

## Non-scientific survey questions and responses

### **1) Does your organization currently use Public Access channel services or programming?**

83 current users

24 not current users

### **2) If you answered yes, which services do you use?**

58 record/broadcast meetings

35 broadcast public service announcements

43 produce original programming

30 use video equipment/training.

### **3) If your organization utilizes the local Public Access channel, what types of feedback have you received from viewers or constituents?**

- good
- School board meetings are some of the most watched of all programming
- They value and appreciate it since many are unable to physically attend the meetings.
- Appreciate hearing updates from Legislators
- They have expressed deep appreciation for our programming
- it's quite popular in our town
- Always positive
- positive feedback
- Community members have commented that they learned about our services through the Public Access channel.
- training in our youth programs are great. equipment availability is greatly beneficial. for our school board meetings and public service programming has been great for those who have access to it. for others it has been questioned if this local public access channel programming could be found and viewed as an online website as well.
- very little, unfortunately
- none
- Very positive. People love the programming.
- People review our public meetings and other community meetings
- good feed back
- ALWAYS positive on programming, content, and scheduling.
- Very positive - increases access to events and information, the local staff is great
- most love it and we have a VIMEO channel that is utilized also

- We do a Pets and People 1/2 hour program showing the service we help provide our community and help in the placement of stray, neglected and unwanted animals in our community to place in permanent loving homes!
- They enjoy being able to see what is going on in local gov't
- None
- We have received constant anecdotal feedback from viewers as the program segments have been completed, edited and posted to our website.
- important to be able to view the meetings, if not able to attend to keep current with the issues affecting the Town People like to be able to access the presentations for review or if they were unable to attend.
- People love it!!
- Good feedback.
- Feedback has been positive
- It is an essential resource.
- They thanked us for the information and really enjoyed finding out more about the farmers market. It really excited them to see what the markets were like. I had a couple people comment that they were surprised at how full the market was and that they'd decided to come because they'd seen it on tv
- Very positive. Great support for public schools budget process this time of year.
- Positive such as for broadcasting graduation and concerts
- Great access to local markets, positive feedback
- Important to have meeting available for viewing at later dates/times.
- locally produced vimeos are well liked
- People enjoy watching the library programs that they either attended and want to be a part of again or they were unable to attend the presentation and would like to see it.
- Hard to find the programs because of the lack of a programming guide. Quality of the non-HD video not great.
- Excellent way to communicate with community
- Excellent. They want more!
- Very positive. Community members expect school board meetings to be broadcast.
- Constituents use the broadcasts to comment or ask questions
- Superintendent receives feedback from board and constituents. Conversational feedback in recent public meeting on new public service announcement was very positive.
- Very positive feedback from viewers, who are happy to be able to see programming from their schools.
- A few happy to view events they could not attend in person.
- Besides your typo above,
- None
- positive, people like to have access
- It is very valuable to have public record of important meetings. For some the only way they can attend meetings or graduation is "virtually" through this service.
- Excellent, except that some said they could not find info on the programs because they were not listed on the cable schedule.

- "nice video"
- Our families and taxpayers count on this information
- CATV has said they get good feedback on showing our taped programs.
- Programs are heavily watched and constituents rely on having programs as evidenced by the number of times people say they saw me on TV and the number of calls I get to ask whether a particular program was taped.
- Keeps them informed
- positive feedback
- People like seeing children's concerts
- Everyday someone, somewhere in town, tells me they watch meetings on WOA. Sometimes they ask me to speak up but most often they say they watch faithfully.
- a few enjoy watching Selectboard meetings
- the public appreciates having access to local content produced by and on behalf of our school
- positive and reinforcing feedback
- people who have access to Comcast like it.
- None
- N/A
- Excellent feedback and full support.
- Great content
- of people watch it regularly
- GNAT has aired broadcasts of programs we have run featuring guest speakers. We have heard from many people who weren't able to attend the actual talks that they were thrilled to be able to catch the programs on GNAT. These are both local people and people from across the country who have been able to watch broadcasts or go online.
- Very positive
- Very positive feedback. We have found that many people who normally are unable to attend a meeting can watch the meetings on public access and I believe it has greatly increased participation
- positive; a good way to get word out about our events....
- Good quality
- None
- all positive feedback
- very positive. Our broadcast programs are well received and the complimentary DVD of these programs is highly anticipated by patrons that could not attend the programs.
- very favorable
- fantastic work by LCATV
- Gratitude. We do not have any other form of local television coverage in Rutland County
- Enjoy the programming and the information provided. Great that it is local.
- People who are unable to attend programs enjoy being able to watch on Public Access. Occasionally we've had people attend future programs because they'd seen one on TV and thought it would be interesting to attend in person.

- They do a nice job of recording our meetings. I wish that the audio was better. I also wish that the meetings were broadcast in a timely fashion. They are not broadcast for weeks or months after the fact.
- positive
- Positive. People like to see our material aired.
- none
- Sometimes it's hard to hear what we are saying
- People love having the library programs videotaped and often times ask if a certain program will be taped.

#### **4) Do you think that Comcast could do more to support Public Access? If yes, what could Comcast do?**

- Yes. Put programs into channel guide so we know what's airing when. Provide an HD signal.
- Yes, help to bring more support in the form of equipment and training for our rural schools.
- yes. They could more deeply subsidize its funding to provide more coverage.
- More and better. More equipment , to support mobile broadcasts from the Statehouse instead of having to use UStream internet.
- Wilmington does not get Comcast
- Yes, they certainly could do more to support Public Access, such as showing the schedule of individual programs on the menu (like they do for all the other channels) and provide them with HD channels. yes
- I don't have an opinion
- I would leave it to BCTV to express their specific needs.
- more funding to support the good work of the public access channels
- I'm not aware of the ways in which Comcast supports Public Access to date. Ensuring that programming notes are available in their guide would be very important.
- I'm not sure about comcast as you need to buy into that, and therefore not available freely. Would rather see programming expand to online website rather tied to individual vendor.
- I do not know
- no, we have access
- I think Comcast is doing a great job. Just keep public access free and available for as many viewers as possible.
- the cost of cable is getting out of control, more people are going to dish or internet tv.
- yes, make available for all home owners
- Absolutely. They could run the actual programming guide in their TV guide so people scanning could see what programs were on - not just the generic "local programming"
- not sure, if it helps would support whatever they could offer
- Yes, make it available on basic TV
- Maybe
- The most important thing Comcast could do to support Public Access would be to provide clear programming guides and to enhance the quality of the broadcasting so that its quality is up to par with other TV.
- make sure public access is able to continue without costs limiting the access

- Yes, definitely. Cross channel promotion of Public Access work; more hardware support for nonprofit cultural organizations; program guide listing; broadcast in HD
- Strengthen and promote more robust access for schools
- Yes
- Not sure.
- Level of support is fine. Potential lack of support in future is concerning.
- YES. Let PEG groups use the full program guide.
- I don't know anything about the connection
- Yes, provide more channels to broaden public access.
- Continuing current services
- Yes, they could broadcast in HD, put PEG on interactive channel guide, and give more money to stations in rural areas.
- Assist in publicizing Public Access awareness
- more remote origination sites in Jericho, there is only two and they are not activated, list MMCTV in electronic programming guide, MMCTV has high definition equipment and could broadcast in high definition, comcast could cross promote MMCTV programming more about the local programs
- Share some of their profits with the local station so that they are able to employ people to film more events and meetings that occur in the community
- Yes. PEG stations must convert their content to standard definition because Comcast does not give them access to high-definition channels. In addition, the public access stations' programming isn't listed in the onscreen cable guide.
- Comcast should have the PEG channels on the Programming Guide. It is common to DVR programs today, and without the guide viewers don't know what is on, and can't set a recording in advance. The quality of a Standard Video channel is no longer representative of today's video quality standards. Keeping PEG channels out of the better HD system is automatically making this programming appear of lesser quality and not up to current video standards. Comcast is forcing the PEGs to have programming that viewers can't find and wont watch.
- Yes! Program Guide listing and HD Channels.
- Not sure, but we appreciate the support currently offered through RETN.
- Provide funding to allow more public bodies' meetings to be recorded for broadcast
- Provide options to continue PEG access across its high-speed non-cable network (Infinity).
- more funding
- Offer full HD broadcasting.
- publicize its availability, especially availability via internet streaming
- Unknown
- continue to provide equipment, training and bandwidth
- Continue to allow public access to be broadcast through your service.
- Yes. Put local programming on schedule. Help public access stations upgrade equipment. Provide direct connections between public access stations. Provide full HD service to schools and Libraries and HD public access programming. Create a Vermont public access channel.
- ?
- yes, Provide the necessary funds to support public access

- Make sure it is available in all communities.
- Yes. They make contract negotiating very difficult for these tiny little stations who don't have access to the legal advisers they have and they refuse to increase the dollar amounts they provide the access channels even though their rates to customers have risen markedly over the years.
- 1) Provide HD channel capabilities for public access stations, 2) provide public access channels the opportunity to be included in electronic programming guide and 3) update/upgrade equipment which would allow remote live broadcast abilities for public access entities.
- Probably, but not sure what they currently do
- Yes, they could commit to full funding of community access stations
- use HD, list it as a channel on their listings
- Comcast needs to share revenue for online video services that are replacing cable
- Yes, it could provide wider access to underserved neighborhoods and areas.
- Provide an opportunity for Public access TV to list their programming.
- They could run cable on our road
- Not sure
- Offer high definition programming options. Channel guide visibility for programs. More remote programming sites in public locations for important community programs.
- Yes... Comcast is not keeping up with technology. There is no reason local access needs to be SD. It is time for HD.
- include the PEG program schedule in their on air guide and accept and broadcast local access content in high-definition format
- don't know
- I am uniformed about this and couldn't venture an opinion either way.
- The folks at PEG access seek HD transmission. It should be available
- Allow the channels to be in HD for better viewing
- Make it free and available to more households.
- No
- I think offering Free internet to non profits is amazing!
- I am not sure. Our library benefits from the connection with LVATV very much.
- i am not sure.
- I'm pleased with the amount of public access available.
- Give us HD Channels, and include our programming on Interactive Programming Guide.
- Provide public access on HD channels!
- schedule on program guide
- I'm not sure.
- It would be great to see more support for improved production values. Better audio. Better lighting. More thoughtful programming schedule.
- I don't know what the possibilities or options look like.
- Yes. More funding in order to create more/better programming and more visibility. Comcast could also contribute advertising for public access in a variety of ways - print, digital, on its own programs.
- No

- Give more money.

**5) Could your local Public Access channel do more to support your organization or the greater community? If so, what would you like to see?**

- Faster uploads of meetings
- ok
- Rural communities lack the resources of our more populated neighbors, but these students still need opportunities. Equipment and training, especially the after school programs.
- It could cover more public meetings without fees.
- Having the resources to send a BCTV staffer to the Statehouse for more regular broadcasts from the Statehouse by BCTV staff
- Duncan Cable is our local guy! He is a small company and has given a lot to the community. We should supply him with news and events of the municipality.
- I think they do an excellent job with the resources available
- The ability to stream programming online through their website would be valuable.
- continuation of equipment and training opportunities for youth. public service programming for schools. Northwest Access TV has been very approachable and open to supporting agencies, school, nonprofit organizations with video production support.
- I am pleased with the support
- yes, advertise and allow more use
- No. They do a great job.
- Our local public access channel does a great job supporting Swanton.
- make available for all home owners
- They're doing a great job and are always looking for new ideas, new programming and new relationships.
- Public Access is a tremendous supporter - Comcast itself is essentially absent as a contributor in our community, whereas Fairpoint has been very visible
- I think by supporting our organization the community is supported to a great degree!
- They do a fantastic job now. not sure what more they could do.
- continue great support they currently do Because our Public Access station (MMVTV) does such a great job of covering most community civic and cultural events, the best thing Comcast could do would be to provide more visible support for all they do, especially with regard to technology and station space.
- Our Public Access channel/provider is very active in the community recording the many varied Town Boards and Commissions, recording activities of interest to the general public along with independent programming. They do a very good job that should be recognized.
- More engagement in community life outside of just government coverage so they're seen as integral part of community life and not just a place for fringe perspectives.

Maybe even a name change -- got to be a way to make Public Access not bring to mind SNL's Wayne's World!

- More programming from schools
- no- they are great!
- They do a great job now on a limited budget.
- No. They already to a great job.
- More live streaming. More original programming around civic issues.
- They've been great about sending folks down when they could to record the music. And they've offered us access to cameras to do our own program. But I don't have the time or expertise to do it. It would be great if they had more folks who could come and interview vendors or show more of the market.
- If it had a larger staff, it could much more.
- Continued access to personnel at RETN for training, broadcast purposes, consultation
- They do the best they can with limited resources. It would be nice if they could record more events.
- MMCTV is very active and supportive
- MMCTV does a great job and broadcasted Town Meeting last year
- My public access is MMCTV and they are fabulous! Very responsive and easy to work with!
- Our PEG access channel provides ongoing content, and learning opportunities to our communities.
- The area PEG channels do an amazing job meeting community needs.
- They are doing an amazing job with the funding they get.
- not sure
- They're doing a fine job.
- Our PEG channels support the Burlington Schools very well, within the scope of their available resources.
- I can't think of how
- Again, publicize online content
- not sure
- They are doing a terrific job now and are always open to new ideas and partnerships.
- Channel 17, RETN and VCAM have provided enormous help but are limited by video quality of programming, their own equipment needs and local programming schedules.
- more local videos
- They give us great support so can't think of anything
- More trainings on how to use equipment and get programming to them.
- Better community outreach and more visibility in the community. They could be actively taping programs rather than waiting for people to come to them.



- Remote live broadcasts of special events, put our local programs on the program guide and produce HD quality broadcasts
- More videographer availability
- Offering classes to students, sponsoring video contests (along with training) to promote the possibilities.
- Our PEG station has been growing and expanding services. They should keep moving in the direction they currently are moving in.
- Providing a larger audience by expanding service would support us more.
- The local TV sends representatives to appropriate meetings
- More video production training
- 
- More funding for the station so that the staff may go out and shoot meetings, and programs of interest rather than an organization finding someone which is nearly impossible.
- If they were better funded and supported by Comcast, they could afford to do more, like cover even more events.
- Get comcast to make it easier to stream content from anywhere in town. Again... the technology is not advancing.
- don't know
- GNAT is excellent and very supportive of all we do. We look forward to doing more with them. For example, two people from our staff plan to attend one of their video editing courses.
- CAT TV is great. Very involved.
- They do a good job currently
- Coverage of the school goings on.
- They are great!
- videotape more of our programs
- No
- no. their outreach programs and streaming video of local meetings are amazing
- LCATV is very supportive of the library. They have been very open to all of our requests.
- they do an outstanding job.
- Not that I can think of - they're fantastic!
- Our local Public Access channels (3) are excellent, and do a great deal to support our community and all of the non profit groups here
- A better job of connecting the community. Every event in the community should be thinking about placing themselves on PEGTV before and after.
- Programs about what people could do at GMATV themselves.
- I'd like to see School Board meetings recorded and broadcast. I feel that this is very important.

- Can't think of anything at the moment
- I'm very impressed with what my local Public Access channels (I have worked with three) have done to support our organization -- training our staff, airing our programs, etc. I'm not sure they could do more short of coming to my office to massage my feet at 1:15 every day.
- I'm happy to have them broadcasting our meetings - I would love to see more coverage of our students
- I think they are doing an excellent job in providing coverage of important meetings and programs in the community.

**6) Do you have additional comments about Public Access that you would like to share?**

- no
- No
- BCTV is doing a great job with limited resources. I especially hear from elders or other shut-ins that this is a window into the world of their local community.
- It is expensive.
- BCTV is a fantastic Public Access station, and I feel quite lucky to live in their service area.
- No
- Channel 17 does an excellent job
- The people have been very supportive to the community. Being located in the local high school provides access that has many benefits.
- no
- No
- Great people at our local Public Access tv. Local people we know and very willing to be there when we need them.
- Public Access is a substantial resource for our region. The content engages everyone and their presence as an organization and as community members is critical to the area. We deliver important information and education, as well as fun and exciting content. Many people rely on it to keep them connected with municipal meetings and legislative happenings. Our rural region needs to be able to deliver our citizens information without them having to travel long distances; and, many people in our area do not have transportation to attend meetings. Removing public access from our area hurts all, but it certainly would put our most vulnerable and stressed individuals at an even greater disadvantage.
- The staff of Northwest Access TV has done a great job of getting involved in the community, encouraging local programming, covering events, and being an important partner in awareness efforts. We are lucky to have them. It would be great if Comcast mirrored their spirit and was also involved in assisting our community, as Fairpoint works to do.

- Vital in our community mainly for our older supports who are limited and don't access events by other means than television...regular programing and educational features in schools are key.
- no
- I would not like to live in a community without Public Access TV.
- With the demise of VIT, Public Access is more important than ever and needs to be able to be available, truly accessible, interactive and central to community life. Big business can help make this a reality. Making community's better makes for happier consumers.
- No
- Considering that technology is changing at so rapid a pace, it is essential that cable companies continue to financially support PEG groups at a level that allows them to keep up technologically. This means they should be increasing the amount of funds they contribute to PEG groups.
- Educational access is critical to the education, culture, and governance in Vermont.
- We are appreciative to have Comcast services in schools and not only continuing but expanding them as possible is essential
- PEG access people. It really makes government accessible to all and give the people a voice in local politics.
- Make sure people understand the link between Public Access and Comcast and are aware of the community wide services and functions. Or at least, make sure bills, flyers, etc. include links to customers' local access channels.
- MMCTV has been very supportive to record library programs and town programs regarding the history of Jericho.
- Public access is important to help keep community members informed about what is happening in their area. Not everyone can attend every meeting or event and Public access makes it possible for them to be informed when they do have the time.
- I would like to see Comcast promote our amazing PEG access channels/resources.
- Public Access on Comcast is being kept behind today's TV standards and quality. This is a disservice to the community that Comcast serves. Adding PEG channels to the Programming Guide and HD Channels would bring these stations up to current video technology. Vermont should make this a condition of doing business in our state.
- no
- The recordings of our Selectboard meetings become public documents and the public record of our proceedings. The Board members and town staff refer to the recordings regularly.
- The educational support for the schools has been very strong in our region.
- I think it's a great resource
- A great resource with greater potential!
- no

- I really appreciate the professionalism and expertise of the staff at both RETN and VCAM. They have been excellent mentors to a number of my students over the years. The fact that the work that students do there is used and broadcast to the entire community motivates and inspires them.
- This is an absolute necessity, particularly as news media has shrunk, to provide the public information about public interest events, issues and programs. For small non-profits such as ours, it is a vital distribution system for our
- programming which is aimed at giving youths' best work greater audience and affirmation. And as we get into video-based workshops, our programs will have much greater impact for public benefit with HD public access distribution.
- Public access should be funded like roads - by local taxes
- The Lebanon School District strongly encourages continued support of Public Access!
- It is a fabulous resource that can be expanded and be so creative, yet it is constrained by the unwillingness of Comcast to support it further and the limited resources of the individuals at the stations.
- This town appreciates the services provided by public access TV. It is important to community vitality and the communication/dissemination of important information to citizens.
- Valuable resource that should be supported
- Many of our viewers are elderly or working adults who are not able to attend evening meetings. Having our meetings recorded is vital to civic engagement in my community.
- this is a valuable resource for our communities. Over the year's I have seen how the transparency of having a PEG presence at local government and education meetings has changed how towns and schools conduct their business knowing that the public has access to watch meetings. Our community is much more informed about local issues because of PEG TV. Without it, I fear our community would devolve from civility and citizens would be much less informed.
- No
- wish they provided HD opportunities to public access TV and the option of program listing
- Thank you for making this a public process. Comcast makes a lot of money in Vermont and actually has more phone customers in our state than does any other single entity. They can and should do more for Vermont communities. The best way to effect that is through changes to their treatment of community access stations throughout the state. Thank you!
- For public access to grow and be viable, they need to have the technological support to do so. HD content, content listed on the Guide, and remote origination sites that are mobile!
- It's a wonderful service. It would be even better if programming from all the VT Public Access stations could be made available statewide.

- is it true that comcast could serve north Shaftsbury with a line from Arlington but for the CATV requirement? Rumor has it that serving Shaftsbury from Arlington, even places that don't get cable or internet, is prohibited by state law because north Shaftsbury would be getting the "wrong" CATV.
- GNAT has a really wonderful array of programming that really celebrates this multi-faceted part of the state. It is a gem.
- No
- I think they are a great resource in the community for some very interesting and diverse programming.
- think that the people that are interested in town matters will come forward. We have a hard time to get people to attend any kind of meeting. It's usually the same few.
- I love LCATV and all they've done for the library! Especially Stephanie and the film production/animation camps she runs!
- Yes, LCATV is a wonderful organization. They provide a needed service to the communities that they serve whether their programs are educational or entertaining, great resources for our community. Our library is very fortunate to have had LCATV film our historical programs to use on a broader audience than attended the program. The complimentary DVD of these programs is a wonderful addition to the library's Vermont history section for future use. Please consider keeping them a vital partner in our communities.
- it is an important part of our community and Comcast should continue to support it.
- I couldn't be happier working with LCATV. The staff is knowledgeable, respectful, collaborative and interested in putting out a quality final product.
- It is critically important to communities like ours that are not served by a commercial television station.
- It is a great resource and a valuable asset for the community.
- We have been so grateful to have Public Access so open to filming programs so the greater community can be part of their Library from home. Thank you!
- It is a very important service for our community. I feel that more meetings should be recorded and they should be broadcast within a week of happening. Thank you for providing this critical service.
- I am grateful for Public Access!
- THANK YOU!
- WE have been very pleased with the help and cooperation we have received from our public access station.
- Thank you for what you do to serve Montpelier
- ORCAMedia is very professional and a joy to work with.

**7) Do you have additional feedback about Comcast video service (not internet or phone) that you would like to share?**

- no
- n/a
- They do not service our surrounding area.
- No
- not really sure what this would look like. one concern is being a vendor, only those who can afford it can access it.
- no
- No
- Would love to see ala cart pricing, as I don't need or want 50 or 200 channels .. I want about 7 or maybe 12, but I have to pay for lots of waste to get the ones that have merit for me. Also, stop it with the crazy discount intro pricing that then escalates or the complex multiyear contracts, etc. A bit of honest pricing would be a gigantic differentiator in the market.
- N/A
- no
- Ugh, in a word...too expensive. Lowest price subscription options are of poor quality and they force consumers to upgrade. For my basic cable I have the great joy of approximately 12 shopping channels, but am grateful I can access Canadian television...local customer service isn't bad if you can get to the store. Their national service is a disgrace...
- Keeps getting more expensive. Would like more ability to select only the channels that we watch.
- Cost has been way too high. Recent competition from internet is beginning to drive costs down.
- No
- I feel Comcast is not sensitive to people on limited income. They try to hard sell extensive services to seniors without regard to their ability to pay, bordering on predatory. Shame on them.
- I think the video service is important to have at public venues like the library for people to have access to that can't afford to have it at home. It helps keep them informed of local and global issues.
- Unfortunately, I cannot even subscribe to any of Comcast's services, as it is not available in my location in St. George. Extremely frustrating.....
- As a monopoly, it is incumbent upon them to do more to support the Public Access opportunities in Vermont.
- no
- The cost seems to go up out of proportion to the expenses when compared across other sections of the economy. There is not a broad range of choices for individual subscribers.
- no
- no

- We are not customers of Comcast video.
- This has become an irrelevant distinction.
- no
- I am not familiar with this service.
- no
- Nope. Only that PEG should be included in the internet video service and comcast should contribute a access fee for these services. Cable television is going to disappear soon, we need to take action NOW to preserve PEG TV
- The artificial limitation of distance from the source imposed by Comcast disadvantages residents and businesses and will eventually create competition that will hurt Comcast.
- They refuse to wire our road thus we all use either dish or direct tv and thus have no access to LPCTV
- Not at this time.
- Did I mention HD?
- Intermittently very poor signal with VPBS on the television. The video breaks up, or "tiles." Grrr.
- So glad for their support of GNAT and access stations around the state.
- As a customer, I would like to be able to select my preferred channels and pay for those only. Comcast continues to reduce offerings and increase prices. We have no competition in Vermont.
- Internet Access stinks! And is far too expensive!
- No
- no
- no
- No