



DC Office of Cable Television (OCT) – CTO

Eric E. Richardson, Executive Director
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<http://www.oct.dc.gov/>

Central Purpose

The Office of Cable Television is responsible for the regulation of the provisions of "cable service" in the District of Columbia. The agency also protects and advances the cable service-related interests of the District and its residents and produces and cablecast live and recorded content and other programming by way of the District's public, educational and government (PEG) cable channels.

Key Facts

- OCT is the District of Columbia's cable franchising authority. This agency, along with the FCC, is responsible for enforcing a variety of cable television regulations and the terms of our cable television franchise agreements.
- OCT is dedicated to providing quality diverse programming and customer service that seek to educate, enlighten, and empower the residents of the District of Columbia.
- OCT is an O-type agency and receives the bulk of its revenue from a 5% gross rebate based upon the revenue from the three cable providers (RCN, Comcast and Verizon) in the District.
- OCT manages three channels (District Council Channel (DCC), District of Columbia Network (DCN) and District Knowledge Network (DKN). DCC provides gavel-to-gavel coverage of the Council of the District of Columbia. DCN provides information and original lifestyle programming regarding the many programs, services and opportunities made available by the Government of the District of Columbia. DKN provides residents with superior quality educational programming that not only fosters and encourages student learning and achievement, but that also provides to our community life-long learning opportunities.

Goals/Performance Measures

- Enhance the presentation and availability of programming to reflect industry trends, social media engagement, and audience expectations.
- Expand the knowledge of District residents by providing educational opportunities through its programming and community partnerships.
- Update Customer Service Standards in the DCMR
- Promote cable competition and choice for District residents.
- Expose District residents and youth to careers in television production and other creative economy industries.

Programs/Services

- Consumer/Customer Service Mediation - During FY15, OCT intends to conduct 6 community outreach events. These events are an opportunity for OCT to meet with various groups within the District to introduce and explain to them the agency and how OCT can be of service to them. We also engage in discussion with these groups about various cable service issues and provide them with examples of how best to handle common occurrences seen by our office. In scheduling these events, OCT both seeks opportunities in which we believe we may be of service, as well as accepts invitations from communities to meet with that specific group. In addition to the community outreach events, OCT regularly engages in customer service mediation. This typically occurs when a potential or current cable customer has a dispute regarding some aspect of his or her cable service, whether pertaining to billing or service issues, that they are not able to resolve on their own. Once they have failed to resolve the matter themselves, customers contact OCT, and OCT mediates the issue until a resolution is reached. OCT's goals during these instances are to ensure that the

customer understands the resolution and feels as though they were heard and treated fairly under the circumstances.

- **Education and Government Content Creation** - The mission of DCN is to provide information regarding the many programs, services and opportunities made available by the District of Columbia Government. The mission of DCC is to provide gavel-to-gavel coverage of the live and recorded activities of the Council of the District of Columbia and its various committees. Together these channels are intended to provide District of Columbia residents access to the activities and processes of the government. The goal of DKN has been two-fold - to support DCPS (District of Columbia Public Schools) in its mission to ensure that all students acquire the knowledge, skills and values necessary to live rich and fulfilling lives as responsible, productive and enlightened members of society; and, to support OSSE (Office of the State Superintendent of Education) in its mission to set high standards, provide support resources, as well as, exercise accountability that ensures that all District of Columbia school students receive a quality education.
- **Cable Inspection** - In addition to performing routine checks on various parts of cable systems to ensure they are in compliance with District regulations, OCT's Cable Inspector has special training and a technical background allowing her to personally investigate, on site, complaints and issues people have with their cable installation or cable TV equipment. The Cable Inspector documents and explains her findings in plain English so customers may understand what is happening and what it means.
- **Government Building Cable Installation/Maintenance** - OCT is responsible for negotiating cable television service for over 300 District Government buildings and agencies to receive free cable service, by authority of the cable television franchises. OCT also takes the lead with the installation and maintenance of these systems and serves as the first point of contact for each

District building and agency, with respects to cable television services. This task is typically managed by OCT's cable inspector, to ensure that each government entity receiving cable television is able to the required and satisfactory service. OCT has worked to resolve various types of cable issues for these government entities, saving the District thousands of dollars in doing so.

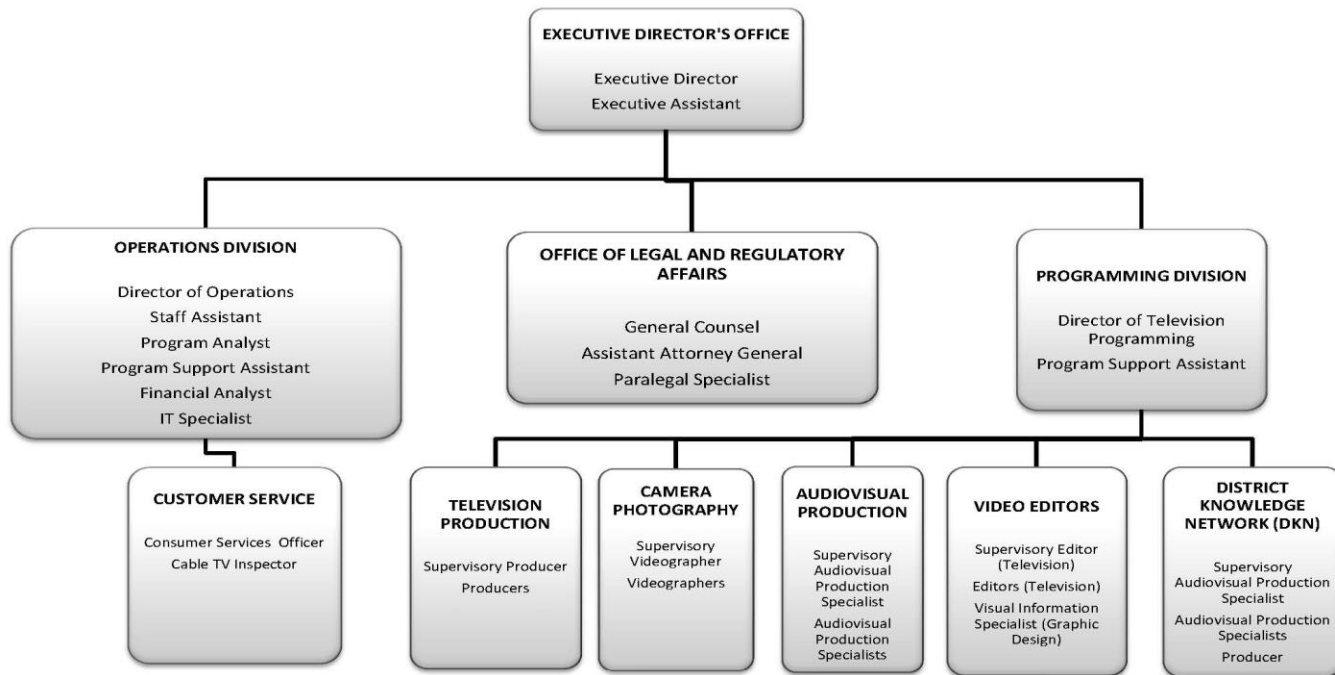
First Quarter CY2015 Hot Button Issue(s)

- **Cable Law/Customer Service Revisions** - OCT is currently reviewing the customer service provisions within the DC Municipal Regulations to assess and ensure that they continue to be current with today's technologies and are applicable and reflect the way in which consumers interact with those technologies so that they continue to be an effective tool in regulatory enforcement of cable television.
- **DCNET Overlash Extension Project** - OCT will work with DCNET to assure that overlash installs are functional and maintain their facilities in compliance with relevant codes, standards, and engineering, safety and reliability practices and standards. The implementation of a pole attachment policy or enhanced process may be explored to track the current infrastructure. When properly executed, overlash can greatly benefit public safety, internal structures and technical configurations.
- **HD Channel Delivery** - In upgrading our signal transport, it is necessary to switch our content delivery from standard definition to high definition to the cable providers in order to prepare PEG's for any future expansion of the cable companies HD tier of channels, as well as up the current quality of the video distribution signal to the home viewer. The video transmission switch also removes the composite/analog signal limitations of sending the feeds through modulation and demodulation which can cause degradation in the signal. All three PEG channel distribution points should be switched over to HD transmitting of programming to providers by the end of January 2015.

Organization Chart



OFFICE OF CABLE TELEVISION (OCT) ORGANIZATIONAL CHART



Boards and Commissions relevant to the agency (if any)

Board Name	Name of Chairperson	No. of Members
N/A		

Budget FY2015

Total Budget	\$ 9,549,002.79
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No. of Employees

Current No. of FTEs	37.5
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Union Representation

Union(s)	Union Representative	No. of Members
American Federation of State, County & Municipal Employees (AFSCME)	[REDACTED]	21
American Federation of Government Employees (AFGE)	[REDACTED]	1

Facility Location(s)

Facility Name / ID	Address	Zip Code	Ward	Main Phone No.
OCT Main Office	1899 9 th Street NE Washington, DC	20018	5	(202) 671-0066
OJS Control Room	441 4 th Street NW Washington, DC	2001	2	(202) 478-2402
Council Control Room	1350 Pennsylvania Ave. NW 5 th Floor Broadcast Room Washington, DC	20004	2	(202) 727-7226

Key Projects/Initiatives

Project/Initiative Name	Brief Description	Delivery Date
Consumer Outreach	The DC Office of Cable Television's Consumer Outreach effort is designed to gather information from cable television consumers concerning the services of cable television providers. Outreach events will consist of informal interviews and a group discussion to hear directly from consumers about their current experiences with cable television and how to best serve the community.	Monthly January-March
DCMR 2015 Updates	A systematic review of the regulations will be conducted to ensure that the regulations continue to meet the needs of the District and comport with the cable industry today. We have begun a review of the Customer Standards to ensure that they are up to date, strengthened where needed, and can be easily understood by District residents and others who may need to access the regulations. We will continue to move forward with the review and will have set a goal for FY2015 to complete the review and implementation.	February 20
HD Signal Distribution	OCT will work with the DC Public Access Corporation and the University of the District of Columbia Television leadership to guarantee that all PEG channels are providing highly reliable HD and HTTP delivery to Comcast, RCN and Verizon. The media content	March 12

	should be able to be disseminated in a variety of platforms at varying connection speeds.	
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Capital Program(s)

Project Name	Budget ID	Funding Source	Project Budget	Current Balance	Delivery Date
N/A	N/A	N/A	N/A	N/A	N/A

Important/Significant Dates

Event	Brief Description	Delivery Date
Mayoral Swearing In Ceremony	Every two years, newly elected and re-elected District officials publicly take the oath of office in a ceremonial setting. The officials are sworn in before family, friends, supporters, and residents, and are afforded the opportunity to speak on their goals while in office. The ceremony consists of the presentation of colors, an invocation, greetings and remarks from local dignitaries, the swearing in process, inaugural addresses, and is closed with a benediction.	January 2, 2015
State of the District Address	Each year, the Mayor of the District of Columbia presents his/her mission and the priorities of the administration for the upcoming year to the residents of the District of Columbia. Much like the Presidential State of the Union the Address, the Mayor is able to tout accomplishments of the previous year and emphasize where improvement and enhancements will be made. The ceremony begins with the presentation of colors, an invocation, the introduction of the Mayor, the Mayor's address, and is closed with a benediction.	TBA
OCT Cable Day	Held on the grounds of the DC Office of Cable Television, this community outreach day is filled with fascinating sights and sounds that are utilized to educate District residents on cable related issues. Comcast, RCN, Verizon and other consumer agencies are present to educate and inform consumers on products, services and technology advances. After a day of exhibits, vendors, and interactive activities, residents will be empowered with technology and will gain knowledge to be a more educated consumer.	March 21, 2015

Key Contracts

Project Name	Vendor Name	Total Contract Value	Contract Term
Closed Captioning	Florida Closed Captioning	\$ 118,500	3 rd Year of 4 Year Option
Staffing Services	Maslow Media	\$ 150,000	1 st Year of 4 Year Option
Equipment Support	Human Circuit	\$ 331,147	2 nd Year of 4 Year Option

Key Agreement(s) / Memorandum(s) of Understanding

Project Name	Brief Description	Agreement Term
N/A		

Grant(s) Awarded (or Pending Award) to Agency

Grant Name	Name of Grantor	Total Grant Amount	Current Grant Balance	Grant Expiration
N/A				

Active Litigation(s)

Project Name	Brief Description
N/A	

Consent Decree(s)

Project Name	Brief Description	Agreement Term
N/A		