



# MEMORANDUM

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**To:** Mayor and Members of the City Council

**From:** Ralph Clark, Interim City Manager  
Matthew Simpson, IT Director  
April Onley, City Clerk

**Date:** January 7, 2022

**Subj:** Update / Discussion – Spectrum HD / Channel 11 Latest Info

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***BACKGROUND:***

In September of 2020, Charter / Spectrum began working to upgrade our Channel 11 service from standard definition to high definition. We were advised this would be a lengthy process, likely expected to take until March 2022 for completion and approval. As many of you have noticed, the quality of Channel 11 has deteriorated dramatically, particularly during streaming events.

***ANALYSIS:***

On Thursday afternoon, IT Director Matthew Simpson spoke with our contact at Spectrum and was advised that there will now be fees associated with these services, and we will not be able to finalize the switch to high definition until we execute a service contract for such. Previously, when former manager Olson established service with the original Adelpia provider, it appears that there was a “government” consideration; however, there is no such distinction now, and all services, government or otherwise must have a paid contract.

Based on the numbers we’ve seen, there are two one-time charges for installation at both service locations (306 East Colonial Avenue and 963 Thunder Road), which total \$5,435. Then, there are monthly charges which total \$795. A three-year contract is required. Spectrum has confirmed that we do not necessarily need to act on this now, as they understand that our fiscal year runs July 1<sup>st</sup>-June 30<sup>th</sup>, and we will not lose our approval if we wish to wait until then. It is important to note that the installation and finalization of these processes will take up to 90 days, so even if the Council decided to approve this prior to the new fiscal year, there would still be roughly three months to wait before our services are upgraded.

***STAFF RECOMMENDATION:***

For discussion.

