

## **1. How does your organization use your local public access channel?**

Town Government

Select Board

College and schools announcements, production/ studio services camps

Events/Advertising-PSAs

Public Safety Announcements

School Board meetings for parents, Select Board, keeps everyone informed.

Panel discussions about hot consumer issues ie substance abuse

Replay is important and helpful

Educational opportunity with media development

Access to the facility is a helpful and affordable community resource

Sharing programming with neighboring channels

Archived programs are great

Public announcements

Town Supervisory union

Broadcast public meetings

Access to government for constituents

Decline of print

For some it is the only point of access organizations can use to get message out, mobilize people

Training purposes/summer camp

Town Free User for Govt Activities Selectboard Planning Commissions etc. Represents essential way for people to learn about life of town.

Essential public participation

School System school board meetings, high school graduation. Studio in school-current events band drama sports events

Enables people housebound to follow activities convenience factor. People have come to meetings because of seeing the PEG channel

Town uses PEG for information dissemination

Community members can share expertise

Library uses PEG to broadcast lifelong learning humanities topics recorded and disseminated on BCTV and online

Accessing content on website "content unavailable"

Medium may be outdated

Content creation on local social issues both BCTV and HS

Produce programming/ host meetings

Required training for business owners to apply for funding

Keep up with other towns

Local program showing downtown improvement

Educate community about mental health, share expert resources

Special events

Parades for the homebound  
VY decommissioning meetings  
Conferences  
Nationwide exposure

Utilizing training video production, training workshops and special assistance  
Broadcasts original programming  
Training gets passed on to students  
Stream events throughout the state  
Increased reach to community, increased visibility, increased knowledge  
Gives program an audience  
Utilize equipment, cameras and editing  
PSAs  
Record programming  
Video bulletin board  
Partner with students, broadcast student produced show in school  
Gives student production a life and audience  
Allows community to hear student voices  
Give announcements during public meetings

Live broadcast of public meetings, helps people stay involved and informed  
Concerts recorded and rebroadcast  
Middlebury 5-0, police interviews, political debate youth  
VT Humanities Library program  
Youth media camps  
Media lab programs  
Shared staff  
Helping Public Production  
Digitize VHS, photos  
Training  
Worship services (including Spanish language)  
School performances  
Student produced programs  
Students encourage public involvement in environmental issues  
Vermont Gas Pipeline meetings  
Public Meetings re the Champlain Bridge  
Outreach from PD  
Coffeehouses, concerts

Public Library programming  
School Events  
Museum Lectures/Symposia  
Government meeting live stream/recording

Educational training  
Transportation and Land Use projects in Chittenden County  
School Board meetings  
School Productions  
Programming by students  
Student film festival  
“Sharing Voices Program”  
Community Produced Non-Profit projects  
Cultural programs  
Vintage Films  
Book Festival  
Used for accuracy and transparency of public meetings  
Historical record  
Educational, learn how to use system  
Learn to produce content in studio and at remote site  
Learn to use equipment, camera sound use to record public events  
Profile pieces, set up remote studio use available lighting  
AMO provides service to organizations to record live events nimble uses staff and volunteers  
Highlights what goes on in areas creating awareness of community events  
Our PEGs are dynamic. Example: bands from VT broadcast from Austin  
Represents values and opportunities that do not exist outside of PEG. Enriches community.  
Government to the people, education to the public, outreach to public about laws and potential decisions  
Youth exposed to content as well as technology  
More and more senior citizens will rely on PEG for connection to community  
Select Board, School Board, Commissions  
Educational news program around mental health issues for instance  
Use PEG to share content  
Archiving of history in communities  
Election coverage, debates  
Fourth of July parade  
Regular show on Cuban music  
Talk show of developmentally challenged host  
PEGs provide opportunity for diverse people to contribute  
Tune in and see local people 24/7  
Information transfer: select board meetings, BRB, Town Meeting, public meetings, folks that can't travel, interviews of candidates, school board meetings, sports / school sports, community focus forums, community borrows equipment, kids and adults receive training, workshops , creates an archive history of programs, reference, links to on demand through website, everything produced is broadcast on the cable station and also on the web,  
  
community arts and performances, programming on local agriculture, nonprofits, serious highlighting healthcare and healing, First Friday, parade, Historical Society, Farmers Market, talk about local issues and police report, some news from select board meeting,

Halloween parade for 20 years Municipal Board meetings and government Channel, School Board of Education Channel, many consumers report they watch the pegs, not a week goes by without hearing, able to see meetings because it is on multiple times and different times and on-demand online, monthly show by legislators, questions from constituents can be raised on the program, program called access local news magazine, Topics not covered by mainstream, community building, educational programming, organizing tool for events causes, volunteers and community members put on sports programming from local sources citizens learn to use the equipment, some programming is live, tournaments, many nonprofit organizations produce programming for outreach regarding their issues, countywide involvement, collaborated collaboration with the schools and student experience with TV production and equipment, as a vehicle for work produced by students with the schools equipment, nothing else like this outside of the peg Channel no local TV,

Used regularly: City Council, zoning, community events, special programming, budget forums, sports, select board meetings, RTC, School Board, special events. Communicate with community live feeds of events, livestream and archive online, on demand archive. League of Women monthly interview program, cover events, candidate forum, public meeting. Helps if you miss a meeting or can't get out. Info on parklets, ongoing resource, regular interview program, legislators use it to program on Vermont issues, public hearings on opiates and act 250 exit issues, events, happening for public events and issues, (praise for camera crews hanging in there during long meetings)

## **2. How could your local public access be of more value to your organization?**

Sharing programming with neighboring channels  
Courses online  
Sports coverage  
Drama productions  
Stress importance of video programming online  
Work with VLCT to increase capacity  
Job training could be offered  
More outreach to other communities  
More meetings, need more staff more capacity  
Deterioration of remote originations\  
Increased web viewed content  
Broadcast games awards civic groups  
Improve audio quality inconsistent  
High Def  
Hard to find PEG content not on cable guide  
PEG app could be used by students  
Archive is helpful  
Use Comcast app to view and search PEG content

Line extension procedure. Is it calibrated correctly? Are parts of towns correctly not built? Is build out correct?

Never enough producers for shows. Could there be public service announcements about PEG that constituents miss. Marketing that training is a service BCTV provides

Focus on training producers

PEG in HD. Especially cord cutters

High speed internet to more people

More sharing of resources between communities

Dynamic interactive website

Mobile App

Video editing training

Help for students with homework

“Flip the classroom” lecture at home, do homework in class

Emergency/crisis management

Weather info update citizens

Situational awareness for disasters

More meetings covered

Cover more events

More recruitment and training

Quality of feed could be better

Cover more events

Cover more meetings

Train more students

More streaming

Standalone apps

Better promotion for equipment and training

More access to equipment

More coverage of meetings and events

More archiving of events

More technology (funding)

Better marketing of service

Linkage to town sites

Presence on interactive program guide

Better fiber optics

Way to access content from other areas, other AMOs

Marketing-PEGs should advertise or on TV, newspapers magazines internet

Comcast could advertise

Front Porch Forum

Public Awareness that PEGs are available for streaming

Placement of content on IPG

PEG channels constantly looking for money, volunteers improve sustainability. Others disagree

issue of money more about keeping tech current for capital and staff

More live programming, if more time sensitive viewership would increase

Access to raw community meeting materials

broadcast quality available to public

Live broadcast from statehouse

Statewide channel

More existing services

HD

could help local businesses get their names and missions out there but under writing programs, many organizations don't take advantage of PEG, pigs don't promote outreach advertise themselves to the public or organizations,

Very responsive, more resources, in studio production capacity, inside City Hall, more publicity for what the peg does Randolph: expand to other regular meetings RADC - WR chamber, Montpelier, during legislative session plenty of people wanting to cover legislature summer wanting to cover summer events paid staff cover most things Orca tied in with RATC

### **3. What changes would you like to see made by your local public access channel?**

Quality is at times sporadic –video signal and sound

Delivery of the messaging not personal public face, more warm and welcoming

GNAT/CAT very responsive to ideas and requests for changes.

Statewide training in policies

Training for business owners to promote, tell stories

Community training

Program guide

Move to HD

Interaction often to do Remote origination could improve if this was simpler more user friendly or if PEGs could provide gear

More funding to cover more meetings and stories additional equipment and more stuff, community would like more things covered, ability to cover more than one event at the same time, to have the studio, improved quality and broadcast with equipment and signal, no HD broadcast

on HD channels would help us find peg some consumers. Venture out of HD, people use the website on #4 repair within the window, CSR is helpful in assisting consumers to analyze different packages

demand, young people look to website to find their ski races,

Keep up the good work, do well with resources they have, come on time and deal with strange setup, deal with it well, production value has increased, keeping up with technological expectations. sound quality is a challenge sometime but it's a performance or lapel mic issue

4. What Comcast business practices, related to their cable TV service, have been successful?

On Demand great good selection of movies

Access to many channels

Comcast is always responsive to emergency situations

Customer service experience was wonderful

Techs are great

They provide cable service

Funds that can be carried over to PEGs

Support for schools

Internet Essentials

Support for Boys and Girls Club

Expansion of teen center, provided computers and an internet connection

Internet connection at libraries

Paying 5% to PEG

Seasonal sponsor at the Flynn makes the arts more accessible

Access to broadcast channels

Very little service interruption

Online access to account

Techs are great

Internet related sponsor of a Vermont community broadband data Wi-Fi to public spaces,

provide service to one Public Safety Building free, responsive to cable TV repair and

interruptions , affordable basic TV service,

no negatives, few problems, prompt, helpful, quite responsive. there are rumors of customer service problems with Comcast in

the community.

**5. What changes could Comcast make to provide better service and best meet the needs of your organization?**

Pricing is terrible

No choice/monopoly

Customer service is not helpful inefficient frustrating and incorrect

Cost and quality disconnect high cost for little service.

Increased access more lines Sandgate, Peru

Increase internet essentials program. How is it administered.

Provide demographic info for AMOs

Add PEG channels Interactive program guide

More local offices

Fiber to the home

Expansion to other towns

More funding for PEGS for more resources

HD for PEGs

More \$ for staff

Be more responsive to problems, particularly emergencies. Not having to talk to multiple people to solve problems. People not able to help you unless you have a certain svc.

The way AMO equipment works with Comcast systems

Picture and sound quality from PEG degrades the further you get from the source

Digital equipment doesn't broadcast PEG

More \$ support for Vermont PEG stations, rural (smaller customer base) and urban

More funding for AMOs

Broadcast AMO programming in HD (3)

PEG listings on IPG

Better partner in community

Statewide channel (3)

Recognizing value of Public Access

PEG in HD

Promote what Comcast does in the Community

Expansion to unserved areas

Lower cost to customers for line extensions

Demographic info, ratings for AMO channels

Cross promotion of Public Access on commercial channels

A la Carte options

Ability to DVR PEG programs

PEG programming on IPG

Livestreaming (HD)

More remote origination sites

Frustration with tiers

A la carte programming, more choices

Support of PEG

More PEG funding

Recognize the value and reinforce subscriber base

Advocate for PEGs

Promote PEG products and services

Regulatory support for internet and voice

Quotes for service in writing

Explicit intro pricing

Loyalty pricing-lower rates for longtime customers

French language channel

IPG upgraded and only include channels in subscription

Equipment fees included

Incentive pricing for new customers avail to current customers



Improved communication between techs and call center

More service locations

More account info avail online

More appreciation for techs

Options for just public access, reduced rate for seniors and fixed income, getting service two more customers, add service tomorrow towns in the surrounding area, which would provide larger viewership add more funds for the peg

expand service to new areas

Comcast provides larger array of channels. Packaging could be different more tiers at different prices points more a-la-carte. There could be a cable drop in every office public service building emergency issues that come up are accessible. we don't have the option of having cable (build out) monopoly of minimum choices because Comcast doesn't come to rural build out cable to rural areas, build out should not just be based on profit but more on public service, compete with smaller providers

**6. If you are a Comcast subscriber, do you use the interactive program guide? (clarify what the program guide is, if needed). Is it the primary way that you decide what to watch?**

Don't use the program guide

Use it, not sure if it's important

Channel surf-can't find things with it.

It would be helpful if they listed AMO programs on the guide

Interactive program guide easiest way to decide what to watch

Would like to see AMO programs added

Critically important

Would love to be able to DVR Select Board

Hard to find content

Channel surf impossible

Absolutely would improve viewer

3 participants are Comcast subscribers. Two use the guide, one uses exclusively

Some use of the guide, not exclusive

PEGs on interactive program guide would increase viewership

Direct to website for programming (would not work for people w/o internet)

Multiple channel listings (17A, 17B, 17c)

1 person uses, not the primary way to find programming

App on phone works great

program guide head and equal to a MOS share one slot on Guide, nothing on the Comcast program guide to show what the local program is education local and government, put a link in a website to the guide, rotate which stations programs are listed, but the block on the program guide, can use to plan to record programs

, programming guidance improvement guide says local but doesn't say PEG at identity to your guide yes people use the guide exclusively yes it is the primary way to look up for programming

yes program guide is easiest way to watch something and see what's on elsewhere keep interactive program guide hard to split the Head End and across two communities, difficult but not impossible to resolve would require time and effort

**7. Are you familiar with remote origination? (Explain remote origination if needed). Does your organization use it? Do you have any comments?**

100% important

Very important

Works well

Remote origination is in PEG contract

Comcast would charge ratepayer for more equip

No economical, simple way to provide RO to remote location

Limited bandwidth

Modular/ demodulator system outdated

Have the ability to simulcast

More ability to broadcast live

More meetings=more civic engagement

Way for schools to promote events

Potential to build more community

Increase production value

HD

Downgraded signal

Better production value =more viewership

More remote origination sites

It is important

Clarify requirements

Used by some schools and boards in St Albans

Plug into public park for live programming

Would like RO expanded to more sites

Street cams

Problems with equipment functionality can delay programming

remote origination, games, local opera house and cultural events, take equipment over nothing on the feet because it has to be manually unplugged RF modulator, trend is RF - 5:30 ip-based remote transmission

remote oriented origination is used at several locations Sports election coverage results, municipal meetings q vidiyum new technology and used with remote origination very clear signal immune to RF interference can't review without going live

Montpelier city uses live remote feed of meeting from high school library city council chambers with fiber. Randolph has no live feed the old method was cable now fiber moving to IP best current technology. feeds to be able to cover election season, expand a feed to Statehouse room 11 and 10 where many public meetings take place (historic building issues with doing this).

## **Comments**

PEG helps the elderly and housebound be part of the community.

PEG provides knowledge to youth, skill development, career path.

Publicize events, mobilize resources

Potential for AMOs to provide info in the event of a disaster is great

AMOs are starting in a weakened position in technology. Today's technology will be outdated in 11 years, technology for PEGs needs to be current and evolve

Cable will continue to lose customers as the video business model changes

PEGs do not get a percentage of internet revenue

PEGs struggle to provide streaming video

More HD drops in schools and in municipal buildings

More Comcast support for AMOs

Comcast should be more visible in community

Comcast, should be Forward thinking and proactive about AMO and community needs

More Live streaming, accessible and free for all

AMOs and Comcast can fill the void left by the defunding of VIT

Alternate technologies to make things better

Public Access is part of the community, valuable

Cable operators are mistrusted, not part of the community. Would like more flexibility and transparency

Would like Comcast to sponsor local activities

More line extensions

Frequent brownouts

Invest in facilities

Increased bandwidth

More sports variety