

Hartford Area Cable Television Advisory Council

5/1/17 – 5/31/17 Treasurer's Report

Webster Bank Checking Account:

Beginning Balance	\$ 2,056.10
Deposits/Credits	-0-
Withdrawals/Debit	325.00

Ending Balance: \$ 1,731.10

Debits:

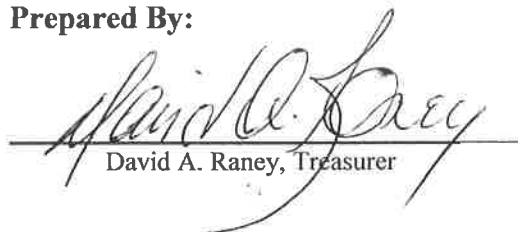
Debbie Burrell \$ 325.00

Total Debits \$ 325.00

Certificates of Deposit

Account	Maturity Date	Interest Paid this period	Ending Balance
12 Month Certificate	9/4/17	\$ 0.41	\$ 5,060.26
11 Month Business CD	9/5/17	\$ 0.25	\$ 5,978.71
Total:		\$ 0.66	\$11,038.97

Prepared By:


David A. Raney, Treasurer


Date

HACTAC Agenda
June 21, 2017
Comcast-Berlin, CT

Guest:

Minutes:- May 17, 2017

Treasurer Report

Town Reports:

Bloomfield
East Hartford
Hartford
Simsbury
West Hartford
Windsor

Company Reports:

Comcast
AT&T

Committee Reports:

Chairman's Report

Complaints-

Old Business

New Business

Next Meeting: -Sept. 20th

Adjournment:

HACTAC-Chairman Report
June 21, 2017

Correspondence Received:

Date:	From:	To:	Subject:
6/9/2017	Comcast	PURA	Programming changes

Open Discussion-
Next Year meeting dates
Comcast Electronic Program Guide
Frontier Complaint
Handling complaints-Mailing

Note Quorum-
3 town's rep
6 members

Debbie Burrell

From: Jennifer Evans <Jennifer@WestHartfordCT.gov>
Sent: Wednesday, June 21, 2017 12:59 PM
To: 'marshalreo@sbcglobal.net'
Cc: Debbie Burrell; Karen Handville; Jenny Hawran (jenny.h@win-tv.org); 'Sharon_codeanne@comcast.com'
Subject: West Hartford Report

Technical Challenges

We have experienced some abnormal things with our delivery over the past month.

On Thursday, June 13th Our channels were crossed. 95 was output on 96. 96 was completely down. We were getting reports of bad audio on channel 5. The problem was at first intermittent and then the weekend of June 17-18 video played and the audio was just static. The problem was unique to Comcast subscribers. Frontier customers were still receiving Channel 5 without audio issues. We were getting comments on social media, by phone and via our contact page regarding the audio problems.

We reached out to Comcast and want to thank the entire Comcast team, especially Sharon and Norm at the head end, for their willingness to help and find a solution. It all appears to be working fine now. We are ecstatic that the problem has been resolved.

We would like to clarify the process for resolution of tech issues to make sure we are following proper procedure.

ON a brighter note....new HACTAC appointees for Fall

I wish that I could be there with you as usual. I look forward to joining you in the fall with our two new members Candace Fisher and Roger Goldbeck. Roger is a past president of the WHC-TV board and very familiar with how community television connects communities. Candace is a current board member with significant television experience in syndication and show development. Both are awesome and I believe can make important contributions to HACTAC. Mayor Shari Cantor will be sending their formal appointment letter shortly.

WHAT we've been UP to at the station

WHC-TV went live on June 15th with both Hall and Conard Graduations. Our original plan was to have Hall on Channel 95 and Conard on Channel 96. Since 96 was down we ended up with Hall on 5 and then 95 went down so we put Conard back on 96. We were excited to be live. It takes a team of volunteers to go live at the same time from opposite sides of town. We are very proud of this effort. We also were live with Kingswood and Renbrook Graduations

Held a Farewell event for retiring Town Manager Ronald Van Winkle which raised \$10k to be shared between WHC-TV and The Town That Cares Fund.

Went live in collaboration with the WarChief Sports Council for season of spring sports that included... boys and girls lacrosse, softball, boys volleyball, and baseball games in the month of May.

Our booth at Celebrate! West Hartford (June 10-11) – live video lab featured all the local bands on Saturday. Sunday we gave people an opportunity to appear on camera in our booth.

There's more and I don't want to go on....

Thank you so much to everyone at Comcast for helping us sort out the delivery issues and to Dick for helping me connect with Sharon. We are so relieved and excited that the Channels are back up.



HACTAC MEETING
June 21, 2017

Community Relations

- The following local high school seniors were awarded Comcast Leaders & Achievers Scholarships at an awards ceremony held at the State Capitol:
 - Brea Austin – Hartford
 - Miracle Hyde – Bloomfield
 - Travis Terry – Hartford
 - Joshua Vallera - Bloomfield
- Comcast sponsored the CT Alliance for Boys & Girls Clubs 2017 Youth of the Year event held at the State Capitol on May 24th
- Comcast sponsored the Boys & Girls Club of Hartford’s “Passport to Manhood” event on June 12th.
- Comcast is sponsoring the YMCA of Greater Hartford’s “Power Scholarship” event on August 4th at the Norris School.

Marketing

- Effective July 1, 2017, Esquire and Esquire HD will no longer be available because the programmer is ceasing operations.
- Effective July 14, 2017:
 - Universal HD will no longer be available on Channel 1419
 - We will launch Olympic HD on Channel 1222; Olympic HD will be available to all Digital Preferred customers who also subscribe to HD service and have HD equipment.
- Effective July 27, 2017:
 - RLTV will no longer be available on Channels 125 and 1498
 - We will launch Inspiration on Channel 83 on the Expanded Basic service tier
- Effective July 31, 2017, CPTV 4U will no longer be available from CPTV.
- On August 1, 2017, CPTV Sports will be rebranded as CPTV Spirit. CPTV Spirit will continue to be available to all Limited Basic customers.

To Frontier Communications Corporation,

The Hartford Area Cable Television Advisory Council is writing to request a change to the Public, Education, and Government Access interface of your platform. As it is currently configured, a Frontier user looking for a PEG station in a town at the end of the alphabet must scroll through close to 100 different community channel listings before arriving at their desired station. This adds significant time to the channel selection process. The platform does not give users a way to quickly jump to the channel of their choosing. While we appreciate the ability to view PEG programming from municipalities throughout the state of Connecticut, the added burden that Frontier users face when navigating to our community stations creates significant frustration and discourages viewership. The Hartford Area Cable Television Advisory Council believes that simple changes to the PEG interface can enhance the user experience for all of Connecticut's Frontier customers. Attached, we have included a visual representation of the issue as it currently exists and our recommendation for four potential solutions.

Respectfully,

Hartford Area Cable Television Advisory Council