



#### Committee Members

John Keough, Chair  
Sergio Bacelis  
Phillip Lwasa  
Stephen Quist  
William Nay

#### Contacting the Committee

Cable Services  
**Address:** 455 Main Street, Room B-1,  
Worcester, MA 01608 (by appointment)  
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WWW.WorcesterMA.gov/cable-services

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# CITY OF WORCESTER

## Meeting Minutes Approved 05/01/24

### Cable Television Advisory Committee

Tuesday, March 12, 2024 @6:00PM  
DPW & Parks, Meeting Room A

50 Officer Manny Familia Way, Worcester, MA

*This meeting will be held in-person  
with an option to also join remotely (see the **bottom** of the agenda for details)*

#### Call To Order

##### 1. Roll Call

Present: Stephen Quist, Sergio Bacelis, William Nay, John Keough, Judith Warren (Director, Cable Services)

##### 2. Adoption Of Minutes from 2/7/2024

Moved: Quist; Seconded: Keough; Roll Call: 4 Yes, 0 N

##### 3. Negotiations Update – Chair

Keough: Summarized strategy for negotiation preparations with CTAC's lawyer (Lederer) with regard to keeping recommendations private until negotiations officially begin. Explained that Charter-Spectrum has not been forthcoming with information throughout this process, including failing to provide information which they are contractually obligated to share on a regular basis even after specific requests. This has resulted in information gaps in the Ascertainment Report. Highlighted that Charter-Spectrum has not provided adequate responses regarding certain questions that the CTAC has asked, and has provided misleading or inaccurate information regarding customer service complaints. Explained the draft recommendation report will be available following this meeting, and will be provided to the City Manager promptly for consideration.

##### 4. Adoption of Recommendations for City Manager

Quist: Made a statement regarding the frustrating nature of this process due to Charter-Spectrum's treatment of the CTAC, as well as individual citizens. Stated that Charter-Spectrum did not care about citizens' complaints nor about responding to questions from the CTAC. Discussed pending state-level bills that would change funding model for PEG access. Emphasized that Charter-Spectrum avoided communication with Worcester's administration during COVID-19 when contacted to improve access to internet connectivity for students. Expressed the belief that Charter-Spectrum will not negotiate in good faith.

Motion by Quist: To recommend that City of Worcester not renew contract with Charter-Spectrum; Seconded: Keough; Roll Call: 4 Yes, 0 No (Reconsideration: 5 Yes, 0 No)

Bacelis: Expressed that getting information or participation from Charter-Spectrum has been like pulling teeth

Nay: Endorsed contents of drafted report, and expressed agreement that recommending denial of contract is justified.

Keough: Expressed frustration with Charter-Spectrum's treatment of Warren, as well as their attitude during public hearings with CTAC. Stated that Charter-Spectrum has not done what they agreed to do in the previous franchise agreement. Shared support of Quist's motion.

Quist: Clarified that non-renewal would not interrupt cable services to residents. Stated that number of documented contract violations by Charter-Spectrum has contributed to the recommendation for non-renewal. Expressed hope for productive discussions in the future with Charter-Spectrum.

Motion by Keough: To send document to City Manager, as-is; Seconded: Quist; Roll Call: 5 Yes, 0 No

Motion by Keough: To provide a copy of the recommendation document to heads of Worcester's three PEG channels for informational purposes; Seconded: Quist; Roll Call: 5 Yes, 0 No

**a. *Up and Down Votes If No Consensus***

N/A

**5. Member Individual Statements**

Keough: Offered an opportunity for board members to make individual statements regarding recommendations to the City Manager

Bacelis: Stated opinion that board has been patient with Charter-Spectrum, and willing to work collaboratively, and that Charter-Spectrum has been unwilling to participate.

Nay: Endorsed contents of recommendation document.

Lwasa: Endorsed contents recommendation document.

Quist: Added that addition of fourth PEG channel, as required by previous contract, will be included and emphasized in upcoming negotiations.

Motion by Keough: To suspend rules to return to motion to recommend non-renewal of Charter-Spectrum's contract to allow Lwasa to vote; Seconded: Quist; Roll Call: 5 Yes, 0 No

Keough: Expressed appreciation for the work of CTAC board members, despite lack of cooperation from Charter-Spectrum.

## 6. Ongoing Schedule for Committee

Keough: Explained that following the submission of the recommendation report to the City Manager, CTAC will not have monthly meetings. Meetings will be scheduled as needed as the renewal process continues.

Quist: Thanked board members and Cable Services department for their dedication and commitment throughout this process.

Bacelis: Acknowledged contributions of board members and Warren.

Nay: Agreed with previous statements and thanked Keough for his work in the final steps of this process.

Lwasa: Thanked board and community members for participation. Keough: Thanked Warren for her service, and specified for the record that Charter-Spectrum has not treated her well during this process. Thanked directors of Education and Public channels for their work and advocacy efforts. Expressed hope that City Manager will take recommendations under serious consideration. Express gratitude to negotiations team for their work thus far, and for future work.

Warren: Acknowledged difficulty of ascertainment process during this renewal period, and recognized the effort put in by CTAC. Clarified that the CTAC will continue to exist moving forward, and that the board's role can be explored or expanded to meet community needs.

## 7. Adjournment

Moved: Bacelis; Seconded: Keough; Roll Call: 5 Yes, 0 No

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