

PUBLIC HEARING – CABLE FRANCHISE RENEWAL  
Council Chambers, City Hall  
January 9, 2023

Members Present: Douglas Baker, Mayor  
Donna Fletcher, Deputy Mayor  
James Johnson  
Christian Marshall  
Samuel Lyons  
Todd Zahner

Members Excused: Ryan Rudegeair

In Attendance: Tracy Jamieson, City Manager  
Harmony Motter, Finance Director  
T.J. Parks, Recording Secretary  
Charles Gibbons, Code Enforcement  
Brian Spaid, Solicitor  
Deb Eckelberger, Economic Dev. Director  
Helen Fielding, The Derrick  
Bev Hart, 1333 Elk Street  
Ashley Smith, 1346 Elk Street  
Alex Spaid, Dale, Woodard, Gent, McFate  
C. Robert Bowen, CROH  
Rey Santiago, CROH  
Judy Mathews, Franklin Elks Lodge  
Brenda Westover, Franklin Elks Lodge  
Pete O'Polka, General Authority

Mayor Baker called the public hearing to order at 7:00 P.M.

Mr. Spaid opened the hearing and explained the purpose of the hearing is to give opportunity for the public to comment on the services provided by Charter Communications. (Opening comments attached.) Mayor Baker then opened the floor for public comment.

Deb Eckelberger, Economic Development Director and Franklin resident, expressed her disappointment that the local customer service office moved out of the city. Since then, customer service has been less than satisfactory. To return a cable box, one must either drive to Hermitage or ship it via UPS. If on-site technical assistance is needed, it is more difficult to schedule a technician visit and over-the-phone customer assistance is sent to an overseas call center. Others in the audience echoed Mrs. Eckelberger's comments and shared in her disappointment.

There being no other comments from the public, Mayor Baker closed the public hearing at 7:04 P.M.

Respectfully submitted,



TJ Parks, Recording Secretary

**OPENING REMARKS OF THE CITY OF FRANKLIN'S  
PUBLIC HEARING  
ON CHARTER CABLE FRANCHISE RENEWAL**

**JANUARY 9, 2023**

Good evening. This is a public hearing of the City Council regarding cable franchise renewal for the City of Franklin. This public hearing is held pursuant to Section 626 of the federal Cable Act, which sets forth the process for franchise renewal. The City's current franchise with Charter is within the industry norm for franchise renewal negotiations, and the City is beginning the process of renewing the franchise.

This public hearing is part of the preliminary portion of franchise renewal in which the City reviews the cable operator's past performance and identifies the City's future cable-related community needs. As such, as part of this public hearing, we invite comments from any citizens who wish to speak regarding either or both of the aforementioned subjects.

Franchise renewal is the best opportunity for municipalities to assert their rights with respect to their cable operators and to obtain important benefits in return for granting the cable operators the right to use their public rights-of-way. These benefits include:

1. A State-of-the-Art Cable System;
2. Strong Customer Service Standards;
3. Free Services to Community Facilities;
4. Reporting Requirements from the Cable Operators;

5. Maximized Franchise Fees;
6. An Educational and Governmental (EG) Channel if desired;
7. Legal Protections of the Rights-of-Way; and
8. Better Mechanisms to Enforce the Franchise Agreement.

These are just some of the potential benefits available through franchise renewal.

Citizens may address these items or any other cable-related items that are important to them. We will now open the hearing up to citizen comments. Thank you.