
Office of Cable Television

www.oct.dc.gov

Telephone: 202-671-0066

Description	FY 2010 Actual	FY 2011 Approved	FY 2012 Proposed	% Change from FY 2011
Operating Budget	\$6,697,041	\$7,295,370	\$8,524,970	16.9
FTEs	17.8	32.5	35.5	9.2

The mission of the Office of Cable Television (OCT) is to: (1) regulate the provision of cable service in the District of Columbia; (2) protect and advance the cable television-related interests of the District and its residents; and (3) produce and cablecast live and recorded video and other programming by way of the District's public, educational and government (PEG) cable channels.

Summary of Services

OCT regulates the provision of cable television services by the District's cable television franchisees, manages the District's two municipal government cable channels (TV-13, TV-16), and manages the District Knowledge Network (DKN). TV-13 provides gavel-to-gavel coverage of the activities of the Council of the District of Columbia. TV-16 provides information regarding the many programs, services and opportunities made available by the Government of the District of Columbia. DKN is designed to pro-

vide residents with superior quality educational programming that not only fosters and encourages student learning and achievement, but also provides the community with lifelong learning opportunities. Through these channels, OCT provides to District residents immediate and comprehensive access to the activities and processes of their government.

The agency's FY 2012 proposed budget is presented in the following tables:

FY 2012 Proposed Gross Funds Operating Budget, by Revenue Type

Table CT0-1 contains the proposed FY 2012 agency budget compared to the FY 2011 approved budget. It also provides FY 2009 and FY 2010 actual expenditures.

Table CT0-1
(dollars in thousands)

Appropriated Fund	Actual FY 2009	Actual FY 2010	Approved FY 2011	Proposed FY 2012	Change from FY 2011	Percent Change*
General Fund						
Special Purpose Revenue Funds	7,147	6,685	7,295	8,525	1,230	16.9
Total for General Fund	7,147	6,685	7,295	8,525	1,230	16.9
Intra-District Funds						
Intra-District Funds	-4	12	0	0	0	N/A
Total for Intra-District Funds	-4	12	0	0	0	N/A
Gross Funds	7,142	6,697	7,295	8,525	1,230	16.9

*Percent change is based on whole dollars.

Note: If applicable, for a breakdown of each Grant (Federal and Private), Special Purpose Revenue type and Intra-District agreement, please refer to **Schedule 80 Agency Summary by Revenue Source** in the **FY 2012 Operating Appendices** located on the Office of the Chief Financial Officer's website.

FY 2012 Proposed Full-Time Equivalents, by Revenue Type

Table CT0-2 contains the proposed FY 2012 FTE level compared to the FY 2011 approved FTE level by revenue type. It also provides FY 2009 and FY 2010 actual data.

Table CT0-2

Appropriated Fund	Actual FY 2009	Actual FY 2010	Approved FY 2011	Proposed FY 2012	Change from FY 2011	Percent Change
General Fund						
Special Purpose Revenue Funds	34.4	178	32.5	35.5	3.0	9.2
Total for General Fund	34.4	178	32.5	35.5	3.0	9.2
Total Proposed FTEs	34.4	178	32.5	35.5	3.0	9.2

FY 2012 Proposed Operating Budget, by Comptroller Source Group

Table CT0-3 contains the proposed FY 2012 budget at the Comptroller Source Group (object class) level compared to the FY 2011 approved budget. It also provides FY 2009 and FY 2010 actual expenditures.

Table CT0-3
(dollars in thousands)

Comptroller Source Group	Actual FY 2009	Actual FY 2010	Approved FY 2011	Proposed FY 2012	Change from FY 2011	Percent Change*
11 - Regular Pay - Cont Full Time	2,199	2,058	2,099	2,336	238	11.3
12 - Regular Pay - Other	410	342	294	301	7	2.4
13 - Additional Gross Pay	85	25	0	0	0	N/A
14 - Fringe Benefits - Curr Personnel	553	474	414	498	84	20.2
15 - Overtime Pay	52	25	50	50	0	0.0
Subtotal Personal Services (PS)	3,300	2,924	2,857	3,186	328	11.5
20 - Supplies and Materials	39	7	20	25	5	25.0
30 - Energy, Comm. and Bldg Rentals	0	3	13	173	160	1,202.5
31 - Telephone, Telegraph, Telegram, Etc.	96	68	121	279	158	130.6
32 - Rentals - Land and Structures	1,341	1,379	1,949	0	-1,949	-100.0
33 - Janitorial Services	0	0	0	44	44	N/A
35 - Occupancy Fixed Costs	0	10	0	66	66	N/A
40 - Other Services and Charges	1,312	1,200	1,309	2,786	1,476	112.8
41 - Contractual Services - Other	256	352	195	200	5	2.7
50 - Subsidies and Transfers	735	735	800	800	0	0.0
70 - Equipment and Equipment Rental	63	19	30	966	936	3,121.2
Subtotal Nonpersonal Services (NPS)	3,843	3,773	4,438	5,339	901	20.3
Gross Funds	7,142	6,697	7,295	8,525	1,230	16.9

*Percent change is based on whole dollars.

Division Description

The Office of Cable Television operates through the following 3 divisions:

Programming - provides 24-hour informative programming on TV-13, TV-16, and DKN. Programs include gavel-to-gavel coverage of Council hearings, Mayoral press conferences and meetings and activities of government agencies, and live and recorded coverage of the activities of the Mayor and District of Columbia Public Schools (DCPS). Programming also includes educational resources to support students, parents, teachers and community members.

This division contains the following 2 activities:

- **Originated Programming** - provides original television production and programming services for District cable viewers, enabling them to have access to information about citywide events as well as gain information about the operation and management of the District; and
- **Fee for Service Programming** - provides contracted television production and programming services to District government agencies by offering professionally produced programs at competitive prices.

Regulatory - provides customer service and franchise oversight services for District cable subscribers and for the District government to ensure they receive reliable services that comply with District and federal laws and regulations. This program performs the regulatory functions of the agency, which include enforcing, (and, when appropriate, proposing amendments to) the provisions of the District Cable Act; the negotiation of new cable television franchise agreements; the renewal of cable franchise agreements with local cable providers; the provision of general legal counsel to the agency; the management and resolution of regulatory and other disputes between cable operators and the District government and/or its residents; and the enforcement of the provisions of District cable franchise agreements and other applicable laws.

This division contains the following 2 activities:

- **Franchise Regulation** - provides cable company oversight services for District cable subscribers, allowing them to receive cable television services that are in compliance with District and federal laws and regulations; and
- **Customer Service** - facilitates complaint resolution, installation, and repair services to District cable subscribers and District government agencies to ensure that they receive reliable cable television service and problem resolutions in a timely manner.

Agency Management Program - provides for administrative support and the required tools to achieve operational and programmatic results. This division is standard for all agencies using performance-based budgeting.

Division Structure Change

The Office of Cable Television has no division structure changes in the FY 2012 Proposed Budget.

FY 2012 Proposed Operating Budget and FTEs, by Division and Activity

Table CT0-4 contains the proposed FY 2012 budget by division and activity compared to the FY 2011 approved budget. It also provides the FY 2010 actual data.

Table CT0-4

(dollars in thousands)

Division/Activity	Dollars in Thousands				Full-Time Equivalents			
	Actual FY 2010	Approved FY 2011	Proposed FY 2012	Change from FY 2011	Actual FY 2010	Approved FY 2011	Proposed FY 2012	Change from FY 2011
(1000) Agency Management Program								
(1010) Personnel	10	24	24	0	0.0	0.0	0.0	0.0
(1015) Training and Employee Development	19	25	51	26	0.0	0.0	0.0	0.0
(1020) Contracting and Procurement	97	30	97	67	0.9	0.0	1.0	1.0
(1030) Property Management	1,577	2,570	2,099	-472	0.0	0.0	0.0	0.0
(1040) Information Technology	80	31	43	11	0.0	0.0	0.0	0.0
(1050) Financial Management	132	174	147	-26	0.0	1.0	0.0	-1.0
(1070) Fleet Management	59	55	61	6	0.0	0.0	0.0	0.0
(1085) Customer Service	449	479	722	243	2.5	4.5	6.5	2.0
(1090) Performance Management	247	243	252	9	1.9	2.0	2.0	0.0
Subtotal (1000) Agency Management Program	2,670	3,632	3,496	-135	5.4	7.5	9.5	2.0
(2000) Programming								
(2100) OCTT Originated Programming	2,613	2,615	3,258	644	1.5	15.5	16.5	1.0
(2200) Fee for Service Programming	957	809	1,348	539	11.0	9.5	9.5	0.0
Subtotal (2000) Programming	3,570	3,424	4,606	1,182	12.5	25.0	26.0	1.0
(3000) Regulatory								
(3100) Franchise Regulation	456	239	240	1	0.0	0.0	0.0	0.0
(3200) Customer Service	0	0	182	182	0.0	0.0	0.0	0.0
Subtotal (3000) Regulatory	456	239	422	183	0.0	0.0	0.0	0.0
Total Proposed Operating Budget	6,697	7,295	8,525	1,230	17.8	32.5	35.5	3.0

(Change is calculated by whole numbers and numbers may not add up due to rounding)

Note: For more detailed information regarding the proposed funding for the activities within this agency's divisions, please see **Schedule 30-PBB Program Summary by Activity** in the **FY 2012 Operating Appendices** located on the Office of the Chief Financial Officer's website.

FY 2012 Proposed Budget Changes

Cost Savings: The Office of Cable Television (OCT) has adjusted its budget to reflect an increase in its operational capacity as the agency continues the process of acquiring and renovating its new production facility located at 1894 9th Street, N.E. The move will result in a cost savings of \$1,949,567, due to the eventual elimination of rental payments at the former OCT facility.

Cost Increase: As part of the relocation described above and the expansion of capacity, an increase of \$175,155 will support three new positions to monitor financial activities, procurement and contractual issues and provide additional television production support. An increase of \$981,700 will support the

renovation and relocation costs associated with the agency's move to its new facility, \$350,000 to temporarily cover a portion of the lease agreement for its current facility, and \$936,356 to update infrastructure across multiple platforms including broadcast engineering support and on-air maintenance to support the new requirements of the agency.

To support continuing administrative requirements, a total of \$153,109 will cover higher salary and fringe benefit cost; \$476,626 will support higher fixed costs including supplies, telecommunication, and fleet and technology assessments; and \$181,251 will support increased production-related contracts.

Policy Initiative: The FY 2012 budget reflects the reduction of \$75,030 to satisfy a legislative obligation, a transfer to the District General Fund.

FY 2011 Approved Budget to FY 2012 Proposed Budget, by Revenue Type

Table CT0-5 itemizes the changes by revenue type between the FY 2011 approved budget and the FY 2012 proposed budget.

Table CT0-5

(dollars in thousands)

	PROGRAM	BUDGET	FTE
SPECIAL PURPOSE REVENUE FUNDS: FY 2011 Approved Budget and FTE		7,295	32.5
Cost Increase: Adjust salary and fringe benefit cost to include step increases	Multiple Programs	153	0.0
Cost Increase: Additional positions to monitor financial activities, contracts and procurement, and provide television production support	Multiple Programs	175	3.0
Cost Increase: Update infrastructure including broadcast engineering support and on-air maintenance	Programming	936	0.0
Cost Increase: Security and janitorial services at new facility	Agency Management Program	110	0.0
Cost Increase: Relocation and renovation of the new OCT facility located at 1894 9th Street, NE	Agency Management Program	982	0.0
Cost Increase: Production-related contract services	Programming	181	0.0
Cost Increase: Adjustments to supplies, energy and agency-managed communication costs	Multiple Programs	349	0.0
Cost Increase: Backfill previous location (Tilden Street NW)	Agency Management Program	350	0.0
Cost Increase: Fleet assessment	Agency Management Program	6	0.0
Cost Increase: OCTO assessment	Agency Management Program	11	0.0
Eliminate: Rental costs savings due to acquisition of 1894 9th Street, NE	Agency Management Program	-1,950	0.0
FY 2012 Initial Adjusted Budget		8,600	35.5
Cost Decrease: Reduction as part of legislative obligation	Programming	-75	0.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2012 Proposed Budget and FTE		8,525	35.5
Gross for CTO - Office of Cable Television		8,525	35.5

(Change is calculated by whole numbers and numbers may not add up due to rounding)

Agency Performance Plan

The agency's performance plan has the following objectives for FY 2012:

1. Programming

Objective 1: Increase the public's access to the government through the District's municipal television channels.

Objective 2: Expand the knowledge of District children by increasing the awareness of educational and social programs available in the District.

Programming

Measure	FY 2009 Actual	FY 2010 Target	FY 2010 Actual	FY 2011 Projection	FY 2012 Projection	FY 2013 Projection
Number of hours of new programming on TV-13 and TV-16	1,712	1,100	1,347	1,200	1,300	1,300
Number of hours of new programming on DKN ¹	75	75	84	80	90	90
Number of PSAs, overview features, and informational programs	20	25	80	25	25	25
Number of PSAs, School Sketches, and overview features on DKN	7	11	28	12	12	12
Number of District students educated in television production ²	34	35	48	65	65	65

DKN: District Knowledge Network

2. Operations

Objective 1: Provide excellent customer service.

Operations

Measure	FY 2009 Actual	FY 2010 Target	FY 2010 Actual	FY 2011 Projection	FY 2012 Projection	FY 2013 Projection
Percentage of OCT customer complaints responded to within 48 hours	95%	90%	96%	90%	90%	90%
Percentage of customer complaints regarding cable providers' outside infrastructures responded to within 2 business days	95%	90%	92%	90%	90%	90%
Number of professional and personal development classes taken by employees	Not Available	Not Available	2	3	4	5
Number of annual visits to cable franchisee customer service centers ³	Not Available	4	6	6	6	6
Review semi-annual system performance tests of each cable provider to ensure that the cable system is in compliance with the Franchise Agreement and FCC Industry Standards (Industry Measure) ⁴	Not Available	Not Available	3	3	3	3

3. Regulatory

Objective 1: Protect and advance the cable television-related interests of District residents.

Objective 2: Oversee and regulate the District's cable franchisees.

Regulatory

Measure	FY 2009 Actual	FY 2010 Target	FY 2010 Actual	FY 2011 Projection	FY 2012 Projection	FY 2013 Projection
Percentage of customer calls answered by Comcast within 30 seconds ⁵	Not Available	90%	95.8%	90%	90%	90%
Percentage of customer calls answered by RCN within 30 seconds ⁶	Not Available	90%	93.5%	90%	90%	90%
Percentage of customer calls answered by Verizon within 30 seconds ⁷	Not Available	Not Available	Not Available	90%	90%	90%
Pursuant to the Franchise Agreement, periodically reconcile and audit franchise fees collected by OCT. This will ensure that the fees are consistent with the number of cable subscribers reported by each cable provider. (Industry Measure) ⁸	Not Available	Not Available	2	3	3	3

Performance Plan Endnotes:

1. FY 2010 number of hours decreased due to changes in DCPS curriculum.
2. Ibid.
3. During FY 2010, OCT conducted two visits each to Comcast and RCN for a combined total of four site visits. During FY 2011, OCT will conduct two site visits each to Comcast, RCN, and Verizon customer service for a total of six visits to gauge the level of overall customer satisfaction.
4. The source for this measure is established by the Franchise Agreement. The Franchise Agreement requires system performance tests at least every six months.
5. Each cable provider is required to answer 90 percent of customer calls within 30 seconds. The information is compiled by each cable provider and forwarded to OCT. These regulations are National Cable and Telecommunications Association (NCTA) requirements.
6. Ibid
7. Each cable provider is required to answer 90 percent of customer calls within 30 seconds. The information is compiled by each cable provider and forwarded to OCT. These regulations are National Cable and Telecommunications Association (NCTA) requirements. OCT will begin tracking Verizon customer calls during the first quarter in FY 2011.
8. OCT will begin tracking Verizon customer calls during the first quarter in FY 2011.