

Spotsylvania County
Cable Television and Telecommunications
Commission
2016 and 2017 ANNUAL REPORT



April 2018

Table of Contents

Spotsylvania County Television and Telecommunications Commission	3
Mission of the Commission	3
Bylaws	3
Sec. 2-101. Definition.	3
Sec. 2-102. Created.	3
Sec. 2-103. Composition; qualification of members.	3
Sec. 2-104. Terms of members.	4
Sec. 2-105. Chairperson.	4
Sec. 2-106. Purposes and duties.	4
Sec. 2-107. Meetings.	5
CTTC Members	6
Chairman and Vice-Chairman	6
Reappointments	6
Appointments	6
Meeting Frequency	7
Staff Contacts	7
Cable Service Complaints/Comments	7
	8
Overview	8
Franchise Agreement	8
	9
Overview	9
Program Offerings and Service Fees	9
Customer Service	10
Build-Outs	10
PEG Channels	11
Franchise Agreement	11
	12
Overview	12
Program Offerings and Service Fees	12
Fios	12
Customer Service	12
Build Outs	12
PEG Channels	12
Franchise Agreement	13
Service Expansion Plan	13
	14
Overview	14
Program Offerings	14
PEG Channels	15
Telecommunications	16
Monopoles	16
Regional Broadband	16
E911 Services and Wireless Boxes	16
LTE Technology Wireless vs Broadband	17
RegionalWebTV	17
GCC Information Technology	17
School Board Information Technology	17
Objectives for 2018	18

Spotsylvania County Television and Telecommunications Commission

Mission of the Commission

The Spotsylvania County Cable Television and Telecommunications Commission (CTTC) was created as an advisory group to the Board of Supervisors. The CTTC promotes and encourages compliance with the franchise agreement among the cable companies operating within Spotsylvania County, reviews and advises the Board on cable, telecommunications and local infrastructure issues, and promotes the use of PEG channels to keep citizens informed.

Bylaws

The CTTC follows the bylaws as established in Spotsylvania County Code, Chapter 2, Article 2, Division 5, Cable Television and Telecommunications Commission, as follows:

Sec. 2-101. Definition.

- (a) As used in this division, the term "commission" shall mean the cable television and telecommunications commission created by section 2-102.
- (b) "PEG", as used in this division, is an acronym for "public, educational and governmental" access facilities relating to:
 - (1) Channel capacity designated for public, educational, or governmental use; and
 - (2) Facilities and equipment for the use of such channel equipment.

(Ord. No. 2-13, 6-27-00)

Sec. 2-102. Created.

There is hereby created, in and for the county, a commission to be known as the cable television and telecommunications commission. (Code 1980, § 20.1-1; Ord. of 7-28-87(3); Ord. No. 2-13, 6-27-00)

Sec. 2-103. Composition; qualification of members.

The cable television and telecommunications commission shall consist of seven (7) voting members and five (5) non-voting members as follows:

- 1) The seven (7) voting members shall be appointed by the board of supervisors and shall consist of one (1) resident of the county from each election district.
- 2) The five (5) non-voting members shall be the county administrator or his designated representative, the school superintendent or his designated representative, the director of information services or his designated representative, the director of the Central Rappahannock Regional Library or his designated representative, and the director of information services for Germanna Community College or his designated representative. The commission shall have the ability to increase the number of non-voting members from time to time as may be warranted.

(Code 1980, § 20.1-3(A); Ords. of 7-28-87(3); 5-9-89(1); Ord. No. 2-1, 3-27-90; Ord. No. 2-13, 6-27-00)

Sec. 2-104. Terms of members.

- a) Each of the seven (7) voting members appointed by the board of supervisors shall be appointed to four-year terms.
- b) The five (5) non-voting members shall be permanent commission members.

(Code 1980, § 20.1-3(C), (D); Ords. of 7-28-87(3); 5-9-89(1); Ord. No. 2-1, 3-27-90; Ord. No. 2-13, 6-27-00)

Sec. 2-105. Chairperson.

The chairperson of the commission shall be selected from the seven (7) voting members.

(Code 1980, § 20.1-3(B); Ords. of 7-28-87(3); 5-9-89(1); Ord. No. 2-1, 3-27-90)

Sec. 2-106. Purposes and duties.

The purposes and duties for which the commission has been established are as follows:

- (1) Review and consider subscriber complaints regarding grantee services and operations; assist in resolving disputes regarding the conduct and performance of the grantee in accordance with the cable television ordinance and franchise;
- (2) Make an annual report on the status of local cable television and telecommunications operations in the county and the activities of the commission. This report shall also include the status and activities of any regional operations group in which the commission may participate as a result of the cable service provider's interconnected PEG channel network;
- (3) Advise and assist the board of supervisors by reviewing, recommending and coordinating the deployment and use of advancing cable television and telecommunications technologies; informing the board of potential opportunities to improve the technical capabilities of local and regional cable television and telecommunications systems; assist the board of supervisors by providing the oversight function for the operation of the local PEG channel network and providing such representatives as may be required to serve on a regional operations group for the larger community network;
- (4) Develop ways and means for promoting and utilizing the cable television system to further the objective of increased public participation and awareness of local government activities and events of regional significance; identify and recommend public and private funding sources to create, provide, expand and improve cable television and telecommunications content and services in the public interest;
- (5) Advise and assist the board of supervisors in the consideration of the purchase of cable and related telecommunications equipment to achieve the stated objectives;
- (6) Formulate recommendations to increase in-house governmental communications via the cable system;
- (7) Advise the board of supervisors with regards to proposed rate changes for cable services;
- (8) Monitor the activities and operation of the grantee to ascertain compliance with the requirements of the franchise; meet with representatives of the grantee as necessary to resolve problems and facilitate cable operations consistent with the franchise requirements;
- (9) Keep the board of supervisors apprised of changes in FCC regulations and other statutes affecting the cable ordinance and system;
- (10) Encourage the use of public access channels among a broad range of individuals, groups and institutions within the county; make recommendations of general policy to grantee relating to the use of public access channels;
- (11) Assist the board of supervisors in the overall process of cable franchisement, as required by the board of supervisors;

- (12) Conduct periodic informal hearings to solicit and evaluate subscriber views of cable service.

(Code 1980, § 20.1-2; Ord. of 7-28-87(3); Ord. No. 2-13, 6-27-00)

Sec. 2-107. Meetings.

- (a) The commission shall meet at least six (6) times per year. Additional meetings may be held, as required, and shall be called by the chairperson upon a minimum of ten (10) days notice to all members. Such notice may be waived upon the presence and consent of all members at any meeting called by the chairperson.

- (b) All meetings shall be open to the public in accordance with the Virginia Freedom of Information Act (Code of Virginia, § 2.1-390 et seq.).

- (c) Quorum and method of voting.

- (1) Current members of the commission are referred to as "active" members. A "quorum" is defined as the minimum number of officers and members of a constituted body who must be present for the valid transaction of business. The number necessary to represent a quorum for the commission is the majority of active members.

- (2) If a member misses three consecutive meetings during a year, the board of supervisors has the option to declare the member an "inactive" member. An "inactive" member is then sent a letter from the director of information services requesting their intention in serving as a member of the commission. If it is the desire of the member to step down, the commission will request the board of supervisors to appoint a successor. However, if the member wishes to continue to serve on the commission, he is to contact the director of information services stating his intentions to continue his service on the commission.

(Code 1980, § 20.1-3; Ords. of 7-28-87(3); 5-9-89(1); Ord. No. 2-1, 3-27-90; Ord. No. 2-13, 6-27-00; Ord. No. 2-15, 6-14-05)

CTTC Members

Current voting CTTC members are as follows:

Battlefield	Kahlil DeBerry Email: kahlil.deberry@comcast.net Representing Board Member - Chris Yakabouski	Exp. 12/31/21
Berkeley	Kenneth Crist Email: kipcrist@mac.com Representing Board Member - Kevin Marshall	Exp. 12/31/21
Chancellor	Herbert W. Pritchett, Sr. (Chairperson) Email: hwpritchettsr@yahoo.com Representing Board Member - Timothy J. McLaughlin	Exp. 12/31/19
Courtland	Robert Northrop Email: rdnorthrop@aol.com Representing Board Member - David Ross	Exp. 12/31/19
Lee Hill	Wendy A. Latella Email: wendylatella@yahoo.com Representing Board Member - Gary Skinner	Exp. 12/31/21
Livingston	Toby Layman Email: tlayman6@gmail.com Representing Board Member - Greg Benton	Exp. 12/31/19
Salem	Joseph McBride (Vice Chairperson) E-mail: jgmcbride@verizon.net Representing Board Member - Paul Trampe	Exp. 12/31/19

Chairman and Vice-Chairman

In January 2017 and 2018, motions were passed to maintain the current Chair and Vice Chair positions. Herbert Pritchett will remain the Chairman and Joseph McBride will remain the Vice Chairman of the Commission.

Reappointments

There were two (2) reappointments in 2016, Herbert Pritchett, Sr. and Joseph McBride. There were no reappointments in 2017. There were two (2) reappointments in 2018, Kahlil DeBerry and Wendy Latella.

Appointments

There were two (2) new appointments in 2016, Robert Northrop and Toby Layman. There was one (1) new appointment in 2018, Kenneth Crist.

Meeting Frequency

The CTTC meets on the second Thursday of each month. Information regarding meetings, minutes, and agendas can be found at <http://www.spotsylvania.va.us/CableCommission> under Monthly Meetings.

Staff Contacts

Jane Reeve – Director, Information Services

Email: jreeve@spotsylvania.va.us

Phone: (540) 507-7552

Mark Darden – School Board Information Technology Representative

Email: mdarden@spotsylvania.k12.va.us

Phone: (540) 898-6033

Chris Glover – CRRL Information Technology Representative

Email: cglover@crrl.org

Phone: (540) 372-1160

James Ulrich – GCC Information Technology Representative

Email: julrich@germanna.edu

Phone: (540) 834-1920

Cable Service Complaints/Comments

For any cable services you may need, you may reach the service providers as follows:

- Comcast at 800-266-2278
- Cox Cable at 540-373-6343
- Verizon Fios at 1-800-VERIZON, or via their website at www.verizon.com

All efforts to resolve cable related issues should be conducted directly with the service provider. Each Cable Commission member represents a district in Spotsylvania County and has been appointed by your Board of Supervisors to help citizens with questions they may have regarding the Franchise Agreements and the enforcement of terms and conditions between the providers and the County.

The County also offers a Citizen Cable Complaint telephone line for citizens if there are issues with cable service that citizens are unable to resolve directly with a provider. Citizens may either call the Citizen Cable Complaint Line at 540-507-7560 and leave your name, address, phone number and a brief message for a return call, or email the County at cabletv@spotsylvania.va.us with your complaint. The County office will contact the local cable company about citizen complaints, notify the district's cable commission member, and follow up as needed to resolution. The cable providers are responsible for following up with the citizen and the County to help bring reported issues to a positive resolution.



Overview

Cox Communications opted not to provide information this year for the County's annual report. Aaron Button remains the Franchise Manager for Spotsylvania County. Their company annual report can be accessed at <http://www.coxenterprises.com/media/144852/winter%202017%20issue.pdf>

Cox provides services primarily in the Lafayette Blvd/Rt. 1/Tidewater Trail corridor, in close proximity to the City of Fredericksburg. County staff estimates that Cox serves approximately 500 customers in Spotsylvania County.

Cox rarely has citizen complaints regarding their delivery of services, and is highly responsive to any issues brought to their attention.

PEG Channels

The County's Government channel airs on channel 87.

The Schools channel airs on channel 86.

CVTV airs on channel 88.

Franchise Agreement

The Cox franchise agreement is a ten year agreement and expires in March 2024. Cox's Franchise Agreement was approved by the Board March 11, 2014. A copy of the franchise agreement can be found at <http://www.spotsylvania.va.us/CoxCable>.



Overview

Comcast provides service to approximately 78% of Spotsylvania County. Marie Schuler remains the Director of Government and Community Affairs of Northern Virginia, serving as the franchise manager for Spotsylvania County.

Program Offerings and Service Fees

Beginning January 1, 2017 there were new prices for select XFINITY TV.

During 2016, Comcast began offering the customers the following services:

- A CableCard Self installation Kit in place of a professional installation
- The XB3 a wireless gateway that combines the modem, router, and voice adapter into a single device which theoretically increased broadband speeds up to 725Mbps
- Launched new features to the X1 video program- simplified activation verification , cast and crew row to the interactive guide, enhanced video on demand functions,
- Launched the new Xfinity TV app which allows for a personalized X1 experience on any device at home or on the go.
- Launched My Account, an app that allows you to manage your account – book service calls, change services, pay your bill, etc.
- Launched Xfinity Home, a home monitoring package
- Launched Xfinity Share to stream and send photos and videos to a TV via the X1 Photo app
- Launched Netflix on the X1 platform, integrated with Smart Search and the Voice Remote

During 2017, Comcast began offering the customers the following services:

- Expanded its launch of X1 to our customer base
- Launched new features on the X1 platform – parental controls snooze timer & adult me ne entry, adult badging and PIN protected adult menus, improved voice guidance for playback controls, redesign of the saved/purchase screen, customer controlled daily update settings
- Launched You Tube on the X1 platform, integrated with Smart Search and the Voice Remote
- Increased Performance Pro Internet speeds from 75/5 to 100/5 Mbps and Blast! Increased from 150/10 to 200/10 Mbps
- Launched 1 Gbps/35Mbps service as an offering. Continuing to offer 2Gbps symmetrical service
- Launched additional Subscription Video on Demand services –Stingray Karaoke, Gaia Conscious Life, DogTV, Kidstream, History Vault, AMC Premiere, FX+, Stingray Classica, TumbleBooks TV, Fit Fusion, Curiosity Stream
- Migrated from Xfinity TV app to Xfinity Stream app to Xfinity Instant TV, services for TV nevers

- Launched the Xi5 setup box, allowing customers to stream the channel lineup over a WiFi connection.
- Launched Xfinity mobile using the nation's largest 4G LTE network and our existing WiFi network
- Launched the xFi app which allows you to check your devices, speeds and usage from one site.

See a list of Comcast's current service offerings and fee schedules at:

<http://www.comcast.com/default.csp>

Customer Service

Comcast has made \$450M in incremental investments in 2015 and 2016 on tools and technology to improve the customer experience.

- Hired additional technicians and reduced our window appointments from 4 to 2 hours, while maintaining a 98% on time arrival rate.
- Launched Tech ETA, an app which lets customers know when their tech is a half hour away before a scheduled appointment and provide alerts to the customer on the techs arrival status.
- Partnered with UPS. Customers can now bring the equipment to the closest UPS Store, where it will be processed, packaged and shipped back to Comcast free of charge.
- Established a partnership with PayNearMe to enable customers to pay their bills at 7-11s.
- Their monitoring system allows them to do capacity management on an ongoing basis. They double the network capacity every 18-24 months to meet the needs of Comcast customers.
- Launched NPS, net promoter score, an initiative to understand and improve on the customer experience based on the following pillars, customer viewpoint, automated support, reliability, employee empowerment and simplification.

Build-Outs/Service Expansions

Comcast continues to work with the County and the Commission on buildout of infrastructure. If service expansion requests do not meet density requirements of the Cable Television Franchise Agreement, a cost sharing provision is calculated for the lower density areas.

Proposals for customer contributions have been submitted to the following area: Po River Plantation, as well as many individual homes within the County.

Comcast continues to build sections of existing subdivisions as the developers open them up, as well as extensions to individual homes.

Regency of Chancellorsville

Pending an easement agreement with the developer, Comcast will provide service to Regency at Chancellorsville to approximately 100 homes, a private adult community.

River Junction Subdivision

An agreement was successfully negotiated with River Junction Subdivision for services. Construction was completed and residents began activating services for approximately 30 homes in September 2017.

Lake Anna Buildout

The buildout of the Lake Anna community continues. Customers are being activated as their homes are passed and released. Pending delays beyond Comcast's control, the project should be completed by the June 2018.

Po River Plantation

Proposals for customer contributions have been submitted.

PEG Channels

The County Government channel airs on channel 23.

The Schools channel airs on channel 18.

The Classic Arts Networks airs on channel 68.

CVTV airs on channel 2.

Franchise Agreement

The Comcast franchise agreement is a ten year agreement executed in June 2013, and expires in June 2023. A copy of the franchise agreement can be found at <http://www.spotsylvania.va.us/ComcastCable>.



Overview

Verizon currently provides service to over 15,000 customers in Spotsylvania County. Ms. Louise Anderson remains as Verizon's Franchise Manager for Spotsylvania County.

Program Offerings and Service Fees

See a list of Verizon's current service offerings and fee schedules at:

<http://www.verizon.com/home/fiostv/>

Fios

As required by the Franchise Agreement, Verizon has continued to deploy Fiber to the Premises (FTTP) in new developments, to meet obligations to provide Fios TV.

Customer Service

Verizon has no local office presence for Verizon Fios in the county, and provides all customer service on their website at www.verizon.com.

Build Outs

Multiple requests for Verizon service have been recorded throughout the year to the Commission. Several of the larger requests include:

Lake Wilderness II

Verizon has secured approval from the National Park Service to begin extension of Fios V service into Lake Wilderness II.

Six Lakes West

Verizon has a bulk agreement to provide Fios TV service to the Six Lakes West community, and is working with the National Park Service on a permit issue.

PEG Channels

The County's Government channel airs on channel 35.

The Schools channel airs on channel 36.

CVTV airs on channel 34.

Franchise Agreement

The Verizon franchise agreement is a 15 year agreement executed in October 2006 and expires in October 2021. A copy of the franchise agreement can be found at <http://www.spotsylvania.va.us/VerizonCable>.

Service Expansion Plan

Verizon has met its overall obligation in the County under the Franchise Agreement, and continues to expand services into new developments throughout the county.



Overview

Central Virginia Public Access Television Corporation (CVTV) is a 501(c)3 corporation made up of a group of active members of our communities with the goal to make a positive impact with the creation of CVTV. CVTV mission is to provide the communities of Central Virginia programs with purpose, meaning and excellence through the voice of Public Access Television.

Central Virginia Public Access Television Board of Directors:

Charles Thomas – Chairman/CEO
Teresa Thomas – Director
Sharon Danielson – Secretary

CVTV serves the City of Fredericksburg, Stafford County and Spotsylvania County.

Headquartered in Central Virginia, CVTV is the area's leading noncommercial provider of regional, national and international media and educational services with a focus on programming,

Program Offerings

2017 continues to focus on local events and introducing unknown areas and things to do in the region, adding an increased emphasis of the history of the area and high school activities, sports and the arts.

The goal in the future is to produce and incorporate STEM education and the area's rich historical areas into the program offering either produced by CVTV or one of their partners.

Children's programming is a top priority CVTV and they were able to have several programs for children this past calendar year. They partnered with a new children's director and are looking forward to several series produced by them. They continued to broadcast the series Children's Corner and Donkey Ollie which are produced by two of their broadcast partners on Pegmedia, a consortium of other public channels around the country. They also offer programming focused on history, sports, news, science, arts and the Central Virginia life. The content reflects the diversity of the communities they serve.

In 2017, CVTV has a solid partner with 30+ years of experience in the broadcasting business and are assisting as a consultant to advance CVTV into a strong local broadcaster.

PEG Channels

CVTV airs on:

Channel 88 on Cox.

Channel 2 on Comcast.

Channel 34 on Verizon.

Telecommunications

Hazel Wild Farm Monopole

A new tower was proposed on Hazel Wild Farm on Harrison Road. The requested structure of the tower is 155' with a 150' monopole and 5' lightning rod. The commission recommended approval of this tower application. The Board of Supervisors approved this tower and has been constructed.

3900 Block – Plank Road Monopole

A new tower was proposed at the 3900 block of Plank Road, behind Texas Roadhouse in a vacant parking lot. The requested structure of the tower is 150' monopole tower with a 10' lightning rod. The commission recommended approval of this tower application. The Board of Supervisors did not approve this tower.

11100 Gordon Road Monopole

A new tower was proposed at 11100 Gordon Road, south of the Chancellorsville substation. The requested structure is 150' monopole with a 6' lightning rod. The commission recommended approval of this tower application. The Board of Supervisors approved either a 150' with a 6' rod monopine (tree pole) with 5 antenna bays or a 140' with a 6' rod monopole (traditional) with 3 antenna bays. This tower application is still in the site plan review process.

Regional Broadband

The commission is working in connection with the area schools and other locations within the County to provide internet services to our residents and students who currently have no internet services at this time. The first goal is to research potential locations, such as schools, community buildings and churches to provide these services.

A broadband capability document has been drafted to outline current available options. Once the document is finalized, it will be published on the County's website.

E911 Services and Wireless Boxes

There have questions regarding wireless box location pinpointing. There are regulations being put in place by the FCC, but some companies are not obligated to meet the rules for structure reasons. Customers should always confirm E911 services with their service provider.

LTE Technology Wireless vs Broadband

Broadband includes Fios, Comcast, or Cox which comes at a flat fee and unlimited internet access. Wireless, however, allocates 500 megabytes to 60 gigabyte limits which can be expensive on the higher end. The main concern about this is the large consumption of data through video game streaming.

There has been a widespread complaint of children not being able to complete their homework due to lack on internet. A report was requested to address this problem. This report can be found on the County's Website with information for citizens. Older devices may not be able to access new networks due to limits of that technology whereas some area may not have coverage of newer networks and will therefore revert back to older networks resulting in lower speeds.

Numerous requests have been made whether or not there is an available package or discount for children doing their homework since data is expensive. Some cities in the United States have public Wi-Fi, but the County cannot find any provider willing to offer such service. The Wireless Broadband Memo can be found at <http://www.spotsylvania.va.us/cableCommission> under the General Information tab.

Regional Web TV

Citizens are able to stream Board of Supervisor and Planning Commission meetings through the website: www.regionalwebtv.com. Archived copies can be accessed through the website and DVD copies can still be checked out at the two Spotsylvania County libraries, at Salem Church Road and at the Snow Branch locations.

GCC Information Technology

The college has not been represented at the Cable Commission Meetings in 2016 and 2017. There is a representative present beginning in 2018.

School Board Information Technology

The schools have not been represented at the Cable Commissions in 2016 and 2017.

Objectives for 2018

The Spotsylvania County Cable and Telecommunications Commission continues to serve a vital role for County citizens, as a liaison between county service providers and customers who experience connectivity and service issues, unresolved customer service complaints, and the extension of cable services throughout the county. The Commission works to explore creative and innovative ways to expand broadband services, both wired and wireless, throughout the community to ensure the needs of County citizens are addressed.

Continuing from previous years, the Commission continues to work toward the following objectives that will assist Spotsylvania County residents and business owners in working with service providers, promote entrepreneurship and business development through the expansion of residential and commercial broadband, provide access to resources for students to access the internet, and continue to promote any existing and new cable and broadband opportunities throughout the County.

- Continue to monitor levels of service of the three cable companies franchised to do business in Spotsylvania County, and regularly report findings to the Board of Supervisors
- Continue to explore options for remaining pockets of the County that are unserved or underserved with cable internet services.
- Advance Commission initiatives for carrier of last resort concerns.
- Expand information available on the County's website related to cable and telecommunications initiatives.