

Summary of Resident Feedback on TV Service Options

The comments reveal a community **divided** over the current television service (DISH) and the proposed alternatives, primarily **DirecTV streaming**, with strong opinions on **cost, reliability, infrastructure, and the necessity of mandatory service.**

Reliability and Service Quality

- **DISH Service Issues:** A large number of residents report that the current **DISH TV service is unreliable**, citing **weak/spotty signals, frequent interruptions (especially in the evenings), poor picture quality** on some channels, and **aging equipment/infrastructure** (coax cable system).
 - *Quote examples:* "Half the time their channel signals are too weak!", "Aging DISH equipment is not reliable!", "Dish service is unreliable especially in the evenings."
- **DISH Support/Knowledge:** Some praise DISH tech support as **helpful, easy to work with**, and knowledgeable about the park's system, while others complain about issues they cannot fix.
- **Archaic System:** Many dislike the current DISH system's **limited channel guide, lack of DVR capability, inability to pause/rewind**, and desire on-demand viewing options.
- **DirecTV/Satellite Experience:** Feedback on DirecTV is mixed, with some reporting **bad past experiences** ("Direct tv is a disaster!") and others having had **great service** with them in the past ("Fully support the Direct Option.").
- **Infrastructure Concern:** There is widespread belief that the **outdated coax cable infrastructure** is the core problem, affecting both TV and internet service, and that **DISH has no incentive to improve it.**

Cost and Mandatory Service

- **Cost Concern:** Many seasonal residents strongly object to being **forced to pay for 12 months** of service (especially for DirecTV streaming at $\approx \$30/\text{month}$) when they are only in the park for a few months a year. They want an **option to suspend/disconnect service** or a **reduced HOA fee** if service is canceled.
 - *Quote examples:* "Costs for seasonal residents are not fair when compared to full time residents usage of the park," "We do not want to be forced into paying $\$30$ a month, when we are not in VO to watch it."
- **Affordability of DISH:** Many residents, particularly those on fixed incomes, support keeping **DISH TV because it is currently very affordable** ($\approx \$11-\$13/\text{month}$ or $\approx \$35/\text{quarter}$). They see the estimated **4.5% increase as slight** compared to other options.
- **Value of DirecTV:** Proponents of DirecTV see the **bulk/commercial pricing as a significant discount** compared to individual pricing, making it a good amenity.

However, others argue that $\approx \$30/\text{month}$ is not a great discount, especially if they only use select streaming services.

- **Opt-Out/Individual Choice:** A significant group believes TV service **should be an individual choice** and not mandated through HOA fees. They would prefer to **opt out** to reduce HOA costs and choose their own provider/method.
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🌐 Internet, Streaming, and New Technology

- **Impact of Direct Streaming on Internet:**
 - **Direct streaming will increase the demand on the internet network.** Residents note that the current DISH internet is often **unreliable and slow**, especially during peak times.
 - The **minimum internet capability** needed to sustain streaming (like DirecTV Stream) *and* other devices is a **consistently reliable and fast connection**. This often translates to a need for **fiber optic** internet (like the proposed Airbeam service), which is still being implemented/evaluated. Streaming requires high-speed, stable broadband to prevent buffering and quality drops.

Quote examples: "In order to receive the full value of the Direct TV option, an owner must have a consistently reliable internet source... Will this type of reliable internet be available to all owners?", "It would be difficult to do streaming on the TV with our current dish Internet."

- **Streaming & Smart TVs:** It is **not clear** to residents if a "smart TV" is necessary for the streaming service or if an **old flat-screen TV will still work**. (Note: Most streaming services can be accessed on non-smart TVs via external devices like a Roku, Apple TV, or the provider's own set-top box).
 - **Independent Streaming:** Many residents **already use their own streaming services** (YouTube TV, Apple TV, Netflix, T-Mobile Home Internet, etc.) and do not need or want park-provided TV.
 - **Need for Broadband:** A desire for **reliable broadband internet (fiber)** is a top priority, which would allow residents to use free antenna TV or their own streaming services, making a bulk TV contract less necessary.
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CA Canadian Content and Channel Selection

- **Canadian Content:** Canadians (estimated 30% of the park) note that **neither DISH nor DirecTV streaming offers Canadian content (local news/sports)**, making the services less valuable for them.
 - **Channel 17:** Channel 17 (the park's information channel) is mentioned as important by some, but others say they **never/rarely use it** and that its video/audio quality is poor.
 - **Desired Channels:** Specific channel requests were made (e.g., **HGTV, Tennis Channel, PBS**), and some want to see a comparison of channel lineups between DISH and DirecTV.
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Alternative Suggestions

- **Antennas:** Many suggest that residents who don't want/have internet can use a **digital antenna** for local channels, though some find them unsightly and limiting.
 - **Explore Other Options:** Suggestions include a **Super Box** or continuing the current DISH contract for a short term (approx 2 years) to allow more time to evaluate options and for the new fiber internet to become fully reliable.
 - **Bulk Dual Option:** One suggestion was to explore bulk contracts for **both DISH and DirecTV** to accommodate differing preferences.
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