make it to meetings in person.

Brings local news and events to community (especially those cant physically attend)

Education

Exposes the wide diversity of people, organizations and events in the community

Allows public access to technology to express themselves

Important to broadcast school board meetings and school activities. Keeps people and organizations connected.

Is the only TV for this area broadcast town meetings, host a community calendar, reports on public events, is a way for seniors in assisted living to keep up with community events and activities- is a community center

Makes it possible for non-profits to tell their story in a compelling way through video-too bad the channels are not broadcast in HD.

Trains youth to use technology in ways they can grow, express themselves, contribute to community topics and develop career options and have fun! Encourages them to develop team skills.

Technical training for youth, community outreach i. e what goes on in high school. Access allows the program to exist.

It brings local news to Roku Households

It a forum of free speech. Local programming, non-profit advertising (2)

In addition to the community programming and access to local government meetings etc. it provides the community (including people who cannot attend even if they wanted to) it provides media/video training, children's summer camps and many other community educational benefits.

Provides a public forum for community interests. Provides training on equipment to enable anyone ability to present their creative and informational ideas to the community. (2)

Paramount to our small communities (2)

Provide information about local boards

Educate students about the media

Present local performances and programs in public schools

Many people rely on PEG for information about local government activities and meetings

Outreach and remaining informed

Contributes to an informed involved electorate

Increases awareness of and support for local performance programming

Provides training to interested content producers and has developed a corps of volunteers

Excellent collaborator with the public library

Communications within our communities

Town meeting coverage may not be cool but it is a good records and vehicle to check on what happened/is happening

Local information

Only TV option for Franklin County

Educating citizens on a variety of topics

Adding another way for residents to connect with important conversations in community

Allows opportunity for varied community voices which contributes to awareness of more vibrant community

Access regardless of mobility keeps life of community available to all community members

Vital-town government uses as a reference source and public regulatory views selectboard meeting videos

Keeps local government transparent and reliable resource (2)

Essential part of the public communication ecosystem

Absolutely necessary for democracy (2)

Citizens/voters rely on PEG to connect with their communities, interests state (non-commercial)

If one more person gets access to community information we all win

Source of critical media literacy education build community awareness and relationships

Gear for media productions

Allows us to communicate regionally about events and projects within different communities

Information sharing

Face/name recognition

Reaching hard to reach population

Keeps people informed

Raising awareness of issues and events

Town and school meetings become open to those who cannot attend them (3)

Local information

PEG allows more people to participate in local government

PEG is an important local info outlet

PEG is vital for non-profits to get their message out to local audience in low cost method

PEG allows agencies (like police) to more easily communicate with community

PEG allows local folks to make programs relevant to local communities

PEG gives homebound folks access to public meetings

On Demand videos are more efficient for many

Public Access fosters a sense of community (2)

Gives voice to people who otherwise would be left out of the conversation (2)

educational information all local coverage of events and people it makes public boards more accessible

and more accountable to the public get information about the community right from your home people

can get trained on equipment and use it free great training in a rural area with limited check training

opportunities

find community together through education and info, helps highlight critical community issues, and

promote local activities designed to address them for example blood drive food drives etc., creates

public dialogue on critical issues, allows for uncensored coverage of municipal meetings and educational

meetings etc., gives parents families etc. ability to watch local sports teams play, opportunity for student

development of telecommunications go, provides a good sense of community local history for kids and

newcomers.

access to municipal meetings school board and State House meeting through legislative sessions to push

out to public, I love many different voices, more people can stay in touch with community, provides

opportunities for public to become informed about issues allows observation of government meetings,

Support open government, League of Women Voters, timely coverage of public meetings and topics of

community interest