



# **OFFICE OF CABLE TELEVISION, FILM, MUSIC AND ENTERTAINMENT PROPOSED FY 2025 PERFORMANCE PLAN**

**APRIL 3, 2024**

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# **1 OFFICE OF CABLE TELEVISION, FILM, MUSIC AND ENTERTAINMENT**

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*Mission:* The mission of the Office of Cable Television, Film, Music and Entertainment (OCTFME) is to produce and broadcast programming for the District of Columbia's public, educational, and government access (PEG) cable television channels and digital radio station; regulate the District of Columbia's cable television service providers; provide customer service for cable subscribers; and support a sustainable film, music, and entertainment creative economy and labor market in the District of Columbia.

*Services:* The Office of Cable Television, Film, Music and Entertainment (OCTFME) regulates cable television service providers in the District of Columbia, and broadcasts programming for the District's public, educational and government (PEG) channels: the District Council Channel (DCC), the District of Columbia Network (DCN), and the District Knowledge Network (DKN). OCTFME also produces and distributes programming for the District of Columbia Entertainment Network (DCE) streaming channel, and the DC Radio 96.3 HD4 digital radio station. OCTFME creates content that informs, educates, and entertains viewers via the District's PEG channels, streaming and other content platforms. OCTFME's award-winning content provides resourceful information on government activity, education, current events, history, and arts and entertainment. OCTFME provides 24-hour informative, open government, public interest programming on the District Council Channel (DCC), District of Columbia Network (DCN), the District Knowledge Network (DKN), and DC Radio 96.3 HD4. Programming includes coverage of the activities of Executive Offices of the Mayor and the executive branch, the District of Columbia City Council, the Office of the Attorney General, and the State Board of Education. OCTFME provides transparent public access to the governmental process and insights into life in the District. OCTFME is dedicated to developing and exhibiting quality, diverse programming and services that educate, enlighten, and empower the residents of the District of Columbia. OCTFME offers production support services to film, television, interactive, multimedia, and digital media content creators. Those support services include media production permitting; location scouting; production support; production and infrastructure incentives; job placement assistance; media education; and workforce development programs. OCTFME supports the growth, preservation, and sustainability of the creative economy, the creative workforce, and Go-Go Music, the official music of the District of Columbia, through the activities of the Creative Affairs Office (CAO) and the Mayor Muriel Bowser Presents: 202Creates initiative. CAO and 202Creates coordinate and administer creative economy special events that provides District residents access to training, resources, networking opportunities, and engage the community to advance a greater understanding of the creative economy.

## 2 PROPOSED 2025 OBJECTIVES

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### Strategic Objective

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Provide District residents informative, educational government programming via the District Council Channel (DCC), the District of Columbia Network (DCN), the District Knowledge Network (DKN), and DC Radio 96.3 HD4.

Regulate the District of Columbia's cable service providers and enforce federal and District government cable television laws and regulations. Develop legislation and regulatory policies in support of OCTFME's mission and operations.

Implement, administer, and support programs, education and employment initiatives that advance the District of Columbia's film, television, music, entertainment, and creative industries.

Create and maintain a highly efficient, transparent, and responsive District government.

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### 3 PROPOSED 2025 OPERATIONS

Operation Title	Operation Description	Type of Operation
<b>Provide District residents informative, educational government programming via the District Council Channel (DCC), the District of Columbia Network (DCN), the District Knowledge Network (DKN), and DC Radio 96.3 HD4.</b>		
Management of Government Broadcast Channels	Management of the daily content production and broadcast of government, public affairs and educational programming	Daily Service
DKN Channel Production, Programming and Broadcast	Management and operations of the District Knowledge Network (DKN), a government channel that offers educational and informative programming to District residents.	Daily Service
DCN Channel Production, Programming and Broadcast	The management and broadcast operations of the District of Columbia Network (DCN), a government channel that provides transparent, informative and open government programming to District residents.	Daily Service
DCC Channel Production, Programming and Broadcast	The management and broadcast operations of the District City Council Channel (DCC), a government channel that provides transparent, informative and open government programming to District residents.	Daily Service
DC Radio 96.3 HD4 Production, Programming and Broadcast	The management, programming, and broadcast operations of DC Radio 96.3 HD4, a government radio station that provides transparent, informative, open government programming, as well as training and educational opportunities to District residents.	Daily Service
OCTFME Broadcast Facility Management	Manage the broadcast operations and maintenance of the OCTFME broadcast facility, 441 Judiciary Square, and the John A. Wilson Building.	Daily Service
DCE Network Production, Programming and Broadcast	The management and broadcast operations of the District of Columbia Network Entertainment Network (DCE), a digital entertainment streaming network that distributes lifestyle, public affairs, live events, sports, arts, and entertainment programming locally, nationally, and internationally.	Daily Service
<b>Regulate the District of Columbia's cable service providers and enforce federal and District government cable television laws and regulations. Develop legislation and regulatory policies in support of OCTFME's mission and operations.</b>		
Negotiate and Regulate District Cable Franchise Agreements	Negotiate and regulate cable franchise agreements between cable service providers and the District of Columbia. Ensures compliance with the negotiated franchise agreements, and maintain an economic and regulatory environment that promotes competition and consumer protection within the District's cable television industry.	Daily Service
Develop legislation and regulatory policies in support of OCTFME's mission and operations.	The operation identifies OCTFME's activity related to the legislative, statutory, and regulatory management related to the agency's operations, activities, programs, initiatives, and other agency functions.	Daily Service

(continued)

Operation Title	Operation Description	Type of Operation
Support for District Resident Cable Customers	Provide customer service for District resident customers of cable television services. Respond to customer questions, complaints, and service quality concerns.	Daily Service
<b>Implement, administer, and support programs, education and employment initiatives that advance the District of Columbia's film, television, music, entertainment, and creative industries.</b>		
Creative Economy Media Education and Workforce Development	Manage, implement, support media education, creative economy workforce development, internships and training programs for youth and adults in the District of Columbia.	Key Project
Creative Economy Support	Support the growth and sustainability of the local creative economy through strategic programs, initiatives, community partnerships, and the Mayor Muriel Bowser Presents: 202Creates program.	Key Project
Support District Creative Economy Festivals, Special Events and Media Professional Organizations	Support creative economy festivals, special events, and support the programing and initiatives of media professional organizations, schools, youth organizations, and non-profits.	Daily Service
Permitting and Production Support Services	Provide media production permitting, production support services, and location assistance for media production within the District of Columbia. Promote the District as a location for media production.	Daily Service
Manage and Administrate the District of Columbia Film, Television and Entertainment Rebate Fund	Manage and administrate the District of Columbia Film, Television and Entertainment Rebate Fund. Strategically leverage the District's media production and infrastructure incentive program to support the growth of a sustainable creative economy and promote media industry employment.	Daily Service
Special Event Logistics and Production Support	Provide logistics, production, and broadcasting support for local creative economy, cultural, and public service events and festivals.	Daily Service
Support Go-Go Music as Official Music of the District of Columbia	Manage programs, events, and initiatives that support the preservation; artists; venues; history; and archiving of Go-Go Music in the District of Columbia pursuant to D.C. Law 23-71, The Go-Go Official Music of the District of Columbia Designation Act of 2020.	Key Project
<b>Create and maintain a highly efficient, transparent, and responsive District government.</b>		
Provide Government Public Service Programming for District Residents	Provide programming that informs District residents about the operations, services, programs and initiatives managed, maintained and administrated by the District of Columbia government, government agencies, and the District of Columbia City Council.	Daily Service
Maintain a Transparent Agency Website and Social Media Strategy	Maintain a dynamic, transparent website (and social media strategy) that provides District residents relevant and useful information related to the agency's operations, administration and services. Produce and distribute a monthly agency newsletter.	Daily Service

## 4 PROPOSED 2025 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
<b>Provide District residents informative, educational government programming via the District Council Channel (DCC), the District of Columbia Network (DCN), the District Knowledge Network (DKN), and DC Radio 96.3 HD4.</b>					
Percent increase in hours of sports programming broadcast on the District Knowledge Network (DKN) in FY23 compared to the previous fiscal year.	Up is Better	New in 2023	125%	100%	100%
<b>Regulate the District of Columbia's cable service providers and enforce federal and District government cable television laws and regulations. Develop legislation and regulatory policies in support of OCTFME's mission and operations.</b>					
Percent of customer service requests requiring on site investigation responded to within 48 hours	Up is Better	98.7%	99.6%	95%	95%
Percent of customer service requests not requiring on site investigation responded to within 48 hours	Up is Better	100%	100%	95%	95%
<b>Implement, administer, and support programs, education and employment initiatives that advance the District of Columbia's film, television, music, entertainment, and creative industries.</b>					
Percent of clients receiving permits from OCTFME that rank the agency's overall production support service as "satisfactory" or "very satisfactory"	Up is Better	99.4%	98.6%	95%	95%
Percent of permit applications processed or issued within 5 business days of final application submission	Up is Better	100%	100%	95%	95%
Percent of Rebate Fund balance committed to Program Awardees by the close of the fiscal year.	Up is Better	100%	100%	90%	90%
<b>Create and maintain a highly efficient, transparent, and responsive District government.</b>					
Percent of new hires that are District residents	Up is Better	New in 2023	66.7%	No Target Set	No Target Set
Percent of employees that are District residents	Up is Better	New in 2023	46.4%	No Target Set	No Target Set
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time.	Up is Better	New in 2023	57.1%	No Target Set	No Target Set
Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia	Up is Better	New in 2023	0%	No Target Set	No Target Set



Key Performance Indicators (*continued*)

Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years.	Up is Better	New in 2023	Not Available	No Target Set	No Target Set



Workload Measures

Measure	FY 2022	FY 2023
<b>DC Radio 96.3 HD4 Production, Programming and Broadcast</b>		
Number of hours new/original programming produced and broadcast on DC Radio 96.3 HD4	485	613
<b>DCC Channel Production, Programming and Broadcast</b>		
Number of hours of Council hearings, council events, and new programming broadcast on DCC.	900	981
<b>DCE Network Production, Programming and Broadcast</b>		
Number of hours of new/original programming broadcast on DCE	New in 2023	93
<b>DCN Channel Production, Programming and Broadcast</b>		
Number of hours of new/original programming broadcast on DCN	215	175
<b>DKN Channel Production, Programming and Broadcast</b>		
Number of hours of new/original programming broadcast on DKN	95	63
<b>Support for District Resident Cable Customers</b>		
Number of cable subscriber service requests received not requiring on-site investigation (calls, emails, or via website)	252	288
Number of cable subscriber technical service requests received requiring on-site investigation (calls, emails, or via website)	781	480
<b>Creative Economy Media Education and Workforce Development</b>		
Number of District residents participating in the Creative Economy Career Access Program (CECAP).	New in 2023	7
<b>Creative Economy Support</b>		
Number of District resident creatives participating in the Mayor Muriel Bowser Presents: 202Creates Residency Program	41	52
Number of Creative Economy Activation Events facilitated in the District of Columbia.	New in 2023	45
<b>Manage and Administrate the District of Columbia Film, Television and Entertainment Rebate Fund</b>		
Total rebate awards committed to certified program participants (dollar amount)	\$841,826.00	\$1,263,652.00
Number of Rebate Fund program applicants pre-certified (number of pre-qualification letters issued)	7	7
<b>Permitting and Production Support Services</b>		
Revenue from Permits Issued	\$93,003.00	\$74,490.00
Number of Permits Issued	198	164

Workload Measures (continued)

Measure	FY 2022	FY 2023
<b>Support District Creative Economy Festivals, Special Events and Media Professional Organizatons</b>		
Total number of sponsored industry events, programs or initiatives (number of sponsorship agreements executed)	61	46
<b>Support Go-Go Music as Official Music of the District of Columbia</b>		
Number of sponsored events, programs, activities, or initiatives that support Go-Go Music.	61	76