# DC Office of Cable Television
# Annual Report
# 2008


Adrian M. Fenty
Mayor

Eric E. Richardson
Director

# DC Office of Cable Television

## Annual Report 2008

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## Our Mission

The mission of the Office of Cable Television (OCT) is to: (1) Regulate the provision of "cable service" in the District of Columbia (as that term is defined by the District's cable television laws); (2) Protect and advance the cable service-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.

To accomplish this mission, OCT regularly engages in the following functions (among others):

1. OCT regulates the District's cable service providers by enforcing applicable federal and District cable television laws and regulations (including existing District Cable Franchise Agreements);
2. OCT establishes cable franchise agreements between cable service providers and the District, and it ensures compliance with those franchise agreements;
3. OCT works to facilitate harmonious relationships between District cable service providers and their customers by mediating disputes and enforcing applicable customer service regulations;
4. OCT facilitates open access to the District government through the operation of its government cable channels (e.g., TV-13 and TV-16) and its educational cable channel District Schools Television (DSTV); and
5. OCT works to create and maintain an economic and regulatory environment that promotes competition in the cable television industry in the District; and
6. OCT works to attract the deployment and maintenance of advanced cable services in the District.

## Our Vision

To be recognized and respected as one of the premier public, educational and governmental ("PEG") channels.

## Our Values

- Dedicated to serving as a communications hub between the District Government and its residents
- Committed to accountability, excellence and responsive and respectful customer service
- Embrace professional and personal development, teamwork and diversity

# A MESSAGE FROM THE DIRECTOR

On behalf of the Executive Office of the Mayor, I am pleased to present the 2008 Annual Report. As a long time District resident, I am proud to serve as the Director of the DC Office of Cable Television (OCT), an agency dedicated to providing quality, diverse programming and services that seek to educate, enlighten and empower the residents of the District of Columbia.

Since its inception in 1985, OCT has made significant achievements in the field of technology and cable television franchising. When cable was established in the District, District Cablevision Inc., was Washington DC's sole cable provider. Several years later we expanded cable competition to include RCN (formally Starpower) making us one of the few markets in the country where its citizens have a choice between cable television providers. As a continuing pioneer in the industry, we are on the verge of adding a third cable provider, Verizon.

OCT has received numerous recognitions both locally and nationally for its innovative programming to include "Washington Full Circle" and "Reporter's Roundtable." OCT operates three channels in the District. TV-13 provides gavel-to-gavel coverage of the live and recorded activities of the DC Council and its various committees. TV-16 provides information regarding the many programs, services and opportunities made available by the District of Columbia government and features mayoral press conferences and agency policy statements. Our District Schools Television (DSTV) broadcasts school board meetings, education-related community meetings and educational programming.

At OCT we also understand the value and importance of providing real world experience for future leaders in the industry. In May 2008, we completed renovation of the DSTV production studio at McKinley Technology High School. Through this partnership OCT is working with the District of Columbia Public Schools (DCPS) and Office of the State Superintendent of Education (OSSE) to provide leadership through hands-on training for youth interested in the field of broadcasting.

OCT consistently continues to rank number one among government agencies in providing customer service. Our dedicated and talented staff is our most valuable resource and key to accomplishing our strategic goals. Whether it's repairing a broken cable line, managing customer service complaints or putting the extra touches on a video, our employees represent the best of DC Government. Their level of quality customer service, dedication and commitment to excellence is truly appreciated.

We have built a good momentum, but there is still much more work to be done. We will continue to increase hours of video-on-demand service for DC City Council hearings, work relentlessly to enforce cable franchise agreements and expand and diversify our television programming to ensure that residents have access to the highest quality of programming and services.

The following pages highlight some of our most significant achievements in Fiscal Year 2008. We look forward to making the most of the burgeoning opportunities to provide programming and services designed to help foster and improve the quality of life for residents of the District of Columbia.

In closing, I want to thank Mayor Adrian M. Fenty, members of the DC City Council and our many contributors, partners and viewers. I am truly appreciative of the opportunity to serve as director of such an esteemed agency.

Eric E. Richardson

# OCT QUICK FACTS

OCT is an award-winning agency serving the needs of the residents of the District of Columbia. OCT provides thousands of hours of cable programming on TV-13, TV-16 and DSTV. OCT also regulates cable franchise agreements operated by the District.

- In 1999, the District of Columbia became one of the very first jurisdictions in the US and in the world to provide residents with ***electronic access to deliberations of their elected representatives.***

- OCT consists of three separate divisions that handle ***regulatory, programming and operational functions.***

- The Programming Division is responsible for providing ***24-hour programming*** on TV-13, TV-16 and DSTV which includes DC Council hearings, mayoral press conferences, community events and public service announcements for many District of Columbia agencies.

- Under the administrative structure and supervision of the Office of the Attorney General, the Regulatory division is primarily responsible for planning legal strategies, ***protecting the interests of consumers and the department*** and advising agency staff on matters having legal implication.

- The Operations Division ***provides leadership, direction and oversight*** overall administrative functions in support of the agency.

- OCT's award-winning website makes City Council hearings available over the Internet for ***real-time viewing***. We also provide internet access to Council hearings and other programs for viewing at anytime, via OCT's ***video-on-demand service***.

- People from all over the world, from Egypt to France, watch DC Council hearings. The May 2008 Channel 13 Monthly Streaming Report shows ***14,133 successful streams*** going worldwide, including 77 streams to Egypt, 28 to Korea and 523 to Spain.

- The website receives an average of more than ***12,000 hits per month*** for video streaming and for video-on-demand.

- In March 2008, we increased our server capacity and we now have ***10,000 available hours of video-on-demand***.

- The website has been enhanced to include room for more than ***25,000 additional hours of video.***

-

OCT promulgated customer service regulations to protect customers and guarantee levels of customer service from cable television service providers. These customer service regulations also inform customers of the regulatory enforcement authority of this agency. Too often customers do not know their consumer rights regarding their cable service providers. However, the customer service regulations provide a clear understanding of cable customers' rights and the cable companies' responsibilities. OCT works diligently to keep the cable companies accountable by enforcing these regulations and the terms of the franchise/open video systems (OVS) agreements between the District of Columbia and cable television franchisees.

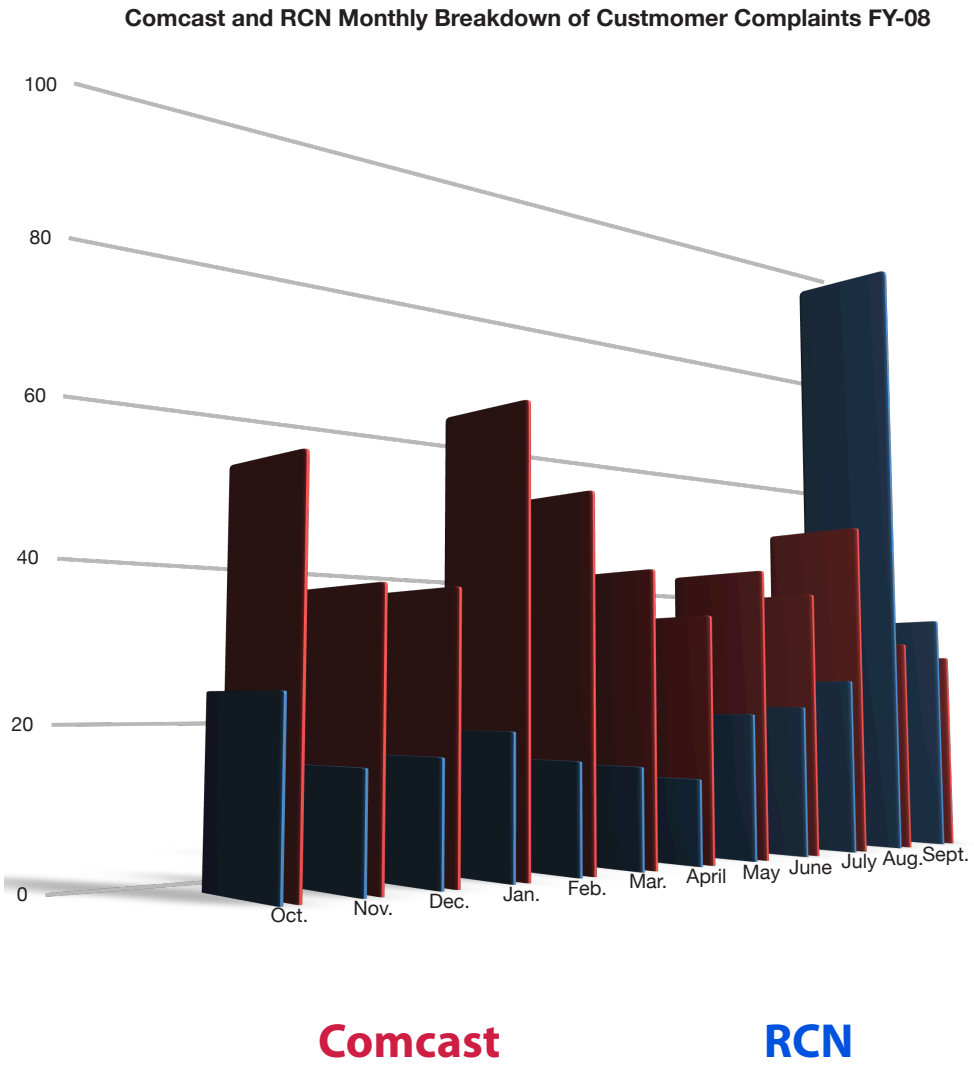
In order for the customer service regulations to serve their purpose, cable customers must be aware of their rights. OCT increases consumer awareness of their rights by providing a "Customer Service Bill of Rights," based upon the customer service regulations on www.oct.dc.gov. Below are the most frequently cited customer service regulations:

3108.2 A cable operator may not cancel an appointment after 5:00 p.m. on the day before a scheduled appointment, except for appointments scheduled within twelve (12) hours after the subscriber's call to establish the appointment. If a cable operator fails to comply with this provision, the cable operator shall grant to a subscriber a credit of at least $20.00 for each violation.

3112.1 A cable operator shall work diligently to resolve subscriber complaints and shall cooperate with OCT's customer service efforts.

3112.2 A cable operator shall establish clear, written procedures for addressing complaints, whether the complaints are made orally, in person, by telephone, by electronic means, or in writing.

3112.5 Upon subscriber request, a cable operator shall refer customer inquiries or complaints to an appropriate supervisor who shall either address the subscriber's concerns during such call or shall at least contact the subscriber within twenty-four (24) hours after referral.



## CONSUMER'S BILL OF RIGHTS

As a District cable television consumer, you have the following rights:

Consumers are entitled to receive high-quality cable television service including a clear picture and programming that meets consumer needs.

Consumers should expect to be notified at least 48-hours in advance of any scheduled interruption of cable television service.

Consumers have the right to receive dependable service, free of unnecessary outages. Consumers shall be credited one-day's worth of service upon request for any service outage over 4 hours and automatically for any outage over 12 hours.

Consumers are entitled to receive at least 30 days notice, prior to any changes in programming, channel line-up, rates or terms of service.

Consumers have the right to speak with a customer service representative by telephone within a reasonable amount of time or in person and receive courteous, professional and knowledgeable assistance from such representative.

Consistent with applicable law, consumers are entitled to request and to receive an appointment within 7 days of ordering service for a standard installation or upgrade of services.

Consumers are entitled to the prompt repair of service interruption or television reception problems. Total loss of picture shall be repaired within 24-hours of a consumer's notification to a cable operator. All other reception problems must be repaired within 48-hours of consumers' requests.

Consumers are entitled to schedule service appointments to occur within a reasonable period of the day and not to exceed a 4-hour appointment window.

Consumers have the right to an accurate monthly bill that contains all pertinent information including: payment due date, an itemized listing of all charges and fees and the late fee assessment date.

Consumers have the right to disconnect service at no charge, except for the payment of any outstanding account balance.

Consumers are entitled to have appointments honored by the cable operator. An appointment may not be cancelled by the cable operator after close-of-business of the day prior to the appointment without reasonable attempts to contact the consumer on location.

Consumers are entitled to receive a copy of the work order describing all work performed during an appointment.

Spanish-speaking consumers have the right at all times to speak to a Spanish-speaking service representative.

## Cable Competition Increases in the District

The District is at the forefront of providing its citizens with direct cable competition and is one of the few markets in the country where its citizens have a choice between cable television providers. The District currently has two cable television providers, Comcast of the District and RCN Communications.

Comcast currently controls the majority of the cable television market share of the District because its cable television network covers the majority of the city. RCN's customer base is limited to those neighborhoods that lie outside of the District's "fire zone" (i.e., downtown, Capitol Hill, Georgetown, Foggy Bottom, Shepherd Park, Dupont Circle, Adams Morgan, Mount Pleasant, Columbia Heights, Shaw-Howard, Eckington, Trinidad and most of Southwest). Adding a third cable television provider will provide greater consumer choice throughout the District and expand the benefits consumers receive from cable television competition.

### Better Customer Service

Competition yielded increased attention to customer service by both Comcast and RCN. Comcast was forced to upgrade its level of customer service in recent years to meet competition from RCN. Similarly, the introduction of Verizon FiOS to the District cable television market will cause the incumbent cable television providers to increase their level of customer service in order to retain customers.

### Programming Choices

RCN's entrance in the market and offering of more channels than Comcast caused the incumbent cable franchisee to rapidly complete the upgrade of its cable plant to match the number of channels provided by RCN. In addition, Comcast and RCN offer different programming line-ups; for instance, NewsChannel 8, the Travel Channel, Outdoor Life, and Bloomberg Television are offered by one provider, but not by the other. Further, competition between Comcast and RCN resulted in the District cable television market seeing early introduction of video-on-demand and high definition television (HDTV) by Comcast and RCN. The addition of Verizon FiOS, with its impressive HDTV channel lineup, should spur the incumbent cable franchisees to improve their current HDTV channel product offerings.

### Increased Revenues to Government

To the extent the District's overall cable customer base grows as a result of competition, the aggregate franchise fees and taxes paid to the District as well as the financial support for the District's public, educational and governmental cable access channels will grow.

### Lower Prices

There is ample evidence that the head-to-head competition between Verizon, Comcast and RCN results in lower prices for District customers.

## Facts About Cable Television Competition

Consumers are the direct beneficiaries of head-to-head competition in the cable television market. Many argue that direct competition between cable companies result in decreased prices, a greater variety of programming choices, increased quality of service, and the introduction of more advanced services (both video and non-video).

Price competition is significant to consumers, given that the average monthly cable rate has risen faster than the general inflation rate, and that the Federal Communications Commission (FCC) has limited local government price regulation to the basic tier of cable television service.

In 2004, the US General Accounting Office (GAO) examined 6 market pairs to assess the impact of a broadband service provider (BSP) overbuilder on cable competition. In each market pair, one market was served by a BSP overbuilder, and the other market was not. GAO found that communities with overbuild competition experienced lower rates (an average of 23% lower for basic cable) and higher quality service.

The FCC released its 12th Annual Report in March 2006, to the U.S. Congress regarding the state of cable television competition in the United States. The FCC found that competition in the delivery of video programming services has provided consumers with increased choice, better picture quality and greater technological innovation.

According to the FCC's 2007 13th Annual Report, there are close to 66 million basic cable subscribers in US households. However, even though many communities have competition between satellite television providers and cable television providers, less than 5% of the communities have direct competition among cable television companies, according to the GAO.

Sources: *FCC, NCTA

## COMCAST Makes the Upgrade from Analog to Digital

Comcast has announced its plans to phase out its analog cable television service offerings in order to place greater focus on the development and distribution of new and innovative digital high-definition and interactive cable television services. Because digital service utilizes less bandwidth than analog service does within the existing coaxial wire that brings cable television to the consumer, Comcast asserts the transition to digital cable television will allow it to deliver additional services and value to its subscribers. Comcast has also indicated it will discontinue its popular analog expanded basic service tier completely by 2010.

In March 2008, Comcast began moving many popular analog-based channels thus reducing its analog offering to approximately 60 channels. Subsequently, OCT received an overwhelming amount of unfavorable consumer feedback from District Comcast customers who did not want to incur the additional cost of digital service in order to watch their favorite analog channels. OCT advocated on behalf of these customers and negotiated with Comcast to provide digital converter boxes at low or no cost, enabling consumers to once again view their favorite channels. Additionally, OCT is monitoring Comcast to ensure that they comply with the FCC provision that mandates that cable systems must carry analog versions of most local television stations unless all subscribers – including those with analog sets – can watch the local stations from the cable provider's digital transmission.

## RCN: The Digital Platform

In advance of the February 17, 2009, nation-wide free-TV analog to digital broadcast signal conversion, RCN will convert its District of Columbia open video system to an all digital cable programming distribution format. The switchover will begin in November 2008. The digital conversion will enable RCN to offer greater channel capacity and improved signal quality to its subscribers. Additionally, RCN will enhance the expanded basic cable line up it offers its subscribers to feature more programming options including more digital cable channels, high definition channels and new video-on-demand programming. RCN subscribers will also receive a "crystal clear" digital picture, a digital converter box and a state-of-the-art interactive program guide with parental controls. RCN has indicated it will expand their high definition channel lineup to include over 60 channels. The digital conversion process will begin in Southeast DC and continues until completion in Northwest DC in January 2009.

## Verizon: Negotiates Franchise Agreement with OCT

The cutting edge fiber optic-based phone, television and internet service (FiOS) offered by Verizon will soon be available to District residents and businesses. Verizon proposes to construct and offer cable television FiOS service over a fiber to the house (FTTP) network, an all-fiber optic system that would provide a fiber optic connection directly to the customer. According to Verizon, this technology affords crisper images, greater selection, and access to a variety of interactive features due to the greater bandwidth and higher speeds that fiber optics allow.

OCT began FY 2008 with the prospect of a third cable television service provider in the District. In July 2007, Verizon Washington, DC Inc. submitted an application for an initial cable television franchise. Upon receipt of the application, OCT engaged Verizon in a statutorily mandated process designed to ensure that the company's potential provision of cable television service would benefit District residents.

First OCT reviewed the application to determine whether it contained the information that the DC Cable Act requires potential franchisees to disclose. OCT completed that review in FY 2007 and certified Verizon's application as complete on September 26, 2007. Next OCT sought to determine whether Verizon was able to meet the cable related needs of District residents. To make this determination, OCT reviewed the information provided by Verizon, accepted and reviewed comments from the public and conducted independent research. As a result of these efforts, OCT certified that Verizon was capable of meeting the cable related needs of the District in November 2007.

The negotiation of the terms of the franchise agreement with Verizon was the next step in the process. OCT engaged in this process for the remainder of FY 2008 in an effort to secure the best deal for District residents. The franchise agreement covers important areas, such as public, educational, and governmental channels as well as customer service requirements and franchise fees. Notably, while most cable television franchise agreement negotiations continue for an average of 18 months, OCT and Verizon reached an agreement in principal in August 2008, which is less than a year from the commencement of cable television franchise negotiations.

The last final step will be to forward the agreement to Mayor Adrian M. Fenty for review and approval and then to the Council for review and approval. Once the Council has approved the Proposed Agreement (via legislation) and the Council's Act clears the Congressional approval process, Verizon will then be authorized to provide cable television service in the District.

## OCT Celebrates DSTV Ribbon Cutting

On Wednesday, February 6, 2008, District Mayor Adrian M. Fenty, District Public Schools Chancellor Michelle Rhee, McKinley Technology High School Principal David Pinder and OCT Director Eric E. Richardson hosted the official reopening and ribbon-cutting ceremony for the newly modernized District Public Schools Television Production Studio.

Located on the McKinley Technology High School campus, the studio has undergone a complete renovation, and now offers a state-of-the-art production environment for the development and execution of programming to be featured on the District's Education Access Channel District Schools Television (DSTV). The station broadcasts 24-hours a day on Comcast Ch 99 and RCN Ch 18. Now a division of OCT, DSTV is working with OSSE and DCPS to create educational programs. The channel also features programming that coincides with the curriculum set forth in various schools throughout DCPS. The bulk of the programming will feature content produced by DCPS students.

For nearly fours years, the new McKinley studio sat vacant awaiting construction. Under Mayor Adrian M. Fenty's school reform initiative, the project was completed in only four months.

### All DC City Council Hearings Now Available 24-hours a Day

In Fiscal Year 2008, OCT partnered with the Council of the District of Columbia to implement Chairman Vincent C. Gray's goal of broadcasting and archiving all DC City Council hearings. Previously, only hearings held in the 4th and 5th Floor Council Chambers were both broadcast and archived. Now all hearings held in Council Hearing Room 120 and 123 and all press conferences held in the Council's Press Room are broadcast and archived.

OCT supported this significant achievement in both the planning and procurement phases. Specifically, OCT prepared for the Council a supplemental report detailing technical specifications of equipment needed to execute Chairman Gray's plan at a reduced expense; and, OCT procured and contributed three (3) Sony Anycast Station HD Live Content Producers to the upgrade. OCT continues its support of the Council of the District of Columbia by broadcasting all of its hearings and press conferences on TV-13, and by making each and all of its hearings and press conferences available electronically, on-demand, 24-hours a day, 7 days a week on our agency website.

# OCT TELEVISION SHOWS

**Washington Full Circle** is a high-energy, fast paced, entertaining and informative program that gives TV-16 viewers an all-access backstage pass to ALL things Washington. From music to theatre, fashion, travel, nightlife and everything in between, "Washington Full Circle" highlights the latest trends in Washington, DC's people, places, things and so much more…Hosted by OCT's award winning Senior Producer Ferman Patterson and a team of correspondents, "Washington Full Circle" incorporates a lively mix of regular features that takes TV-16 viewers to a home-grown Washington. "Washington Full Circle" is presented on TV-16 every Monday, Wednesday and Friday at 8:00 p.m.

**DC People** is a short feature program that heralds individuals who help improve neighborhoods throughout DC and encourages others to do the same. The individuals featured on DC PEOPLE do not have to be famous. They just have to be special and share an emotional attachment to the District and a commitment to its future.

**Reporter's Roundtable** provides in-depth discussions by some of Washington's most respected journalists. Hosted by Denise Rolark Barnes of *The Washington Informer*, the show tackles the top news items affecting District residents. Viewers hear issues addressed from every perspective by panelists including Hamil Harris of *The Washington Post* and Deborah Simmons of *The Washington Times*. The show takes viewers beyond the local headlines as these journalists debate what is in the news and how the news will impact DC residents. "Reporter's Roundtable" can be seen on Monday, Wednesday and Friday at noon and 7:00 p.m. on OCT TV-16.

**CapStat** is a performance-based accountability program that uniquely identifies opportunities to make District government run more efficiently, while providing a higher quality of service to its residents. This program is modeled after Baltimore's CitiStat. For one hour, all executives responsible for implementing specific actions gather in one room to discuss performance data, explore ways to improve government services and make commitments for follow-up actions.

**Ask the Chief** is a call-in talk show that features the District's Police Chief addressing the concerns of DC residents regarding crime and public safety. Episodes include discussions about crime, fostering relationships between police and the community and solutions to traffic headaches in the District. "Ask the Chief" is televised exclusively on TV-16.

**Straight to the Point** is TV16's newest show. The targeted audience is the city's teen population. "Straight to the Point" tackles everyday teen issues including peer pressure, safe sex, self-esteem, school stress and their parents. The in-studio teen audience discusses fresh and realistic solutions to common issues. "Straight to the Point" is always engaging, always real and always...straight to the point!

**The Q&A Café with Carol Joynt**, a free-flowing interview program videotaped weekly during lunch at Nathans Restaurant in Georgetown, offers TV-16 viewers an intimate and illuminating visit with an array of guests that includes elected and appointed officials, community leaders, journalists, writers, celebrities and entrepreneurs. From emergency preparedness to crime prevention, health and nutrition, sports, politics, foreign policy and the local economy, "The Q&A Café with Carol Joynt" presents forthright and candid conversation.

# PARTNERSHIPS
## Learning Outside of the Classroom

Each summer OCT is involved in helping local youth gain meaningful work experience, skills-oriented training and career exposure by participating in the District Government's Summer Youth Employment Program (SYEP). The seasonal work program at OCT is seen as an effective tool for creating pathways into the job market for young DC residents that have an interest in television production.

This summer, OCT hosted four young people through the SYEP. The program was effectively expanded to include participation of a student from the Emerging Leaders High School Intern Program, another youth employment program inaugurated by Mayor Adrian M. Fenty. OCT also partnered with the DC Chamber of Commerce and accepted a youth employee enrolled in the SYEP who received pre-employment orientation and guidance from the Chamber.

Among the tangible examples of how District youth benefit from their experience at OCT, one of the students independently produced a video highlighting the swearing-in ceremony for area students enrolled in the Federal Bureau of Investigation's Junior FBI Agents program.

The student logged and transcribed videotapes, drafted a script and successfully edited the final video project on Final Cut Pro, a computer-based non-linear editing system. The video was aired on TV-16. The experience provided the youth with hands-on experience with producing a video story from script to screen.

Another student expressed an interest in broadcast journalism and received proper instruction on how to conduct background research and fact-checking; how to develop show topics and treatments; and an opportunity to practice effective on-air techniques. With newly-acquired skills, the student subsequently developed potential show topics and guests for "Fast Chat," a DSTV student – produced television program taped in-house at McKinley Technological Senior High School. The summer program at OCT provided students with experience and real examples of lessons that can last a lifetime.

## OCT Partnerships: The Power of Television

Across the country, innovative municipal cable channels like OCT are using the power of television as an effective tool in informing, educating and instructing the public about important matters pertaining to education, health, public safety, jobs and housing.

In addition to creating programming that fulfils its own important mission requirements, TV-16 has partnered with other government agencies to produce videos and public service announcements. These announcements help ensure that their messages are consistent with the communications of the mayor and the District government. Some of the most effective video projects through the partnership include the production of videos on food safety, AIDS and animal disease control for the Department of Health, highlighting the Metropolitan Police Department's Summer of Safety campaign kick-offs in neighborhoods throughout the city, and the nation's upcoming transition to digital television, where television broadcasters are legally required to stop transmitting their channels over the air as an analog signal and switch to a digital signal. Some of the video projects produced by OCT have garnered national awards for their effective use of the media and their high production values.

## Closing the Digital Divide

Statistics show that many District residents watch television using their over-the-air antennas, rather than by a paid service such as satellite. Unless these residents take action, they will be unable to receive those stations after the February 17, 2009, transition date thereby losing access not only to the entertainment, news and public affairs programming that they currently enjoy, but also to weather and other information that is vital in times of an emergency.

To help ensure District residents are ready for the transition, OCT has joined forces with the FCC Mayors' Digital Television Initiative. The nationwide campaign is designed to establish working relationships between cities across the country and the FCC to promote and provide information to citizens concerning the February 17, 2009, transition of all full powered broadcast television stations to digital operation (DTV).

To help support local efforts, OCT also partnered with the National Association of Broadcasters (NAB) to provide strategic outreach to District residents targeting particularly those who will be most affected by the DTV transition. Through collaborative efforts OCT is helping to spread the word to District residents using radio and television public service announcements and grassroots communications efforts. The successful campaign included participation in community events and distribution of collateral materials. Other District agencies assisting OCT in this initiative include the Executive Office of the Mayor, the Department of Motor Vehicles, the Department of Parks and Recreation, the Department of Public Libraries, the Sports and Entertainment Commission, the Department of Housing and Community Development, the Office on Aging and the DC City Council.

## And the Winner Is...

OCT continues to produce award-winning television programming that showcase the District of Columbia, its government and the residents at their best. OCT was the recipient of four awards presented by the 2008 National Association of Telecommunications Officers and Advisors (NATOA). NATOA's awards program honors excellence in broadcast, cable, multimedia and electronic programming produced by local government agencies. OCT received recognition for the following:

- Third place magazine format category: "Washington Full Circle"
- Honorable Mention Interview in the Talk Show category: "Reporters Roundtable" 'DC Gun Ban'
- Honorable Mention in the Community Awareness category: "Neighborhood Glory, Columbia Heights: New Arts District"
- Honorable Mention in the Public Service Announcement category: "Peaceoholics 'It's Not Snitching'"

OCT was also the recipient of four, first place awards in the 2008 Alliance for Community Media (ACM) Hometown Video Awards competition. The Hometown Video Awards recognizes the best in public, educational and governmental (PEG) organizations. OCT received recognition for the following;

- First place in the Government Profile category: "DOH Animal Diseases Control"
- First place in the Government Activities category: "Office of Human Rights: Discrimination"
- First place in the Magazine Show category: "Washington Full Circle"

"Again, thank you for being so responsive in my request to cover our event, and the professional and proficient way the Office of Cable Television edited the footage and is playing on Channel 16."

Diane Romo Thomas
Director, Community Relations
Greater Washington Sports Alliance

"I write to commend your consumer services officer for excellent and timely service to the public. Too often, we write our government officials to complain about less than adequate services. If all public servants followed her model, the government would run like a Swiss clock!"

Mr. Douglas O. Adler
DC resident

"I wanted to take the opportunity to express how diligent and thorough your cable inspector has been while working on a project for OCTO/IT ServUs…Her conscientious follow through was outstanding…

It is always refreshing and should be noted that customer service is key to any job well done. She gave all of these qualities to the task at hand. Our project to install cable television access is on track.

Again, we want to thank your office and especially the cable inspector for her outstanding assistance."

Wendy Abel
Director Customer Care Center
HDI Certified Support Center Manager
Office of the Chief Technology Officer
Government of the District of Columbia

Adrian M. Fenty
Mayor

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